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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Updates to the Cisco Unified Intelligence Center chapters as per the new UI.	Cisco Unified Intelligence Center	
License Consumption report This report displays the maximum number of PCCE agents and non-PCCE agents logged in, in a daily, hourly, monthly, quarterly, and, weekly format.	License Consumption Report	
Recent Call History This view provides live data feed for Agents and supervisors on Cisco Finesse.	Recent Call History	
Recent State History This view presents a table that displays historical state information such as state, reason code, start time, and duration for each Agent.	Recent State History	
Updates to the Default Locale feature in the Unified Intelligence Center	Default Locale in Unified Intelligence Center	

About This Guide

This guide describes how to generate and interpret Cisco Unified Intelligence Center reports for Packaged Contact Center Enterprise (Packaged CCE) deployments. This guide also provides descriptions of report templates used in Packaged CCE deployments.

Audience

This guide is intended for users who use Cisco Unified Intelligence Center to run reports. The user can generate reports, filter data in a report, and schedule a report.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send calls.

Related Documents

Table 1: Packaged CCE Documents and Resources

Document or resource	Link
<i>Cisco Packaged Contact Center Enterprise Documentation Guide</i>	https://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html
Cisco.com site for Packaged CCE documentation	https://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html

Table 2: Cisco Unified Intelligence Center Documents and Resources

Document or resource	Link
Cisco.com site for Cisco Unified Intelligence Center	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the .RSS feeds as a free service.

Field Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in www.cisco.com and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com.

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.