Introduction to Cisco Unified Intelligence Center

Overview

Cisco Unified Intelligence Center is a reporting platform for users of Cisco Contact Center products. It is a web-based application that provides Historical, Real-time, and Live Data reporting and dashboards.

Unified Intelligence Center serves the following primary purposes:

- Obtains data from the base solution's database. The base solution can be any of the Contact Center products.

- Allows you to create custom queries to obtain specific data.

- Customizes the visual presentation of the reports.

- Customizes the data that is presented in the reports.

- Allows different groups of people to view specific data based on their roles.

Unified Intelligence Center users can use the new interface to perform the following tasks:

- Create and view Reports.

- Schedule reports to run at selected intervals.

- Import and export reports and report folders.

Access Unified Intelligence Center

The URLs for logging in to the Unified Intelligence Center reporting application are:

HTTPS

https://<HOST>:8444/cuicui/Main.jsp

Where HOST is the DNS name of a Unified Intelligence Center node.

By default, Unified Intelligence Center does not support HTTP. From the command-line interface, you can set the cuic properties > http-enabled to *on* to enable HTTP. With HTTP enabled, Unified Intelligence Center loads the login page with HTTPS. After successful login, Unified Intelligence Center loads the main page with HTTP.

HTTP

http://<HOST>:8081/cuicui/Main.jsp

Where, HOST is the DNS name of a Unified Intelligence Center node.

When http-enabled is *off*, Unified Intelligence Center redirects all HTTP requests to HTTPS.

Note Permalinks work in both HTTP and HTTPS.

Default Locale in Unified Intelligence Center

Note To specify a locale, install the language pack.

First time access to Cisco Unified Intelligence Center displays the sign in page in the browser locale. To change the locale, click the username on the top-right corner of your screen and select the required locale from the drop-down list.

When you select a locale, the browser retains the locale information even after you sign out and sign in back to Cisco Unified Intelligence Center within the same browser.

Table 1: Supported Languages

Brazilian Portuguese	Chinese (Simplified)	Chinese (Traditional)	Danish	Dutch
English (U.S.)	French (France)	German	Italian	Japanese
Korean	Russian	Spanish (Spain)	Swedish	Polish
Turkish	Finnish	Norwegian	Čeština (Czech)	Bulgarian
Català (Catalan)	Hrvatski (Croatian)	Magyar (Hungarian)	Slovenčina (Slovak)	slovenščina (Slovenian)
Српски (Serbian)	Română (Romanian)			

Synchronize Cluster

System Configuration Administrator can use the Synchronize Cluster feature (link below the username on the top-right corner of your user interface screen) to notify all nodes in the cluster to clear their local cache. This action synchronizes and empties all caches in the cluster. Clearing the locale cache forces each node to go directly to the database for the requested information.

Each node gets fresh data from the database. The data is automatically put into the local cache and accessed during future requests. Data remains consistent in the database and hence there is no loss of information.

For more information, see *Unified Intelligence Center Cache* section in the *Cisco Unified Intelligence Center Administration Guide* at
https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

Browser Support

Unified Intelligence Center supports:

- Internet Explorer 11 (Native mode with Windows 10)

- Firefox ESR 52 and higher ESRs

- Microsoft Edge 41.16299.15.0 and higher (with Windows 10)

- Chrome 60 and higher

Note   To access OAMP, Internet Explorer 11 compatibility mode is required. Chrome support is only for the new user interface.

Self-Signed Certificates

For Unified Intelligence Center Live Data reports on Internet Explorer 11 and Edge, you must perform the following steps to accept certificate once.

1. Access the Live Data server (*https://IP of Live Data Server:12008/security*) and click **Certificates error** on the Internet Explorer toolbar and **View certificates**.

2. On the **Certificate** window, click **Install Certificates** > **Next** > **Place all certificates in the following site**. You are prompted to close the window, click **No**.

3. Click **Browse** and select **Trusted Root Certification Authorities**.

4. Click **OK** > **Next** > **Finish**. Install a certificate from a certification authority (CA).

5. Click **Yes**. A message appears to indicate that the import was successful.

Note   Ensure to manually close the window, if it is not closed automatically.

To verify if certificate is installed on the Internet Explorer, select **Tools** > **Internet Options**. Click **Content** > **Certificates** > **Trusted Root Certification Authorities** tab. The new certificate list is displayed.

Screen Resolution Support

Supported screen resolution for Cisco Unified Intelligence Center: 1366 x 768 or higher.