Cisco Unified Intelligence Center

New Features

Edge Chromium Browser Support

This release supports Edge Chromium (Microsoft Edge). For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.

User Experience Changes

This release provides an improved user experience to create, edit, and manage the following entities:

- Report Definitions

- Value Lists and Collections

- Schedules

- Configuration of:

    - Data Sources—Data Sources are now represented in the form of cards and can easily switch over nodes (Primary and Secondary).

    - Users and User Roles—The following User Roles are displayed on the **Users** listing page based on the user role assignments:

        - SC—System Configuration Administrator

        - SA—Security Administrator

        - RD—Report Definition Designer

- R—Report Designer

- VL—Value List Collection Designer

- D—Dashboard Designer

• User Groups

• User Permissions

For more information, see *Cisco Unified Intelligence Center Report Customization Guide* and *Cisco Unified Intelligence Center User Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html.

Clone Report Definition

This release allows you to clone a Report Definition that is associated with the report being saved during the **Save As** action. Click the **Clone Report Definition** check box if you want to create a copy of the Report Definition and its associated reports.

Set Commands

The following Set Commands have been introduced in this release:

- set cuic properties hsts off

- set cuic properties hsts on [max-age value in seconds]

- set cuic properties http-cache <on|off>

For more information, see *Administration Console User Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

Show Commands

The following Show Commands have been introduced in this release:

- show cuic properties hsts

- show cuic properties user-audit-logging

- show cuic properties http-cache

For more information, see *Administration Console User Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

Stock Report - User's Audit Log

This release provides a new stock report, User's Audit Log using which you can view the audit log data of users such as, Logged In User Detail (name and role), Event Detail, Updated Column, User Detail, and other modified details.

For more information on this report, click the "?" icon (Template Help) from the report in the run mode.

Updated Features

Reports

The report creation now uses tab based wizard. The **Manage Filters** tab is now termed as **Set Default Filter** and is accessible from the ellipsis action menu for each report.

Value List and Collections Config Limits

In this release, the maximum number of Values and Collections per Value List has been increased:

- Maximum number of Values Per Value List = 72000

- Maximum number of Collections Per Value List = 7200

Improved Terminologies

In this release, the following terms are updated:

Previous Terminology	Usage	Updated Terminology
Execute	Permissions	View
Write	Permissions	Edit
Security	Navigation	Configure
Don't show filter while executing a report	Reports-Choose Filters	Skip filter during the report execution
Manage Filters	Filter Dialog box	Set Default Filter
Share	Entity ellipsis Actions	Permissions

Entity Ellipsis Actions - Permissions

In this release, the Share action has been replaced with the Permissions action in the ellipsis actions menu for each of the entity.

Using the Permissions feature:

- Security Administrators can now grant **View** and **Edit** permissions for the entity to various groups.

- Security Administrators can now grant **View** and **Edit** permissions for the entity to various users.

- Entity owners can grant **View** and **Edit** permissions for the entity to groups that they are directly associated with.

Synchronize Cluster

In this release, the Synchronize Cluster link is available below the username on the top-right corner of your user interface screen.

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.

Recent Call History Gadget Icons

In this release, the **Call** and the **Edit** icons (**Actions** column) are not disabled for an unknown number on the Recent Call History gadget in Cisco Finesse.

Important Notes

Variable Permalink - Encode Back Slash

After upgrading to Unified Intelligence Center 12.0, ensure to encode the character "\" in variable permalinks with "%5C".

For example:

```
https://localhost:8444/cuicui/permalink/?

viewId=2C3EA4BA10000166000000170A4E5A53&linkType=htmlType&viewType=Grid&refreshRate=3600

&userName=Domain\John
```

to

```
https://localhost:8444/cuicui/permalink/?

viewId=2C3EA4BA10000166000000170A4E5A53&linkType=htmlType&viewType=Grid&refreshRate=3600

&userName=Domain%5CJohn
```

Migration Limitations

- **Maximum Length for SFTP Password**—In this release, for schedules, the maximum length for the Remote Location (SFTP) password is set to 50 characters. Hence, after upgrade, upon editing a schedule, you may be prompted to change your password for the SFTP settings in the **Schedules** > **Destination Setting** tab.

- **Schedules during Upgrade**—In this release, schedules that are are supposed to run during the upgrade time frame are not triggered. Hence, you need to run these schedules manually after the successful upgrade.

CUIC, Release 11.6(1) ES11

Before you upgrade Cisco Finesse to Release 12.0(1) in a CCE solution, install the CUIC, Release 11.6(1) ES11, patch to ensure that reporting gadgets continue to work on the Finesse desktop after the Cisco Finesse, Release 12.0, upgrade.

Microsoft Edge Limitations

Microsoft Edge can consume considerably higher memory for the same use cases when compared to Chrome or Firefox. Hence, users with Microsoft Edge should use a system with minimum configuration of 8 GB RAM.

Synchronization with AWDB

- User, Collection, and Permission synchronization with Administration Server and Real-Time Data Server (AWDB) is disabled. Hence,

  - when you create Supervisors and Teams in Packaged CCE, the solution creates corresponding User accounts and Collections in Unified Intelligence Center.

  - when you edit or delete Supervisors and Teams, the data dynamically synchronizes with Unified Intelligence Center.

Note If Unified Intelligence Center goes out of synchronization, the solution invokes a deferred synchronization process.

Deprecated Features

Internet Explorer 11

In this release, Internet Explorer version 11 is deprecated. Edge Chromium (Microsoft Edge v79 and later) is the replacement.

Removed and Unsupported Features

Entity Ellipsis Actions - Share

In this release, the **Share** action that helped you in granting **View** and **Edit** permissions for the entities within their group (default group) has been removed.

Permissions, Default Group, and My Group

In this release, the following default group-related features have been removed.

- The **Default Group** selection in the **Groups** tab during the User Group creation process.

- The **Permissions** selection for the **My Group (AllUsers)** and **All Users** in the **General Information** tab during the User creation process.

- The **My Group** selection in the **Groups** tab during the User creation process.

Report Filter Fields in a Grid or a Chart View

This release does not support the display of filter fields in a grid or a chart view. **Report Definition** > **Fields** > **Filter Fields** are used exclusively for setting filter criteria when running reports. Any report view that is created in the previous releases with Filter Fields may fetch wrong results upon upgrading to 12.0 (when the reports are run). Hence, remove the Filter Fields from those views before you run the report.

User Roles - Login User

The **Login User** check box has been removed from the **User Roles** page. The Login User role that is used to sign in to Unified Intelligence Center is now integrated within the system.

To activate or inactivate a Login User, the administrator can now use the toggle button on the **Configure** > **Users** > **Edit User** > **User Information** tab.

Import and Export Report Definition

This release does not support importing and exporting Report Definition as a separate entity. The corresponding Report Definitions are imported or exported while importing or exporting the reports respectively.

Third Party Software Impacts

None