# Preface


- Change History, on page i
- About This Guide, on page ii
- Audience, on page ii
- Related Documents, on page ii
- Communications, Services, and Additional Information, on page ii
- Field Notice, on page iii
- Documentation Feedback, on page iii
- Conventions, on page iii


## Change History

| Change | See | Date |
|---|---|---|
| Edge Chromium updates | Browser Support and Self-Signed Certificates | December 2020 |
| **Initial Release of Document for Release 12.5** | | February 2020 |
| New reports have been added | Enterprise Service Historical All Fields | |
| | Enterprise SkillGroup Historical All Fields | |
| | Peripheral Service Historical All Fields | |
| | Peripheral Service Real Time | |
| | Enterprise Skill Group Real Time | |
| | Agent Summary Report | |

# 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 2: Packaged CCE Documents and Resources***

| Document or resource | Link |
|---|---|
| *Cisco Packaged Contact Center Enterprise Documentation Guide* | 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 3: 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 |

# Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.
- To get the business results you're looking for with the technologies that matter, visit Cisco Services.
- To submit a service request, visit Cisco Support.
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco DevNet.
- To obtain general networking, training, and certification titles, visit Cisco Press.
- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

### Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

# Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at https://cway.cisco.com/mynotifications.

# 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:

***Table 4: Conventions***

| Convention | Description |
|---|---|
| **boldface** font | Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.<br>For example:<br>• Choose **Edit** > **Find**.<br>• Click **Finish**. |

| Convention | Description |
|---|---|
| *italic* font | Italic font is used to indicate the following:<br>• To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills.<br>• A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*)<br>• A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*. |
| `window font` | Window font, such as Courier, is used for the following:<br>• Text as it appears in code or that the window displays. Example:<br>`<html><title>Cisco Systems, Inc. </title></html>` |
| `< >` | Angle brackets are used to indicate the following:<br>• For arguments where the context does not allow italic, such as ASCII output.<br>• A character string that the user enters but that does not appear on the window such as a password. |