

Cisco Unified Intelligence Center 8.0

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

The Cisco Unified Communications platform allows customers to move beyond simple transactions to provide a unique, content-rich, and customer-centric service through a variety of channels, including voice, web, email messaging, and video - extending customer care beyond the traditional contact center. With these new forms of communication, accurate reporting is vital to ensuring maintenance of customer service levels. Having access to the right data when and where you need it is critical.

Cisco Unified Intelligence Center is a web-based GUI that provides real-time and historical reporting in an easy-to-use, wizard-based application for Cisco Unified Contact Center Enterprise, Cisco Unified Contact Center Hosted, and Cisco Unified Intelligent Contact Management. It allows contact center supervisors and business users to report on the details of every contact across all channels in the contact center from a single interface (Figure 1).

Built on a robust and extensible Web 2.0 framework, Cisco Unified Intelligence Center allows customers to extend the boundaries of traditional contact center reporting to an information portal where data can be easily integrated and shared throughout the organization.

Figure 1. Cisco Unified Intelligence Center Dashboard



Features and Benefits

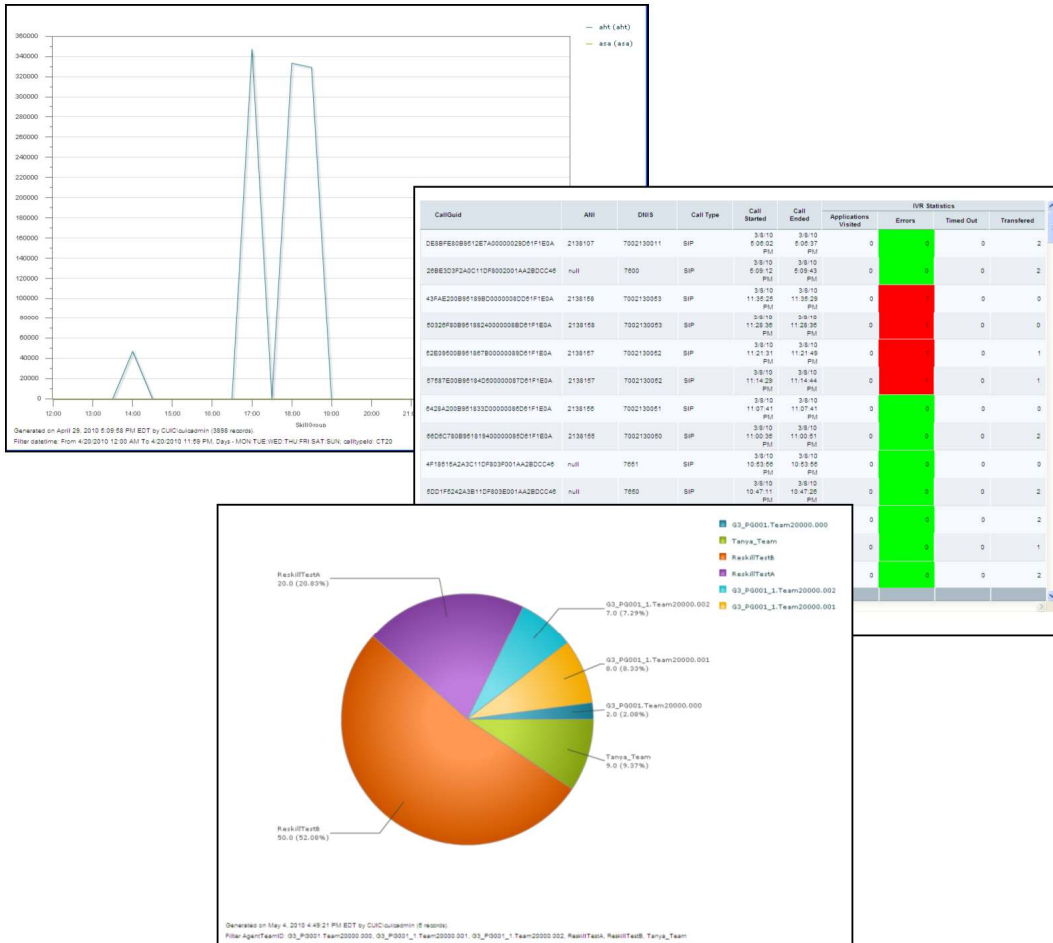
Cisco Unified Intelligence Center is a state-of-the-art, open platform offering a secure and unique 360 degree view of the enterprise with the ability to link down, up, or across to other data from any report. Two versions of Cisco Unified Intelligence Center are available: Cisco Unified Intelligence Center Standard and Premium (Table 1). Cisco Unified Intelligence Center Standard software is included as part of the Cisco Unified Contact Center Enterprise software kit. Please note that platform software is required. Cisco Unified Intelligence Center Premium includes advanced features and the ability to create new reporting queries and access other external databases and data sources. Table 1 summarizes what is included in the standard and premium editions.

Table 1. Feature Comparison for Cisco Unified Intelligence Center Standard and Premium Editions

Feature	Cisco Unified Intelligence Center Standard	Cisco Unified Intelligence Center Premium
Core reporting for Cisco Unified Intelligent Contact Management (ICM) and Cisco Unified Contact Center Enterprise (CCE) with standard templates	X	X
Dashboards	X	X
Report templates for Cisco Unified Customer Voice Portal (CVP)	X	X
Import and run reports created with Cisco Unified Intelligence Center Premium	X	X
Change report filters (date, time, items in category—skill, agent, and call type)	X	X
Rename columns	X	X
Reorder, hide, and unhide report columns	X	X
Define thresholds (change color, text, and graphics)	X	X
Multiple presentations of report data	X	X
Partitioning through collections	X	X
Create or modify queries to build new reports		X
Active links between reports		X
Create or modify queries to build new reports		X
Add computed fields in reports	X	X
XML Stylesheet Language Transformations (XSLT)		X
Really Simple Syndication (RSS)		X
Permalinks		X
Access to third-party data sources for reporting		X

Cisco Unified Intelligence Center provides real-time and historical reporting in an easy-to-use, wizard-based application. To customize how information is presented, the application provides you with a dashboard (Figure 1), which is the canvas for grouping multiple objects together, such as charts, gauges, or grids, to give you a comprehensive view of contact center statistics at a glance. You can develop multiple dashboards to provide a variety of views for any contact center information. And for end users of these reports (Figure 2), you can modify the content through the wizard by choosing the columns to be displayed, specifying the order, applying filter criteria to identify exceptions, formatting values, and renaming columns to suit your needs. This way, the report designers can define a report and allow end users to personalize it on their own, eliminating the need to go back to the designer for small changes.

Figure 2. Cisco Unified Intelligence Center Sample Reports



Another benefit to administrators is the ability to set individual default values for users or groups that define time zones, languages, and other interface preferences. No matter where users are located, when they log in, the defaults assigned to them provide reporting information that is customized for their particular needs.

Cisco Unified Intelligence Center also offers administrators the ability to control access to features, reports, and data by granting privileges only to authorized individual users or groups of users. For example, you can assign each supervisor to a group of agents, skills, and call types that are the most relevant to them so that each report provides focused, actionable insights into data that is germane to their role.

Several features in this product allow you to extend the Cisco Unified Intelligence Center platform beyond traditional contact center reporting and into an enterprisewide information portal. You can use data from nontraditional sources to improve business efficiency and effectiveness. Examples include publishing data from anywhere in your network to provide real-time data on changing conditions in the contact center or adding a countdown widget that marks the time until a new product launch. You also can use HTML post to include live external webpage content or access internal information portals to include in the dashboard, or add a message to your team dashboard through a “sticky note”.

System Requirements

For information about system requirements, please refer to the Bill of Materials (BOM) for Cisco Unified Intelligence Center 8.0 here http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html.

Ordering Information

To place an order, visit the Cisco Ordering Home Page at <http://www.cisco.com/en/US/ordering/index.shtml>. Cisco Unified Intelligence Center Standard and Premium licenses can be ordered via the IPCE-SVR-ADDON part number - CCEH-CUIC8-PREM and CCEH-CUIC8-STD.

Cisco Services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich-media experience across any workspace.

The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Cisco Unified Contact Center Services, please visit <http://www.cisco.com/go/uccservices>.

For More Information

For more information about the Cisco Unified Intelligence Center, visit <http://www.cisco.com/go/ccreports> or contact your local Cisco account representative.



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