

Cisco Unified Intelligence Center 10.0

Product Overview

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

The Cisco Unified Communications platform allows customers to move beyond simple transactions to provide a unique, customer-centric service with robust content 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 the ability to measure and monitor change. Having access to the right data when and where you need it is critical.

Cisco Unified Intelligence Center is a web-based reporting application that provides real-time and historical reporting in an easy-to-use, wizard-based application for Cisco Contact Center products. 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).

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 360-degree view of the enterprise with the capability to link down, up, or across to other data from any report. Stock and custom reports can be grouped with other web content to create dynamic dashboards. Permanent web links, or permalinks, also enable one-click access to reports and dashboards in Cisco Unified Intelligence Center, allowing reports to be embedded in other dashboards and simplifying access.

Cisco Unified Intelligence Center report packages can be imported to provide support for multiple Cisco Contact Center products including Cisco Unified Contact Center Enterprise, Unified Customer Voice Portal, and Unified E-Mail and Web Interaction Manager; and the Cisco SocialMiner[®] social media customer care solution. In addition, partner report packages can enhance and extend reporting to other products. Using a single reporting platform across contact center products reduces training costs for both end users and report developers.

Two versions of Cisco Unified Intelligence Center are available for Cisco Unified Contact Center Enterprise, Cisco Unified Intelligence Center Standard and Premium; for Cisco Unified Contact Center Express, Cisco Unified Intelligence Center Standard is available. Cisco Unified Intelligence Center Standard software is included as part of the Cisco Unified Contact Center Enterprise and Express software kit. Please note that platform software is required. Cisco Unified Intelligence Center Premium, available for Cisco Unified Contact Center Enterprise only, includes advanced features and the capability to create new reporting queries and access other external databases and data sources. Table 1 summarizes the features of Cisco Unified Intelligence Center.

Table 1. Feature Comparison for Cisco Unified Intelligence Center

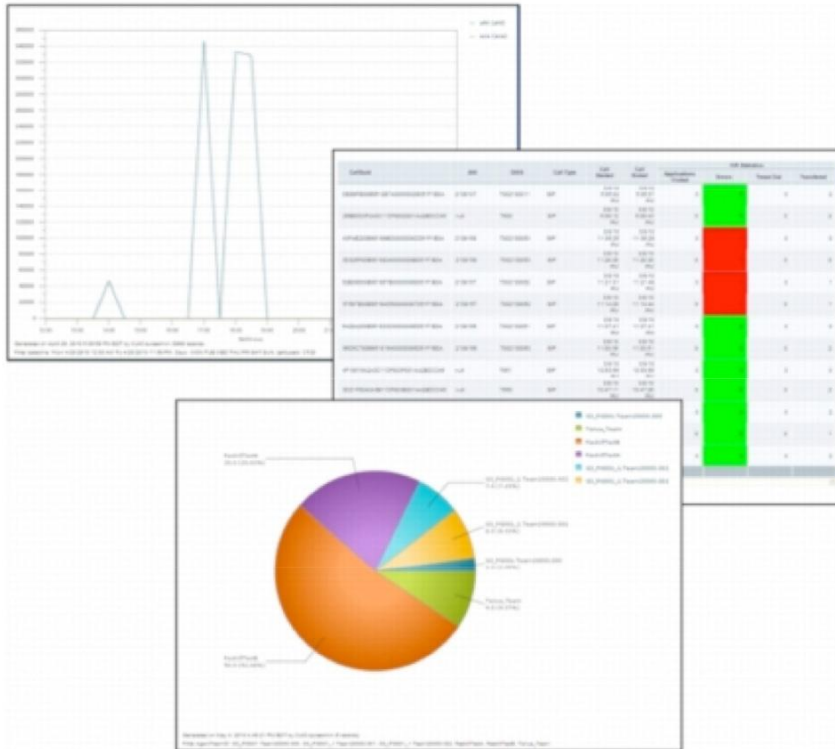
Feature	Cisco Unified Intelligence Center Standard	Cisco Unified Intelligence Center Premium
Historical reports for Cisco Unified Contact Center Express preinstalled		
Cisco Unified Intelligence Center administrative reports	X	X
Download and import Cisco Unified Contact Center Enterprise, Unified Customer Voice Portal, Unified E-Mail and Web Interaction Manager, and outbound reports from cisco.com and developer.cisco.com	X	X
Import reports developed by partners or on lab systems	X	X
Dashboards	X	X
Rename columns	X	X
Reorder, hide, and unhide report columns	X	X
Define thresholds (change color, text, and graphics)	X	X
Change report filtering for ad hoc reporting	X	X
Perform partitioning through collections*	X	X
Permalinks	X	X
Create or modify queries to build new reports		X
Configure links between reports		X
Set report refresh rates		X
Add or change computed fields in reports		X
Access third-party data sources for reporting		X

* Not applicable for Cisco Unified Contact Center Express

Cisco Unified Intelligence Center provides real-time and historical reporting in an easy-to-use, wizard-based application. To allow you to customize the way that information is presented, the application provides a dashboard (Figure 1), which is the canvas for grouping multiple objects together, such as charts, gauges, and grids, to provide a comprehensive view of contact center statistics at a glance. New for Cisco Unified Intelligence Center 10.0 is Live Data for Cisco Unified Contact Center Enterprise and Unified Contact Center Express. This feature provides a new real-time architecture with significant real-time refresh rate improvements through actionable reports with asynchronous and just-in-time data updates.

You can develop multiple dashboards to provide a variety of views for any contact center information. End users of these reports (Figure 2) 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 individual needs. This approach allows report designers to define a report and then allows 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 for administrators is the capability 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 allows administrators 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 that person so that each report provides focused, actionable insights into data that is germane to the person's role.

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

System Requirements

For information about system requirements for Cisco Unified Contact Center Express, please refer to the Cisco Unified Contact Center Express documentation. For all other implementations of Cisco Unified Intelligence Center, please refer to the bill of materials (BOM) for Cisco Unified Intelligence Center 10.0 at:

http://www.cisco.com/en/US/partner/products/ps9755/products_user_guide_list.html.

Ordering Information

To place an order, visit the Cisco Ordering homepage at <http://www.cisco.com/en/US/partner/ordering/index.shtml>. You can order Cisco Unified Intelligence Center Standard and Premium licenses with the IPCE-SVR-ADDON part numbers CCEH-CUIC-PREM and CCEH-CUIC-STD.

Cisco Services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a multimedia 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 achieve the full value of your IT and communications investments.

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.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)