Deploying Cisco Unified Intelligence Center v8.0 (DUIC)

Course Summary

Description

Deploying Cisco Unified Intelligence Center (DUIC) 8.0 is a comprehensive, end-to-end reporting solution, designed to make the task of creating reports and managing disparate data sources, easier on the customer, and at the same time, present a consistent user interface and a common tool, to access the varied data across multiple Cisco product families.

Objectives
At the end of this course, students will be able to:

- Provide a comprehensive overview of the Cisco Unified Intelligence Center.
- Demonstrate how to install, administer, and provide security for the CUIC solution.
- Describe reporting concepts as well as capabilities and features of CUIC reports.
- Provide a detailed description of how custom reports from normal data sources (UCCE and CVP) as well new data sources can be created to specific Customer requirements.

Topics

- Cisco Unified Intelligence Center (CUIC) Overview
- CUIC Installation, Administration and Security
- Running CUIC Reports
- CUIC Custom Reporting

Audience

- Cisco Customers
- Cisco Technology Partners
- Cisco Employees

Prerequisites

Students should have working knowledge of Unified Contact Center Enterprise and experience with Contact Center operations is desirable.

Duration

Three days

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