Current Technologies
Computer Learning Centers

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REPORTING CISCO CONTACT CENTER ENTERPRISE (CCER) V1.0

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The Reporting Cisco Contact Center Enterprise (CCER) V1.0 is a two-day course supporting end-to-end reporting solutions in CCE using Cisco Unified Intelligence Center. This course is designed to assist customers and partners in the task of creating reports and managing disparate data sources. CCEF and CCEA or equivalent knowledge are prerequisites for this course.

How you'll benefit

This class will help you:

- Consolidate disparate data into manageable, comprehensive reports
- Understand the business application of the CCE solution and how it provides a framework of correlation between core and optional components

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The primary audience for this course is as follows:

- Sales Engineers
- Deployment Engineers
- Project Managers
- Account Managers

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of computer networking components: Windows Active Directory (AD) SQL Server and components (servers, routers, switch) is helpful but not required
- Understanding of Cisco Packaged Contact Center Enterprise components and call flows
- Experience administering Cisco Packaged Contact Center Enterprise
- Advanced Packaged Contact Center Enterprise administration experience

Course Duration
2 days
Course Price
$1,795.00 or 18 CLCs
Methods of Delivery
- Instructor Led
- Virtual ILT
- On-Site

OUTLINE

Module 1: Cisco Unified Intelligence Center Foundations

- **Cisco Unified Intelligence Center – Basics**

  - Overview of CUIC and its role in the CCE reporting architecture

  - Positioning CUIC in the context of Packaged CCE and Unified CCE deployments

- **Cisco Unified Intelligence Center – Deployment Models**

  - Supported installation models: co-resident, standalone, and high availability

  - Differences in data access and redundancy

- **Cisco Unified Intelligence Center – Reports**

  - Types of reports: stock, custom, historical, real-time

  - Report scheduling, export, and data visualization

- **Cisco Unified Intelligence Center – Data Sources**

  - Understanding HDS/DDS database sources

  - Configuring and validating connectivity to reporting databases

- **Cisco Unified Intelligence Center – Additional Considerations**

  - Integration with Finesse and third-party dashboards

  - Data retention, refresh rates, and query optimization

- **Cisco Unified Intelligence Center – Access**

  - Access roles and login behavior for administrators and users

  - Web interface navigation and UI organization

Module 2: Cisco Unified Intelligence Center Administration and Operations Console

- **Operations Console (OAMP) Console Introduction**

  - Introduction to the CUIC Operations Console for system-level configuration

  - Separation of administration from report development functions

- **Admin User Management**

  - Creation and management of administrative users

  - Role-based access control for configuration and report authoring

- **Device Configuration**

  - Adding and managing connections to external databases and data sources

  - Troubleshooting device reachability and performance

- **Log and Trace Settings**

  - Configuring logging levels for diagnostics

- o   Exporting log files for system analysis
- **Control Center Features**
  - o   Viewing service status and health indicators
  - o   Restarting services and monitoring performance
- **Cluster Configuration**
  - o   Setup and management of clustered CUIC environments
  - o   Load balancing and failover configuration
- **Tool Selections**
  - o   Access to diagnostic utilities and import/export tools within the console

Module 3: Cisco Unified Intelligence Center Attributes

- **Stock Reporting**
  - o   Overview of standard out-of-the-box CUIC reports
  - o   Use cases for operational and historical reporting
- **Dashboard Features**
  - o   Creating visual dashboards with real-time widgets
  - o   Combining multiple reports and charts into a single view
- **Value Lists and Collections**
  - o   Dynamic list creation for filtering report content
  - o   Using collections to group data for reporting precision
- **Permalink Features**
  - o   Generating direct links to specific views or dashboards
  - o   Sharing read-only reports via URL
- **Roles and Permissions Basics**
  - o   Assigning user capabilities based on job function
  - o   Customizing roles to control access to report and view resources
- **Users and Groups Components**
  - o   Creating and managing user profiles and organizational groupings
  - o   Applying visibility restrictions and access boundaries
- **Report Definitions**
  - o   Defining how a report is built, including columns, filters, and SQL queries
  - o   Cloning and modifying existing report definitions for reuse

Module 4: Cisco Unified Intelligence Center Custom Reports and Views

- **Creating Views**
  - Configuring personalized report layouts and filter defaults
  - Creating user-specific views for daily operations

- **Building Report Definitions**
  - Crafting new report definitions with field mapping and calculated fields
  - Associating reports to specific data sources

- **Generating Custom Reports**
  - Designing custom reports based on organization-specific requirements
  - Applying thresholds, conditions, and advanced logic

- **Report Definitions and Drilldowns**
  - Creating interactive reports with drilldown capabilities
  - Linking summary and detail views across reports

- **Create Custom RCD Report Definition (Database Query) and Report**
  - Writing custom SQL queries to access RCD (Router Call Detail) tables
  - Visualizing call detail records in custom report output

- **Explore Value Lists and Drilldowns**
  - Enhancing interactivity with dynamic dropdowns and clickable fields
  - Optimizing drilldown performance and usability

LAB OUTLINE

- **Discovery 1-1: Navigate Discovery Architecture and Components**

- **Discovery 1-2: Import Base ICM Configuration**

- **Discovery 2-1: Explore Cisco Unified Intelligence Center OAMP**

- **Discovery 3-1: Work with Stock Reports**

- **Discovery 3-2: Work with Dashboards**

- **Discovery 3-3: Explore Value Lists and Collections**

- **Discovery 3-4: Explore Supervisor Defaults**

- **Discovery 3-5: Create a Reports User**

- **Discovery 3-6: Use Group Settings**

- **Discovery 4-1: Edit Report Views**