Deploying Cisco Unified Intelligence Center

Duration: 3 Days   Course Code: DUIC   Version: 1.1   Delivery Method: Virtual Learning

Overview:

This three-day instructor-led course is designed to provide attendees with the knowledge and skills required to make the most of Cisco's Unified Intelligence Center 8.0.4 solution. Cisco's Unified Intelligence Center is a comprehensive, end-to-end reporting solutiondesigned to make the task of creating reports and managing disparate data sources easierfor 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.

This course is worth 24 Credits in the Continuing Education Program

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Cisco Unified Communications system channel partners, resellers, system engineers and customers who will be installing, configuring and maintaining the Cisco Unified Intelligence Center product, as well as those partners looking to achieve the Cisco UCCE ATP.

Objectives:

- **After you complete this course you will be able to:**

- Provide a comprehensive overview of Cisco Unified Intelligence Center

- Demonstrate how to install, administer, and provide security for the Cisco Unified Intelligence Center solution

- Describe reporting concepts and capabilities and features of Cisco Unified Intelligence Center reports

- Provide a detailed description of how custom reports from normal data sources (Cisco Unified CCE and Cisco Unified CVP) and new data sources can be created to meet specific customer requirements

Prerequisites:

Attendees should meet the following prerequisites:

- A working knowledge of Cisco Unified Contact Center Enterprise is desirable. AUCCE1 or AUCCE2 or DUCCE
- A working knowledge of contact center operations is desirable.
- AUCCE1 - Administering Cisco Unified Contact Center Enterprise Part 1
- AUCCE2 - Administering Cisco Unified Contact Center Enterprise Part 2
- DUCCE - Deploying Cisco Unified Contact Center Enterprise

Testing and Certification

Recommended as preparation for exam (s) ;

- There is no specific exam aligned to this course.

Follow-on-Courses:

The following courses are recommended for further study:

- AUCCE1 and AUCCE2 - Administering Cisco Unified Contact Center Enterprise Parts 1 and 2
- DUCCE - Deploying Cisco Unified Contact Center Enterprise

Content:

Cisco Unified Intelligence Center Overview

- Introducing Cisco Unified Intelligence Center
- Managing Cisco Unified Intelligence Center Components
- Understanding Cisco Unified Intelligence Center Deployment Considerations
- Understanding Cisco Unified Intelligence Center Security and License Types

Cisco Unified Intelligence Center Installation, Administration, and Security

- Installing Cisco Unified Intelligence Center
- Understanding Cisco Unified Intelligence Center Administration
- Managing Users and Security in Cisco Unified Intelligence Center

Cisco Unified Intelligence Center Reports

- Running Cisco Unified Intelligence Center Reports
- Using Value Lists and Collections
- Using Permalinks
- Modifying Cisco Unified Intelligence Center Stock Reports

Cisco Unified Intelligence Center Custom Reporting

- Understanding Cisco Unified CCE Key Concepts
- Using Report Definitions
- Creating a New Cisco Unified Intelligence Center Report
- Searching Call Detail Records

Labs

- Lab 2-1: Verifying Installation of the Unified Intelligence Center Controller and Navigating OAMP
- Lab 2-2: Managing Users and Security in Cisco Unified Intelligence Center
- Lab 3-1: Running a Stock Report
- Lab 3-2: Creating Value Lists and Collections
- Lab 3-3: Creating Permalinks
- Lab 3-4: Modifying a Stock Report
- Lab 4-1: Creating a Simple Report Definition
- Lab 4-2: Creating a Custom Report
- Lab 4-3: Searching Call Detail Records

Additional Information:

This course does not cover the deployment of Unified Contact Center Enterprise or Unified Contact Center Express. However training on these products can be found in the relevant courses below:
Deploying Unified Contact Center Enterprise (DUCCE)Deploying Unified Contact CenterExpress (UCCXD)

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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