

---

## Deploying Cisco Unified Intelligence Center

**Duración: 3 Días**    **Código del Curso: DUIC**

---

### Temario:

Deploying Cisco Unified Intelligence Center (DUIC) 1.0 is a three-day ILT course. Cisco Unified Intelligence Center 8.0.4 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.

---

### Dirigido a:

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. Channel Partner / ResellerCustomerEmployee

---

### Objetivos:

- **After you complete this course you will be able to:**
  - Provide a comprehensive overview of Cisco Unified Intelligence Center
  - Describe reporting concepts and capabilities and features of Cisco Unified Intelligence Center reports
  - Demonstrate how to install, administer, and provide security for the Cisco Unified Intelligence Center solution
  - 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. AUCCE 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

### Exámenes y certificación

**Recommended as preparation for exam (s) ;**

- There is no specific exam aligned to this course.
- 

### Siguientes cursos recomendados:

**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
-

## Contenido:

### isco 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

## Información Adicional:

*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 Center Express (UCCXD)*

## Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

[info.cursos@globalknowledge.es](mailto:info.cursos@globalknowledge.es)

[www.globalknowledge.com/es-es/](http://www.globalknowledge.com/es-es/)

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid