

## Deploying Cisco Unified Intelligence Center

**Duration: 3 Days**    **Course Code: DUIC**

### Overview:

In the Deploying Cisco Unified Intelligence Center (DUIC) course, you'll get an expansive overview of Cisco Unified Intelligence Center (CUIC). CUIC is a comprehensive, end-to-end reporting solution designed to make creating reports and managing disparate data sources easier on the customer and, at the same time, to present a consistent user interface and a common tool to access the varied data across multiple Cisco product families.

### Target Audience:

This course is designed for: Cisco customers, technology partners, and employees

### Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
  - Reporting concepts and capabilities
  - Features of CUIC report
  - Create custom reports from normal data sources (Cisco Unified CCE and Cisco CVP) and new data sources to meet specific customer requirements
- Comprehensive overview of the CUIC
- Install, administer, and provide security for the CUIC solution

### Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- Working knowledge of Unified Contact Center Enterprise and contact center operations

### Testing and Certification

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### 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

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## Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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