

Deploying Cisco Unified Intelligence Center v8.0 (DUIC)

Course Objectives

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

Prerequisites

The knowledge and skills you must have before attending this course are as follows:

- A working knowledge of Unified Contact Center Enterprise
- A working knowledge of contact center operations

Course Outline

Module 1: Cisco Unified Intelligence Center Overview

Provide a comprehensive overview of the Cisco Unified Intelligence Center.

Lesson 1: Cisco Unified Intelligence Center Overview

- Describe the major features of CUIC
- Describe the different types of presentation formats
- Explain how CUIC reports can be personalized to fit individual needs and roles

Lesson 2: Managing Cisco Unified Intelligence Center Components

- Describe how to use the CUIC Controller to perform administrative, maintenance, and provisioning functions
- Describe drawers from the Administration console

Lesson 3: Cisco Unified Intelligence Center Deployment Considerations

- Explain the system (software) compatibility options
- Explain the various CUIC deployment models
- Explain how member nodes work with the controller node in a cluster deployment of CUIC
- Describe how data is replicated across multiple reporting nodes

Lesson 4: Cisco Unified Intelligence Center Security and License Types

- Define the various features of CUIC and list the features available by product licensing
- Explain the various Report Template modifications in the two versions of the application
- Describe how to secure CUIC from within the Security Center by segregating data and reports by users and user groups

Module 2: Cisco Unified Intelligence Center Installation, Administration, and Security

Demonstrate how to install, administer and provide security for the CUIC solution.

Lesson 1: Installing Cisco Unified Intelligence Center

- Describe the basic pre-installation tasks, including obtaining the license file
- Describe the basic installation configuration information as well as how to perform both media and hardware checks
- Describe the process of installing the controller
- Demonstrate how to log into the system, upload a license file and define a member node
- Demonstrate how to install and configure a member node

Lesson 2: Cisco Unified Intelligence Center Administration

- Describe the function of Super Users, how to set up user security, and how to identify the drawer that contains this functionality
- Identify the drawer that allows you to list all configured devices, maintain the cluster and view the details of device configurations
- Describe how to administer other nodes by using the Control Center drawer
- Describe the integration with Cisco Unified CCE and the tasks involved in setting up the CUIC configuration

Lesson 3: Managing Users and Security in Cisco Unified Intelligence Center

- Describe the features available in CUIC to ensure a secure system at the user level
- Describe how to examine, modify, add or delete CUIC users
- Describe how to examine, modify, add or delete user groups and explain their benefits
- Explain how to modify user roles and permissions to reflect a customer's specific security requirements

Module 3: Running Cisco Unified Intelligence Center Reports

Describe reporting concepts as well as capabilities and features of CUIC reports.

Lesson 1: Running Cisco Unified Intelligence Center Reports

- Describe the concept of real-time vs. historical reports
- Describe the various Stock Reporting templates
- Demonstrate how to run Stock Reports

Lesson 2: Modifying Cisco Unified Intelligence Center Stock Reports

- Describe how to save a copy of a Cisco Unified CCE Stock Report that will be modified

- Modify the new report and observe the resulting changes
- Save the new report for repeated use

Module 4: Cisco Unified Intelligence Center Custom Reporting

Provide a detailed description of how custom reports from normal data sources (Cisco UCCE and CVP) as well as new data sources can be created to specific customer requirements.

Lesson 1: Cisco Unified CCE Key Concepts

- Describe how UCCE provides a consolidated view of data to Unified Intelligence Center
- Describe how Unified Intelligence Center historical reports access the AWDB, which has views to historical data on the HDS database
- Describe the UCCE database structure
- Describe why report data can differ in a contact center

Lesson 2: Creating a New Cisco Unified Intelligence Center Report

- Demonstrate how to create a new custom report
- Describe how to modify the views of the data from the newly created custom report
- Describe how to create a simple report definition and the script associated with it
- Demonstrate how to create a dashboard and customize it to reflect several views

Lesson 3: Call Detail Record Searches

- Describe how to import a new custom report
- Demonstrate how to modify the views of the data from the newly imported custom report
- Describe how to export a report

DUIC v8.0 Hands-On Lab Exercises:

- Installing and Configuring the Cisco Unified Intelligence Center Controller
- Managing Users and Security in Cisco Unified Intelligence Center
- Running a Stock Report
- Modifying a Stock Report
- Creating a Custom Report
- Call Detail Record Searches