



Cisco Unified Intelligence Center Documentation Guide, Release 12.5(1)

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Documentation Guide

This documentation guide provides details of all of the documents for this release of Cisco Unified Intelligence Center and contains links to the documents.

For the latest version of all of the Unified Intelligence Center documents, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>.

Documentation Changes

New Documents in This Release

There are no new documents in this release.

New Solution Documents in This Release

There are no new solution documents in this release.

Documents Retired in This Release

There are no documents retired in this release.

Documents Updated in This Release

The following table lists the documents that are updated in this release.

Table 1: Updated Cisco Unified Intelligence Center Documents

Document	Change
Installation and Upgrade Guide for Cisco Unified Intelligence Center	This document contains updated content related to: <ul style="list-style-type: none">• VMware ESXi supported versions• Usage of Cross Origin Resource Sharing (CORS)• Removal of License related information• Addressing of injection vulnerabilities

Document	Change
Cisco Unified Intelligence Center Report Customization Guide	This document contains updated content related to: <ul style="list-style-type: none"> • Certificate Acceptance to view Online Help • Introduction of Conditional Duration Fields • Changes to User Roles are updated in Log Files
Cisco Unified Intelligence Center User Guide	This document contains updated content related to: <ul style="list-style-type: none"> • Support to HTTP removed. • Changed Browser Support • Addressing of injection vulnerabilities • Changed Large Schedule Frequency
Administration Console User Guide for Cisco Unified Intelligence Center	This document contains updated content related to: <ul style="list-style-type: none"> • Improved user experience to configure, edit, and manage the Administration Console entities • Command Line Interface > Utils Commands • Removal of License related information

Plan

Solution Design Guide for Cisco Unified Contact Center Enterprise

This document presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>

Solution Design Guide for Cisco Unified Contact Center Express

This document describes system-level best practices and design guidelines for Unified CCX Solution and the solution components, including Unified Intelligence Center.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>

Solution Design Guide for Cisco Hosted Collaboration Solution for Contact Center

This document provides design considerations and guidelines for deploying the Cisco HCS for Contact Center for Designers and installers.

Content: Architecture overview, types of deployments, features, requirements, and constraints.

This document is located at

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html>

Solution Design Guide for Cisco Packaged Contact Center Enterprise

This document presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>

Release Notes for Cisco Unified Contact Center Enterprise Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Enterprise Solution and related components, including Unified Intelligence Center.

Read this document if you plan to deploy Unified Intelligence Center in a Unified Contact Center Enterprise environment.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>

Release Notes for Cisco Packaged Contact Center Enterprise Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Packaged Contact Center Enterprise Solution and related components, including Unified Intelligence Center.

Read this document if you plan to deploy Unified Intelligence Center in a Packaged Contact Center Enterprise environment.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html>

Release Notes for Cisco Unified Contact Center Express Solution

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Express Solution and related components, including Unified Intelligence Center.

Read this document if you plan to deploy Unified Intelligence Center in a Unified Contact Center Express environment.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>

Release Notes for Cisco Hosted Collaboration Solution for Contact Center

This document lists the new features, updated features, important notes, deprecated features, and removed and unsupported features for Cisco HCS for Contact Center Solution.

This document is located at

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html>

Open Source Used in Cisco Unified Intelligence Center

This document lists the licenses and notices for open source software used in this product.

To see the latest Unified Intelligence Center Open Source Guide, see: https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=%20intelligence%20center#~documentation.

Install and Upgrade

Installation and Upgrade Guide for Cisco Unified Intelligence Center

This document explains how to install and upgrade Unified Intelligence Center. This guide is prepared for partners, specialists, and system administrators who are responsible for the installation of Unified Intelligence Center.

To view the latest *Installation and Upgrade Guide for Unified Intelligence Center*, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-installation-guides-list.html>.

Virtualization for Unified Intelligence Center

The virtualization page for Unified Intelligence Center provides virtualization requirements, guidelines and procedures.

To view the page, see: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-intelligence-center.html.

Compatibility with Unified CCE

The compatibility information for Unified Intelligence Center provides hardware specifications and compatible third-party software versions for Unified Intelligence Center with Unified CCE.

This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCE, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

Compatibility with Unified CCX

The compatibility information for Unified Intelligence Center provides hardware specifications and compatible third-party software versions for Unified Intelligence Center with Unified CCX.

This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCX, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>.

Configure

Cisco Unified Intelligence Center Report Customization Guide

This document describes the different aspects of customizing a report in Unified Intelligence Center.

To see the latest Unified Intelligence Center Report Customization Guide, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.

Cisco Unified Intelligence Center User Guide

This document describes how to generate, view, filter, schedule and view permalinks and dashboards for various reports.

To see the latest Unified Intelligence Center User Guide, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.

Maintain and Operate

Administration Console User Guide for Cisco Unified Intelligence Center

This document describes the Operations Console, which is a web-based console that enables users to centrally operate, administer, maintain, and provision the Unified Intelligence Center.

To view the latest Administration Console User Guide for Cisco Unified Intelligence Center, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

Cisco Unified Contact Center Enterprise Port Utilization

This document provides information on the ports used by Cisco Unified Contact Center Enterprise Solution and related components, including Unified Intelligence Center.

To view the port utilization in Unified Intelligence Center, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Cisco Unified Contact Center Express Port Utilization

This document provides information on the ports used by Cisco Unified Contact Center Express Solution and related components, including Unified Intelligence Center.

To view the port utilization in Unified Intelligence Center, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-and-configuration-guides-list.html>.

Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at

<https://tools.cisco.com/security/center/publicationListing.x>.

Related Documentation

This section presents information about product components that are deployed with Unified Intelligence Center.

Cisco Unified Contact Center Express

For Unified CCX documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>.

Cisco Packaged Contact Center Enterprise

For Cisco Packaged Contact Center Enterprise documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

Cisco Finesse

For Finesse documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html>.

Cisco Unified Contact Center Enterprise

For Cisco Unified Contact Center Enterprise documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>.

Cisco Hosted Collaboration Solution for Contact Center

For Cisco Hosted Collaboration Solution for Contact Center documentation, see:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html>.