

# Deploying Cisco Unified Intelligence Center v1.1

## DUIC



**Delivery Type:** Classroom

**Duration:** 3 days

### Overview

This course will be delivered using v9.0 software, giving delegates an enhanced experience. Additional hand-out will be provided to supplement the standard Cisco training materials (currently based on v8.0). This course is also suitable for those on earlier versions of CUIC.

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 solution designed to make the task of creating reports and managing disparate data sources easier for 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.

### 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.

### Certification

#### Recommended preparation for exam(s):

- ✓ 642-241 - Unified Contact Center Enterprise Design
- ✓ 642-242 - Unified Contact Center Enterprise Implementation
- ✓ 642-243 - Unified Contact Center Enterprise Support

### Pre-Requisites

#### 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.

### Objectives

#### After completing this program, 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

### **Follow on Courses**

**The following courses are recommended for further study:**

- ✓ AUCCE - Administering Cisco Unified Contact Center Enterprise
- ✓ DUCCE - Deploying Cisco Unified Contact Center Enterprise
- ✓ CVPI - Cisco Unified Customer Voice Portal Implementation

### **Further 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)