



BUILDING TRAINING SOLUTIONS
FOR THE IT WORLD

Deploying Cisco Unified Intelligence Center v8.0 (DUIC)

Number of Days: 3
Format: Instructor-Led
Class Code: DUIC

Recommended Course Sequence

Knowledge of prerequisites noted below.

Course content is subject to change without notice.

Course Description:

Deploying Cisco Unified Intelligence Center (DUIC) 8.0 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.

Target Student:

Cisco Customers, Cisco Technology Partners, Cisco Employees

Prerequisites:

- Working knowledge of Unified Contact Center Enterprise is desired.
- A working knowledge of Contact Center operations is desirable.

At Course Completion:

Upon successful completion of this course, students will be able to:

- 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 as well as capabilities and features of CUIC reports.
- Provide a detailed description of how custom reports from normal data sources (UCCE and CVP) as well new data sources can be created to specific Customer requirements.

Course Outline

Module 1: Cisco Unified Intelligence Center (CUIC) Overview
Module 2: CUIC Installation, Administration and Security
Module 3: Running CUIC Reports
Module 4: CUIC Custom Reporting