Cisco Unified Intelligence Suite 7.5

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

The Cisco Unified Communications platform allows customers to move beyond simple transactions to provide a unique, content-rich and customer-centric service through a variety of channels, including voice, web, email messaging, and video — extending customer care beyond the traditional contact center. With these new forms of communication, accurate reporting is vital to ensuring customer service levels are maintained. Having access to the right data when and where you need it is critical.

The Cisco Unified Intelligence Suite is an optional advanced reporting platform that is as flexible as it is intuitive. Customers can report on the details of every contact across all channels from a single interface, regardless of the resources involved.

Built on a robust and extensible Web 2.0 framework, Cisco Unified Intelligence Suite allows customers to extend the boundaries of traditional contact center reporting to an information portal where data can be easily integrated from virtually any source and shared throughout the organization.

Features and Benefits

Cisco Unified Intelligence Suite is a state-of-the-art, open platform offering a secure and unique 360° view of the enterprise with the ability to drill into individual contact details at any level.

The suite comprises two components, Intelligence Center Premium and the Archiver data repository.

Intelligence Center Premium

Intelligence Center Premium is the web-based graphical user interface that forms the cornerstone of the intelligence suite. It provides real-time and historical reporting in an easy-to-use, wizard-based application. You can select from a variety of presentation formats such as interactive grids, XML Stylesheet Language Transformations (XSLTs), charts, gauges, and Really Simple Syndication (RSS) feeds (Figure 2). Further, you can select the report content by choosing the columns to be displayed, specifying the order, applying filter criteria, formatting values, and renaming columns to suit your needs.

Dashboards provide a canvas for grouping multiple objects together to give you a comprehensive view of the contact center statistics with a single glance (Figure 1).

Figure 1.   Cisco Unified Intelligence Suite

Administrators can control access to features, reports, and data by granting privileges to individual users or groups of users. Administrators default values to users or groups that define which time zone the data is presented in, language, and other interface preferences.

Several features in this product allow you to extend the Cisco Unified Intelligence Suite platform beyond traditional contact center reporting and into an enterprisewide information portal. You can use data from nontraditional sources to improve business efficiency and effectiveness. Examples include using RSS feeds to subscribe to real-time streams of industry-relevant data or publishing data from anywhere in your network to provide real-time data on changing conditions in the contact center. You also can use HTML post to include live external webpage content or design your own webpage showing a schematic layout with real-time statistics for every resource in your enterprise (Figure 1).

These tools are just a few that are available with the Cisco Unified Intelligence Suite. Table 1 gives a complete list of advanced features.

Table 1.   Cisco Unified Intelligence Suite Features and Benefits

Feature	Benefit
Data Source wizard	With this wizard you can add custom data sources, turning Cisco Unified Intelligence Suite into a general-purpose business intelligence tool that you can use to report on any relational data.
Permalinks	Permalinks expose reports as distinct URLs that can be accessed from other webpages, email messages, instant messages, and documents.

Querystring parameters	You can generate reports dynamically by passing filter parameters into the permalink (report URL). This feature is useful for integrating customized reports into other systems. For example, a custom agent desktop can pass the active agent ID to view just that agent's data.
XML integration	This feature exposes a permalink, which provides report data in XML format as an endpoint so that it can be consumed by other systems. You can then use report data to feed external program input parameters.
Advanced Excel integration	You can access and query Cisco Unified Intelligence Suite reports through the Excel "Get External Data from Web Query" function. Thus report designers can create macros that automate large and complex Excel spreadsheets and files.
XSLT and What You See Is What You Get (WYSIWYG)	XSLT provides full control over the presentation of your report data. Taking advantage of advanced Web 2.0 technology, these XSLTs can even include functions through JavaScript to hook into other applications and systems -- producing a report visualization that can interact and interface with other applications.
Structured Query Language (SQL) Query	SQL Query allows you to create new reports by inputting custom SQL queries directly into Cisco Unified Intelligence Suite (eliminating the need for any third-party report-building software). This feature includes the ability to cross-link databases in a single report using SQL Server-linked servers.
RSS	RSS exposes historical report data as HTML in an RSS feed to be consumed by any RSS 2.0 reader. You can also consume external RSS feeds in Cisco Unified Intelligence Suite as reports and dashboards.
Stored procedures	This feature allows you to use your own Microsoft SQL stored procedures as data sources for reports instead of SQL queries, introducing the possibility of using Cisco Unified Intelligence Suite as a visually friendly front end to call custom stored procedures that perform data input operations, and generally use any functions that are available to stored procedures.
HTML post	HTML post allows you to frame other webpages and sites within a Cisco Unified Intelligence Suite dashboard or report.
Import reports	This feature allows you to export Cisco Unified Intelligence Suite report templates as XML files; you can export and import new report templates received from other customers, partners, and Cisco.

Figure 2.   Use of XSLT and Internet Feeds
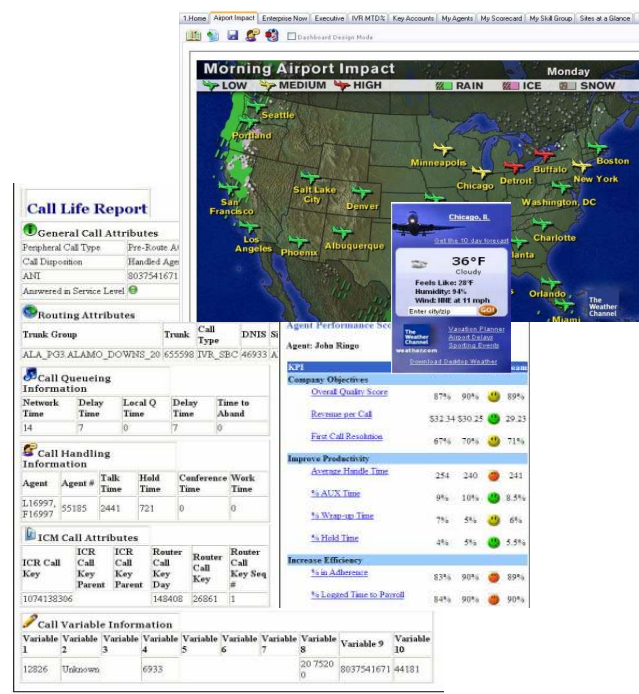
Archiver

The Archiver is an external Microsoft SQL Server data repository that adds significant scalability and flexibility to Cisco Unified Intelligence Suite. Features include the ability to integrate data from multiple sources, including third-party automatic call distributors (ACDs) or proprietary customer databases, as well as the ability to summarize the integrated data by week, month, and year intervals. These features allow you to use a single interface for all your reporting needs and report on a greater amount of data with the most efficient use of disk space.

The Archiver framework allows connections to multiple data points so you can either "connect and report" directly from the third-party data source or "import and transform" data through the Extract Transform and Load (ETL) layer. Data that is integrated through the ETL layer is linked and aggregated with Cisco contact center data to provide consolidated reporting.

When a data source is defined, all of the features of Cisco Unified Intelligence Suite apply to it as well, including the ability to create custom select lists and control access to reports, dashboards, and individual rows of data.

Drill-down features are also extended to allow you to define links between reports. You can move between reports through hyperlinks providing drill-up, drill-down, and drill-across capabilities so that you can link reports from two different sources.

Product Feature Comparison

Table 2 compares features of Cisco Unified Intelligence Suite and Cisco WebView. It is important to understand the differences in these product offerings when considering contact center reporting.

Table 2.   Product Feature Comparison

Feature	Cisco Unified Intelligence Suite	Cisco Web View
Reporting		
Data sources	Definable	ICM/UCCE Only
Real-Time and Historical reports	●	●
Dashboards	●	
Schedule reports for email, print, or export	●	●
Definable thresholds	●	●
Drill-downs	Customizable	Predefined
Report wizard	●	
Chart wizard	●	
Personal saved reports	●	●
Feature set control	●	
Definable user groups	●	
Gauges	●	
Data collections (logical partitions)	●	
RSS feeds	●	
Permalinks	●	
Third-party data integration and transformation	●	
Multidatasource reporting (external and integrated)	●	
Querystring parameters	●	
Advanced Excel integration	●	
XSLT and WYSIWYG	●	

Stored procedures	•	
HTML post	•	

Please note: Areas shaded in gray are advanced integration features. Cisco fully supports these functions, but it is up to the customer using them to provide support for the integration and ensure performance is not adversely affected.

System Requirements

Cisco Unified Intelligence Suite requires two servers, as outlined in Table 3.

Table 3.   System Requirements

Product Component	Server Requirement
Cisco Unified Intelligence Suite Premium	Cisco MCS 7845 Media Convergence Server, 4-GB RAM, and Windows Server 2003
Archiver	GEN-50-004 dual-core quad processor, 12-GB RAM, Windows Server Enterprise Edition, and SQL Server Enterprise Edition

Ordering Information

To place an order, visit the Cisco Ordering Home Page at http://www.cisco.com/en/US/ordering/index.shtml and refer to Table 4.

Table 4.   Ordering Information

Product Name	Part Number
Cisco Unified Intelligence Suite	IPCE-RPT-ISUITE

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services can enhance your technology experience to accelerate true business advantage.

For More Information

For more information about the Cisco Unified Intelligence Suite, visit www.cisco.com/go/ccreports or contact your local Cisco account representative.

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