

DUIC - Deploying Cisco Unified Intelligence Center v1.1

Duration: 3 Days

Prerequisites:

The knowledge and skills that a learner should have before attending this course are as follows:

- A working knowledge of Cisco Unified Contact Center Enterprise is desirable.
- A working knowledge of contact center operations is desirable.

Objectives:

Upon completion of this course, 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

Course Description:

The Deploying Cisco Unified Intelligence Center (DUIC) v1.1 course is a three-day instructor-led training (ILT) course. Cisco Unified Intelligence Center 8.0.4 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, to present a consistent user interface and a common tool to access varied data across multiple Cisco product families.

Course Outlines:

- Module 1: Cisco Unified Intelligence Center Overview.
- Module 2: Cisco Unified Intelligence Center Installation, Administration, and Security.
- Module 3: Cisco Unified Intelligence Center Reports.
- Module 4: Cisco Unified Intelligence Center Custom Reporting

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