

# Call Center Reporting for Supervisors

Cisco Unified Intelligence Center (CUIC) is the application designed to assist in creating, managing, and generating reports for the Cisco Contact Center suite of products.

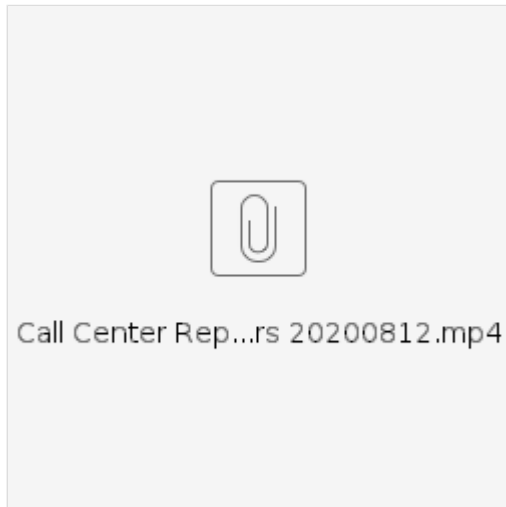
Unified Intelligence Center serves the following primary purposes:

- Allows you to create custom queries to fetch specific data
- Customize the presentation of the reports
- Customize the data presented in the reports
- Allow different groups of people to view specific data based on their function

Syracuse University access to CUIC (sign in with netid and password): <https://mh-uccx-adm.syr.edu:8444/cuicui/Main.jsp>

More information is available from Cisco Systems at: [User Guide](#)

A recording of training provided on August 12, 2020 is available here:



The PowerPoint slides used during training on August 12, 2020 are available here:



Please contact the Syracuse University Telecommunications department with any questions at [telecom@syr.edu](mailto:telecom@syr.edu).