

Precision_Routing

Precision Routing is a feature included with Cisco Unified Contact Center Enterprise (Unified CCE), Release 9.0(1). It is a routing feature that provides rich multi-dimensional routing with simple configuration, scripting, and reporting.

Documentation

- [Precision Routing Documentation](#)

Precision Routing API documentation

- [Developer Guide for Cisco Unified Contact Center Enterprise](#)

CUIC Reports

- [Precision Routing CUIC Reports \(Realtime & Historical\)](#) - (look for: "Reporting Templates (Supplemental) for use with UCCE 9.x and CUIC 8.5(4)")

Unified CCE 9.0 Troubleshooting

- [Troubleshooting Tips for Unified CCE 9.0](#)

Related Documentation

The following documents contain more information related to Precision Routing:

- [Database Schema Guide for Cisco Unified Contact Center Enterprise](#)
- [Configuration Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted](#)
- [Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted](#)
- [Report Template Reference Guide For Cisco Unified Intelligence Center](#)