Documentation Guide for Cisco Unified Contact Center Enterprise Release 9.0

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CONTENTS

CHAPTER 1 **Reference guides** 1

Database Schema Guide for Unified Contact Center Enterprise 1

Security Best Practices Guide for Cisco Unified ICM/CCE Hosted 1

Hardware and System Software Specification (Bill of Material) for Cisco Unified CCE 1

CHAPTER 2 **Design guides** 3

Cisco Unified Contact Center Enterprise Solution Reference Network Design 3

CHAPTER 3 **Installation and upgrade guides** 5

Cisco Remote Silent Monitoring Installation and Administration Guide 5

Gateway Deployment Guide for Cisco Unified ICM/CCE Hosted 5

Installation and Configuration Guide for Cisco Unified CCE 6

Installation Guide for Cisco Unified ICM/CCE and Hosted 6

Pre-installation Planning Guide for Cisco Unified ICM Enterprise Hosted 6

Setup and Configuration Guide for Cisco Unified CC Hosted 6

Setup and Configuration Guide for Cisco Unified ICM Hosted 6

Staging Guide for Cisco Unified Contact Center Enterprise 7

Upgrade Guide for Cisco Unified ICM/CCE and Hosted 7

CHAPTER 4 **Configuration guides** 9

Port Utilization Guide for Cisco Unified ICM/CCE Hosted 9

Serviceability Best Practices Guide for Cisco Unified ICM/CCE Hosted 9

Configuration Guide for Cisco Unified ICM/CCE and Hosted 10

ICM-to-ICM Gateway User Guide for Cisco Unified CCE 10

SNMP Guide for Cisco Unified Contact Center Enterprise 10

CHAPTER 5 **Feature guides** 11

Agent Greeting and Whisper Announcement Feature Configuration Guide for Cisco Unified CCE 11

CHAPTER 6 **Program guides** 13

CTI Server Message Reference Guide (Protocol Version 16) for Unified CCE 13

Cisco Unified Contact Center Enterprise Developer Guide 13

CHAPTER 7 **Maintenance and operation guides** 15

Administration Guide for Cisco Unified ICM/CCE and Hosted 15

Administration Guide for Cisco Unified CCE and Hosted 15

CHAPTER 8 **User guides** 17

Reporting Guide for Cisco Unified ICM/CCE and Hosted 17

Mobile Agent Guide for Cisco Unified CCE and Hosted 17

Scripting and Media Routing Guide for Cisco Unified ICM/CCE Hosted 18

SS7 Gateway Configuration Tool User Guide Cisco Unified ICM 18

DocWiki: Precision Routing 18

CHAPTER 9 **Troubleshooting guides** 19

DocWiki: Troubleshooting Tips for Unified CCE 9.0 19

CHAPTER 10 **Related documentation** 21

Cisco Unified CRM Connector for Siebel 21

Outbound Option Guide for Unified CCE and Hosted 21

Computer Telephony Integration Option documentation 22

CTI OS System Managers Guide for Cisco Unified CCE 22

Upgrade Guide for ICM and CTI OS for Unified CCE 22

Integrating Cisco CTI OS into a Citrix MetaFrame Presentation Server/Microsoft Terminal Services Environment 22

CTI Product Description Guide for Cisco Unified CCE 22

CTI OS Developers Guide for Cisco Unified CCE 23

CTI Toolkit Agent and Supervisor Desktop Guide for Unified CCE 23

CTI OS Agent Desktop User Guide for Cisco Unified CCE 23

CTI OS Supervisor Desktop User Guide for Cisco Unified CCE 23

CHAPTER 1

Reference guides

This section lists the reference guides for Cisco Unified Contact Center Enterprise.

- Database Schema Guide for Unified Contact Center Enterprise, page 1
- Security Best Practices Guide for Cisco Unified ICM/CCE Hosted, page 1
- Hardware and System Software Specification (Bill of Material) for Cisco Unified CCE, page 1

Database Schema Guide for Unified Contact Center Enterprise

This document explains how data is organized in the databases for the Cisco Unified ICM/IPCC software.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html.

Security Best Practices Guide for Cisco Unified ICM/CCE Hosted

This document describes security hardening configuration guidelines for Cisco Unified Intelligent Contact Management (Unified ICM) Release 9.0 on Windows Server 2008 R2.

Any accompanying applications that make up a customer-specific solution, whether Cisco provided—such as PSO applications—or provided by a Cisco partner, have not been approved for use with these security hardening recommendations.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

Hardware and System Software Specification (Bill of Material) for Cisco Unified CCE

The purpose of this document is to specify the hardware and system software that are compatible with and required for the Cisco Unified Intelligent Contact Management (Unified ICM) and Unified CCE products for

Release 9.0. This document is applicable to both the Enterprise and Hosted options of the Unified ICM and Unified Contact Center solutions.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html.

CHAPTER 2

Design guides

This section lists the design guides for Cisco Unified Contact Center Enterprise.

- Cisco Unified Contact Center Enterprise Solution Reference Network Design, page 3

Cisco Unified Contact Center Enterprise Solution Reference Network Design

This document provides design considerations and guidelines for deploying the Cisco Unified Communications System 9.0(1), including its various components and subsystems.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html.

CHAPTER 3

Installation and upgrade guides

This section lists the installation and upgrade guides for Cisco Unified Contact Center Enterprise.

- Cisco Remote Silent Monitoring Installation and Administration Guide, page 5
- Gateway Deployment Guide for Cisco Unified ICM/CCE Hosted, page 5
- Installation and Configuration Guide for Cisco Unified CCE, page 6
- Installation Guide for Cisco Unified ICM/CCE and Hosted, page 6
- Pre-installation Planning Guide for Cisco Unified ICM Enterprise Hosted, page 6
- Setup and Configuration Guide for Cisco Unified CC Hosted, page 6
- Setup and Configuration Guide for Cisco Unified ICM Hosted, page 6
- Staging Guide for Cisco Unified Contact Center Enterprise, page 7
- Upgrade Guide for Cisco Unified ICM/CCE and Hosted, page 7

Cisco Remote Silent Monitoring Installation and Administration Guide

This document provides complete installation, configuration, and administration information for Remote Silent Monitoring, an advanced telephony application that allows for real-time, phone-based monitoring of agents in the Cisco Unified Communications Manager (Unified CM) environment.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Gateway Deployment Guide for Cisco Unified ICM/CCE Hosted

This document provides design considerations and configuration guidelines for gateway deployment for Cisco Unified ICM/Contact Center Enterprise and Hosted.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Installation and Configuration Guide for Cisco Unified CCE

This document provides information to help you understand, install, and configure Cisco Unified Contact Center Enterprise in both production and laboratory environments.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Installation Guide for Cisco Unified ICM/CCE and Hosted

This document describes how to install and set up the components of the Cisco Unified ICM/Contact Center Enterprise & Hosted (ICM/CCE/CCH) software.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Pre-installation Planning Guide for Cisco Unified ICM Enterprise Hosted

This document describes pre-installation requirements and issues to address when you prepare for a Cisco Unified Intelligent Contact Management (Unified ICME) installation. It does not discuss, for example, pre-installation planning for Unified ICME multichannel software or for Cisco Unified Contact Center and its components such as Cisco Unified Communications Manager (Unified CM) or Cisco Unified IP IVR (Unified IP IVR).

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Setup and Configuration Guide for Cisco Unified CC Hosted

This document describes how to set up, run, and administer the Cisco Unified Contact Center Hosted (Unified CCH) product. It supplements the installation and configuration instructions in the general Cisco Unified Intelligent Contact Management (Unified ICM) software documentation set with specific instructions for installing, configuring, and upgrading software components.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Setup and Configuration Guide for Cisco Unified ICM Hosted

This document describes how to set up, run, and administer the Cisco Unified Intelligent Contact Management Hosted (Unified ICMH) product. It supplements the installation and configuration instructions in the general Cisco Unified Intelligent Contact Management (Unified ICM) software documentation set with Unified ICMH-specific instructions for installing, configuring, and upgrading software components.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Staging Guide for Cisco Unified Contact Center Enterprise

This document contains system diagrams, staging steps and sample test cases for supported models of Unified CCE.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Upgrade Guide for Cisco Unified ICM/CCE and Hosted

This document describes the procedure for upgrading a Cisco Unified Intelligent Contact Management Enterprise (Unified ICME), Cisco Unified Intelligent Contact Management Hosted (Unified ICMH), Cisco Unified Contact Center Enterprise (Unified CCE), or Cisco Unified Contact Center Hosted (Unified CCH) system to a Unified CCE Release 9.0 system.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

CHAPTER 4

Configuration guides

This section lists the configuration guides for Cisco Unified Contact Center Enterprise.

- Port Utilization Guide for Cisco Unified ICM/CCE Hosted, page 9
- Serviceability Best Practices Guide for Cisco Unified ICM/CCE Hosted, page 9
- Configuration Guide for Cisco Unified ICM/CCE and Hosted, page 10
- ICM-to-ICM Gateway User Guide for Cisco Unified CCE, page 10
- SNMP Guide for Cisco Unified Contact Center Enterprise, page 10

Port Utilization Guide for Cisco Unified ICM/CCE Hosted

This document provides a list of the TCP and UDP ports used by Cisco Contact Center products. It provides information for configuring both Quality of Service (QoS) and Firewall/VPN solutions on a network when an Architecture for Voice, Video and Integrated Data (AVVID) solution is implemented.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_installation_and_configuration_guides_list.html.

Serviceability Best Practices Guide for Cisco Unified ICM/CCE Hosted

This document provides information to effectively monitor and manage Unified Contact Center Enterprise (Unified CCE) / Hosted (Unified CCH) and Cisco Unified Intelligent Contact Management Enterprise (Unified ICME) and Hosted (Unified ICMH).

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Configuration Guide for Cisco Unified ICM/CCE and Hosted

This document describes how to use the Unified ICM/CCE/CCH configuration tools to configure and maintain the Unified ICM database.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_installation_and_configuration_guides_list.html.

ICM-to-ICM Gateway User Guide for Cisco Unified CCE

This document describes the ICM-to-ICM Gateway feature that is part of Cisco Unified Intelligent Contact Management Enterprise (Unified ICME). It discusses ICM-to-ICM Gateway functionality, architecture, and call flows and provides step-by-step instructions for configuring ICM systems for ICM-to-ICM Gateway users.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_installation_and_configuration_guides_list.html.

SNMP Guide for Cisco Unified Contact Center Enterprise

This document describes the Simple Network Management Protocol (SNMP) feature support found in Unified CCE.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_installation_and_configuration_guides_list.html.

CHAPTER 5

Feature guides

This section lists the feature guides for Cisco Unified Contact Center Enterprise.

- Agent Greeting and Whisper Announcement Feature Configuration Guide for Cisco Unified CCE, page 11

Agent Greeting and Whisper Announcement Feature Configuration Guide for Cisco Unified CCE

This document provides an overview of the Agent Greeting and Whisper Announcement feature, and describes how to configure and use these features.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_feature_guides_list.html.

CHAPTER 6

Program guides

This section lists the program guides for Cisco Unified Contact Center Enterprise.

- CTI Server Message Reference Guide (Protocol Version 16) for Unified CCE, page 13
- Cisco Unified Contact Center Enterprise Developer Guide, page 13

CTI Server Message Reference Guide (Protocol Version 16) for Unified CCE

This document describes the Computer Telephony Integration (CTI) Server message interface between Unified Intelligent Contact Management (Unified ICM) and application programs.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_programming_reference_guides_list.html.

Cisco Unified Contact Center Enterprise Developer Guide

This document describes how to use Web Services API to implement Precision Routing.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_programming_reference_guides_list.html.

CHAPTER 7

Maintenance and operation guides

This section lists the guides that you use to maintain and operate Cisco Unified Contact Center Enterprise.

- Administration Guide for Cisco Unified ICM/CCE and Hosted, page 15
- Administration Guide for Cisco Unified CCE and Hosted, page 15

Administration Guide for Cisco Unified ICM/CCE and Hosted

This document describes how to administer and manage Unified Intelligent Contact Management (Unified ICM) and Unified Contact Center Enterprise (Unified CCE) Hosted software. It includes information about database administration, event management, support services, and the system software's fault tolerant architecture.

This document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_maintenance_guides_list.html.

Administration Guide for Cisco Unified CCE and Hosted

This document describes how to administer components of the Unified Contact Center Enterprise / Unified Contact Center Hosted (Unified CCE/CCH) solution. It includes information about administering Unified CCE for voice and multichannel contact centers.

This document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_maintenance_guides_list.html.

CHAPTER 8

User guides

This section lists the user guides for Cisco Unified Contact Center Enterprise.

- Reporting Guide for Cisco Unified ICM/CCE and Hosted, page 17
- Mobile Agent Guide for Cisco Unified CCE and Hosted, page 17
- Scripting and Media Routing Guide for Cisco Unified ICM/CCE Hosted, page 18
- SS7 Gateway Configuration Tool User Guide Cisco Unified ICM, page 18
- DocWiki: Precision Routing, page 18

Reporting Guide for Cisco Unified ICM/CCE and Hosted

This document explains how to interpret reporting data that is stored in, and retrieved from, the Unified ICM/Contact Center database. This document also helps you understand the importance of planning, configuration, and scripting for accurate reporting data.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

Mobile Agent Guide for Cisco Unified CCE and Hosted

This document provides an overview of Cisco Unified Mobile Agent , Unified Mobile Agent call flow information, configuration tasks, and step-by-step installation instructions for using the Unified Mobile Agent feature for Unified Contact Center Enterprise/Hosted (Unified CCE/CCH).

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

Scripting and Media Routing Guide for Cisco Unified ICM/CCE Hosted

This document describes how to use the Script Editor tool for Cisco Unified Intelligent Contact Management Enterprise (Unified ICME), Cisco Unified ICM Hosted (Unified ICMH), Cisco Unified Contact Center Enterprise (Unified CCE), and Cisco Unified Contact Center Hosted (Unified CCH) to create and maintain routing and administrative scripts.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

SS7 Gateway Configuration Tool User Guide Cisco Unified ICM

This document describes the basic tasks you can perform with Signaling System 7 (SS7) Gateway Configuration Tool (SS7Cfg) by providing a scenario of how to perform a typical gateway configuration.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

DocWiki: Precision Routing

This DocWiki describes how to implement Precision Routing using the user interface.

The information is found here: http://docwiki.cisco.com/wiki/Precision_Routing_Release_9.0%281%29.

CHAPTER 9

Troubleshooting guides

This section lists the troubleshooting guides for Cisco Unified Contact Center Enterprise.

- DocWiki: Troubleshooting Tips for Unified CCE 9.0, page 19

DocWiki: Troubleshooting Tips for Unified CCE 9.0

This DocWiki provides troubleshooting procedures for resolving Unified CCE system and configuration problems.

The information is found here: http://docwiki.cisco.com/wiki/Troubleshooting_Unified_CCE.

CHAPTER 10

Related documentation

This section lists documentation that is related to Cisco Unified Contact Center Enterprise.

- Cisco Unified CRM Connector for Siebel, page 21
- Outbound Option Guide for Unified CCE and Hosted, page 21
- Computer Telephony Integration Option documentation, page 22
- CTI OS System Managers Guide for Cisco Unified CCE, page 22
- Upgrade Guide for ICM and CTI OS for Unified CCE, page 22
- Integrating Cisco CTI OS into a Citrix MetaFrame Presentation Server/Microsoft Terminal Services Environment, page 22
- CTI Product Description Guide for Cisco Unified CCE, page 22
- CTI OS Developers Guide for Cisco Unified CCE, page 23
- CTI Toolkit Agent and Supervisor Desktop Guide for Unified CCE, page 23
- CTI OS Agent Desktop User Guide for Cisco Unified CCE, page 23
- CTI OS Supervisor Desktop User Guide for Cisco Unified CCE, page 23

Cisco Unified CRM Connector for Siebel

The Unified CRM Connector for Siebel document discusses the specifics regarding integration of Cisco Intelligent Contact Management (ICM) software with the Siebel eBusiness applications. It also describes how to install, test, demonstrate, and administer the Cisco Unified CRM Connector for Siebel and discusses the product architecture.

The document is found here: http://www.cisco.com/en/US/products/ps9117/prod_technical_reference_list.html.

Outbound Option Guide for Unified CCE and Hosted

This manual provides conceptual, installation, and configuration information about the Cisco Unified Contact Center Enterprise (Unified CCE) Outbound Option application (formerly called“Blended Agent”). It also

provides verification checklists and troubleshooting information to ensure that the Outbound Option installation and configuration setup is successful.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps524/products_user_guide_list.html.

Computer Telephony Integration Option documentation

The documents listed in this section are related to the Computer Telephony Integration option.

CTI OS System Managers Guide for Cisco Unified CCE

This manual provides instructions for installing, configuring, and running the Cisco CTI Object Server (CTI OS) product.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/prod_installation_guides_list.html.

Upgrade Guide for ICM and CTI OS for Unified CCE

This document provides information necessary to upgrade ICM and CTI OS components of your Unified Contact Center Enterprise installation to Release 9.0.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Integrating Cisco CTI OS into a Citrix MetaFrame Presentation Server/Microsoft Terminal Services Environment

This document is intended to guide a Citrix administrator through the installation and configuration of Cisco CTI OS in a Citrix MetaFrame Presentation Server, XenApp, or Microsoft Terminal Services (MTS) environment.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_installation_and_configuration_guides_list.html.

CTI Product Description Guide for Cisco Unified CCE

This manual provides an introduction to Computer Telephony Integration (CTI), as well as an overview and description of the products that are contained in Cisco CTI. It also includes information on how to integrate CTI client applications with Cisco Unified Intelligent Contact Management (Unified ICM).

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_feature_guides_list.html.

CTI OS Developers Guide for Cisco Unified CCE

This document provides a brief overview of the Cisco Computer Telephony Integration Object Server (CTI OS) product, introduces programmers to developing CTI-enabled applications with CTI OS, and describes the syntax and usage for CTI OS methods and events.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_programming_reference_guides_list.html.

CTI Toolkit Agent and Supervisor Desktop Guide for Unified CCE

This manual provides instructions for using the default, production-ready CTI Toolkit Agent Desktop.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_user_guide_list.html.

CTI OS Agent Desktop User Guide for Cisco Unified CCE

This manual provides instructions to use the CTI Toolkit Agent Desktop.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_user_guide_list.html.

CTI OS Supervisor Desktop User Guide for Cisco Unified CCE

This manual provides instructions for using the Computer Telephony Integration (CTI) Toolkit Supervisor Desktop. The manual includes descriptions and instructions for features that supervisors use to monitor and manage agent team members.

The document is found here: http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_user_guide_list.html.