Configure Cisco Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise

You can use Cisco Unified Contact Center Enterprise (Unified CCE) in your system to integrate intelligent call routing, network-to-desktop computer telephony integration (CTI), and multichannel contact management to contact center agents over an IP network. Unified CCE combines software IP automatic call distribution (ACD) with Cisco Unified Communications so that you can rapidly deploy an advanced, distributed contact center.

For detailed tasks about how to configure Unified CCE to integrate with your system, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.