



Help Menu

The Help Menu of the Unified CCX Administration web interface provides access to online help for the Unified CCX system.

Use the Help menu to access configuration procedures and descriptions of Unified CCX components.

The Help menu contains the following menu options:

- **Contents and Index**—Choose this option to view the entire Unified CCX Administrator Guide online help system and index.
- **For this page**—Choose this option to view context-sensitive help.
- **Unified CCX Documentation on Cisco.com**—Choose this option to view the documentation index page.
- **About**—Choose this option to view Unified CCX version information.

The following sections describe the Help menu options.

- [Contents and Index, on page 1](#)
- [For This Page Menu, on page 2](#)
- [Troubleshooting Tips Menu, on page 2](#)
- [Unified CCX Documentation Link, on page 2](#)
- [About Menu, on page 3](#)

Contents and Index

To view the entire Unified CCX Administration Guide online help system and index, choose **Help > Contents and Index** from the Unified CCX Administration menu bar. The Unified CCX Administration Guide Online Help window opens.

When you click any topic in the top pane, the section of the online help that corresponds to that topic appears in the bottom pane.

The following table describes the menu options in the Unified CCX Administration Guide Online Help window.

Menu Option	Description
Back	Returns you to the previous page.

Menu Option	Description
Forward	Leads you to the next page.
-	-
Print	Prints the help document.
View PDF	Opens a PDF version of the Cisco Unified CCX Administration Guide.
Contents and Index	Displays the index and contents of the Unified CCX Administrator Guide online help files in a separate web page. The index is displayed in the left pane while the contents are displayed in the right pane in the online help page.

For This Page Menu

To access context-sensitive help, open the web page for which you want help and choose **Help > For This Page** from the Unified CCX Administration menu bar. The Unified CCX Administration online help displays information that is specific to the open web page.

Troubleshooting Tips Menu

The Unified CCX system provides the Troubleshooting Tips tool as a way for you to search the troubleshooting wiki page for suggestions on how to solve problems that may arise in the performance of your Unified CCX system.



Note For more information, see the Troubleshooting Wiki page:
http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express.

To access the Troubleshooting Tips wiki page, choose **Help > Troubleshooting Tips** from the Unified CCX Serviceability Administration menu bar.

Unified CCX Documentation Link

To access the complete Unified CCX documentation set for Unified CCX, and Unified IP IVR, choose **Help > Cisco Unified CCX Documentation on Cisco.com** from the Unified CCX Administration menu bar. A new browser window opens to display the following documentation index page:
https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html.

About Menu

To access Unified CCX version information, choose **Help > About** from the Unified CCX Administration menu bar. The Unified CCX Administration web page opens, displaying version information and package information.

