Subsystems Menu

The Subsystems menu of the Unified CCX Administration web interface provides access to the subsystems that are licensed for your Unified CCX system.

The Unified CCX system uses subsystems for communicating with other services. Depending on the Unified CCX package you have installed, the Subsystems menu may contain some or most of the following menu options:

- **Cisco Unified CM Telephony**—to enter Unified CM Telephony provider information, Computer Telephony Interface (CTI) port group information, Unified CM Telephony trigger information, and to resynchronize Unified CM Telephony information.

- **RmCm**—to set up your Unified CCX resources.

- **Chat / Chat and Email**—allows Unified CCX to configure and manage chat and email CSQs, configure mail server and SocialMiner, predefined responses for chat and email, channel parameters, chat widget list, and teams.

- **Outbound**—to configure contact centers for automated outbound activities.

- **Database**—to configure the Unified CCX system to communicate with database servers.

- **HTTP**—to configure the Unified CCXEngine to respond to requests from a variety of web clients, including computers and IP phones.

- **eMail**—to configure the Unified CCXEngine to communicate with your email server and enable your applications to create and send email.

- **Cisco Media**—to configure Cisco Media Termination (CMT) dialog groups that can be used to handle simple Dual-Tone Multi-Frequency (DTMF) based dialog interactions with customers.

- **MRCP ASR**—to configure the MRCP Automated Speech Recognition (ASR) subsystem, which allows users to navigate through a menu of options using spoken responses to prompts.

- **MRCP TTS**—to configure the MRCP Text-to-Speech (TTS) subsystem, which converts plain text (UNICODE) into spoken words to provide a user with information or to prompt a user to respond to an action.

Unified CM Telephony Menu

The Unified CCX system uses the Unified CM Telephony subsystem of the Unified CCX Engine to send and receive call-related messages from the Unified CM Computer Telephony Interface (CTI) Manager.

To access the Unified CM Telephony Configuration web pages, choose **Subsystems** > **Cisco Unified CM Telephony** from the Unified CCXAdministration menu bar.

The Unified CM Telephony Configuration menu contains the following submenu options:

- **Unified CM Telephony Provider**—Choose this option to enter Unified CM Telephony provider information.

- **Unified CM Telephony Call Control Group Configuration**—Choose this option to configure CTI port groups for applications.

- **Unified CM Telephony Trigger Configuration**—Choose this option to configure Unified CM Telephony triggers for applications.

- **Data Synchronization**—Choose this option to check and synchronize data components like Unified CM Telephony Users (JTAPI Application Users), Unified CCX Triggers/Route points, and Call Control Groups between Unified CCX and Unified CM.

- **Cisco JTAPI Resync**—Choose this option to resynchronize Cisco JTAPI Client versions.

- **Advanced Settings**—Choose this option to configure advanced settings for the Cisco Unified CM Telephony client.

Unified CM Telephony Provider Configuration

To access this configuration area, choose **Subsystems** > **Cisco Unified CM Telephony** > **Provider** from the Unified CCX Administration menu bar. The Cisco Unified CM Telephony Provider web page opens.

Use the Unified CM Telephony Provider Configuration web page to view and modify the primary and secondary location of your Unified CM Telephony provider, and user prefix.

Unified CM Telephony Call Control Group Configuration

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Call Control Group** from the Unified CCXAdministration menu bar to access the Unified CM Telephony Call Control Group list web page. Use the Unified CM Telephony Call Control Group Configuration web pages to display, add, modify, and delete information about the call control group.

To add a new Unified CM Telephony Call Control Group, click the **Add New** icon or button on the Unified CM Telephony Call Control Group Configuration web page.

To modify an existing Unified CM Telephony Call Control Group, click any hyperlink within the Ports List table entry; the Cisco Unified CM Telephony Call Control Group Configuration web page opens.

Unified CM Telephony Triggers Configuration

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Triggers** from the Cisco Unified CCX Administration menu bar to configure Unified CM Telephony Triggers.

The Cisco Unified CM Telephony Trigger Configuration web page opens where you can view, add, modify, and delete Unified CM Telephony triggers. To add a Unified CM Telephony trigger, click the **Add New** icon or button. The Cisco Unified CM Telephony Trigger Configuration web page opens.

Note   Use of two(2) wildcard CTI Route Points that overlap with each other is not supported. For example, Route Point 1: 123XXXX and Route Point 2: 1234XXX overlap with one another and is not supported.

However, a wildcard CTI Route point can overlap with a full DID (best match pattern) that doesn't contain a wildcard. For example, Route Point 1: 123XXXX and Route Point 2: 1234567 is supported.

Synchronize Unified CM Telephony Data

You can configure the telephony data synchronization through a new web page called Cisco Unified CM Telephony Data Synchronization.

The data synchronization process ensures that data components like Unified CM Telephony Users (JTAPI Application Users), Unified CCX Triggers/Route points, and Call Control Groups between Unified CCX and Unified CM are synchronized without any inconsistency.

The **Data Check** option displays if the selected data components are synchronized between Unified CCX and Unified CM. If you find any inconsistency, use the **Data Resync** option to rectify the issue.

To check and synchronize the JTAPI data components between Cisco Unified CM and Cisco Unified CCX, perform the following steps:

Caution   It is important that you plan to perform this task during off peak hours to avoid hampering routine contact center operations.

Procedure

Step 1   From the Unified CCXAdministration menu bar, choose **Subsystems** > **Cisco Unified CM Telephony** > **Data Synchronization**.

The Cisco Unified CM Telephony Data Synchronization page appears.

Step 2   Select one or more of the following three components by checking the corresponding check boxes:

Step 3   • Call Control Group(s)

          • Trigger(s)

• CM Telephony User(s)

Step 4 Click **Data Check** or **Data Resync**. When you click **Data Check** or **Data Resync**, a confirmation message dialog box appears prompting you to either proceed or cancel. Click **OK** to continue.

Note After you click **OK** in the confirmation message for Data Check or Data Resync, you are not allowed to cancel the process.

Step 5 The Cisco Unified CM Telephony Data Synchronization web page continues to update until the Data Check or Data Resync process is complete. On completion of the Data Check or Data Resync process, the result is displayed in the same web page in a tree structure. The result for each selected component is displayed in collapsed format with a tick mark if no mismatch is found. Click the arrow that is next to each selected component to expand and view the detailed results.

If any mismatch is found in the elements of the selected component, the results for those components are displayed automatically in an expanded format.

Note • If you had multiple device pools (for Call Control Groups) in your older versions of Unified CCX setup, performing Data Resync after an upgrade merges all multiple device pools to a single default device pool. However, you can manually assign a different device pool to the Call Control Group if the default device pool is not the intended one.

Unified CM Telephony Cisco JTAPI Resync

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Cisco JTAPI Resync** from the Cisco Unified CCX Administration menu bar to resynchronize the JTAPI client version on the Unified CCX with the JTAPI version on the Unified CM. You can view the status of Cisco JTAPI client resynchronization in this web page.

If the Unified CCX detects a mismatch, the system downloads and installs the compatible or JTAPI client required installer version. Restart the Unified CCX Engine to view these configuration changes.

The JTAPI client update happens only on the local node and not on the second node in case of High Availability deployment.

Unified CM Telephony Advanced Settings

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Advanced Settings** from the Cisco Unified CCX Administration menu bar to configure advanced settings for the Unified CM Telephony Client.

Use the Unified CM Telephony Advanced Settings web page to update the following information:

• Periodic Wakeup Interval (seconds): Select the check box before Enable Periodic Wakeup prior to updating the existing value in this field.

• Queue Size Threshold: Select the check box before **Enable Queue Stats** prior to updating the existing value in this field.

• CTI Request Timeout (sec)

• Provider Open Request Timeout (sec)

• Provider Retry Interval (sec)

• Server Heartbeat Interval (sec)

• Route Select Timeout (ms)

• Post Condition Timeout

• Use Progress As Disconnect

Click the **Update** icon that displays in the toolbar in the upper left corner of the window or the **Update** button that displays at the bottom of the window to save the changes. Restart the Unified CCX Engine to view these configuration changes.

In case of High Availability deployment, the changes are propagated to the second node. If the second node cannot be contacted, an alert message indicating that the update has failed on the remote node is displayed.

RmCm Menu

Use the RmCm Configuration web page to configure skills groups, resources, resource groups, Contact Service Queues (CSQs), and RM (Resource Manager) Unified CM Telephony providers. To access the Unified CCX Configuration web page, choose **Subsystems** > **RmCm** from the Unified CCXAdministration menu bar.

The RmCm menu contains the following submenu options:

• **Skills**—Click this submenu to create skills. This option is available only with the Unified CCX Enhanced and Unified CCX Premium license packages.

• **Resources**—Click this submenu to assign a resource group and skills to agents.

• **Resource Groups**—Click this submenu to create resource groups.

• **Contact Services Queues (CSQs)**—Click this submenu to configure CSQs.

• **RmCm Provider**—Click this submenu to configure the RM (Resource Manager) Unified CM Telephony provider for the RmCm subsystem.

• **Assign Skills**—Click this submenu to assign skills and a resource group to agents in bulk.

• **Agent Based Routing Settings**—Click this submenu to send a call to a specific agent, rather than to any agent available in a CSQ.

• **Teams**—Click this submenu to create or associate teams with various agents, CSQs, and supervisors.

Skill Configuration

Use the Skills page to add, modify, or delete skill.

Choose **Subsystems** > **RmCm** > **Skills** from the Unified CCXAdministration menu bar to access the Skills summary web page.

Add New Skill

Use the Skill Configuration area to add a new skill name.

Procedure

Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to access the Skill Configuration area.

Modify Skills

Click the required skill in the Skill name column on the Skill Configuration web page to access the Skill Configuration area.

Procedure

Click the **Open Printable Report of this Skill Configuration** icon to view a list of the resources associated with that skill.

Resources Configuration

Use the Resources Configuration area to assign a resource group, to assign skills to a resource, and to assign an alias to the agent. When the agent is on chat, the alias of the agent is displayed to the customer.

To access this configuration area, choose **Subsystems** > **RmCm** > **Resources** from the Unified CCXAdministration menu bar. The main area of the Resources area of the Unified CCX Configuration web page contains a list of resources (if configured).

Click the **Open Resources Summary Report** icon to open the Resources Summary Report in a new window. For each resource, this report lists the resource groups associated with the resource, the Unified CCX extension of the resource, and the number of CSQs and team to which the resource is assigned.

Modify Resource

Use the Resource Configuration area to modify resource configuration.

To access the Resource Configuration area, click any of the required resource in the Resource area of the Unified CCX Configuration summary web page.

Procedure

Click the **Open Printable Report of this Resource Configuration** icon to open a Resource Report for the agent. The Resource Report lists each agent resource ID, resource name, Unified CCX extension, resource group, automatic available status, skills, CSQs, and team.

Resource Group Configuration

Use the Resource Group Configuration web page to display and modify the names of existing resource groups and to add new resource groups.

Choose **Subsystems** > **RmCm** > **Resource Groups** from the Unified CCXAdministration menu bar to access the Resource Groups web page.

Add New Resource Group

Use the Resource Configuration area to enter resource group name in the Resource Group Name field.

Procedure

Add a new Resource Groups by clicking **Add New** icon or button in the Resource Group area of the Unified CCX Configuration web page.

Modify Existing Resource Groups

Use the Resource Modification page to change or update the resource group name into the Resource Group Name field.

Modify an existing Resource Group by clicking the required resource group in the Resource Groups area. In the Resource Group Configuration area, change the Resource Group and update.

Procedure

Click the **Open Printable Report of this Resource Group Configuration** icon to view a list of the available resources for this resource group.

Contact Service Queues Configuration

Use the Contact Service Queues area of the Unified CCX Configuration web page to display existing CSQs, delete a CSQ, and add a new CSQ.

To access the Contact Service Queues area, choose **Subsystems** > **RmCm** > **Contact Service Queues** from the Unified CCXAdministration menu bar.

Related Topics

    Skills Configuration

Add a CSQ

Use the Contact Service Queues Configuration area to add a new CSQ.

To access the Contact Service Queues Configuration area, click the **Add New** icon or button in the Contact Service Queues area of the Unified CCX Configuration web page.

To open the Contact Service Queue Report for the required CSQ, click the **Open Printable Report of this CSQ Configuration** icon from the Contact Service Queues Configuration area.

RmCm Provider Configuration

Use the RmCm Provider area of the Unified CCX Configuration web page to identify the Unified CM Telephony user for the Resource Manager.

Choose **Subsystems** > **RmCm** > **RmCm Provider** from the Unified CCXAdministration menu bar to access the RmCm Provider web page.

Skills Configuration Assignment

Use the Assign Skills area of the Unified CCX Configuration web page to modify an existing resource group and skill configuration or to assign new resource groups and skills to all or selected agents.

Choose **Subsystems** > **RmCm** > **Assign Skills** from the Unified CCXAdministration menu bar to access this configuration area.

This web page also contains the following icons and buttons:

- **Add Skill**—to add new skills or resource groups to all or selected agents.

- **Remove Skill**—to remove skills of all or selected agents.

Add Skills

When you click the **Add Skill** button in the Assign Skills area of the Unified CCX Configuration web page, the Add Skill area opens. Use the Add Skill area to add a resource group and skills to the selected agents.

Remove Skills

When you click the **Remove Skill** button in the Assign Skills area of the Unified CCX Configuration web page, the Remove Skill area opens. Use the Remove Skill area to remove skills of all or selected agents.

Agent Based Routing Settings Configuration

Use the Agent Based Routing Settings area of the Unified CCX Configuration web page to configure Automatic Work and Wrapup Time.

Choose **Subsystems** > **RmCm** > **Agent Based Routing Settings** from the Unified CCXAdministration menu bar to access this configuration area.

Teams Configuration

Use the Teams area of the Unified CCX Configuration web page to create or associate teams with various agents, CSQs, and supervisors.

Choose **Subsystems** > **RmCm** > **Teams** from the Unified CCXAdministration menu bar to access this configuration area.

Add New Team

Click the **Add New** icon or button on the Teams summary web page. The Team Configuration page appears.

Click the **Open Printable Report of this Team Configuration** icon in the Teams web page to open the report in a new window and send it to a printer.

Chat and Email Menu Options

Tip
- The **Chat and Email** option is available with Unified CCX Premium license package.

To access either of these menu options, choose **Subsystems** > **Chat and Email** as applicable.

The Chat and Email menu contains the following submenu options:

- **SocialMinerCustomer Collaboration Platform Configuration**—Choose this option to configure the SocialMiner parameters. This page also displays the overall health of SocialMiner.

- **Mail Server Configuration**—Choose this option to configure the mail server. This page is available on the Unified CCX node with a premium license.

- **Contact Service Queues**—Choose this option to configure chat and Email CSQs. You can configure the email CSQs on the Unified CCX node with a premium license.

- **Predefined Responses**—Choose this option to define the chat and email predefined responses that are available in the Manage Chat and Email gadget on the Finesse Agent Desktop.

- **Channel Parameters**—Choose this option to configure channel parameters.

- **Chat Widget**—Choose this option to configure and manage chat widgets.

- **Teams**—Choose this option to configure teams.

SocialMiner Configuration

Use the **SocialMiner Configuration** web page to configure Cisco SocialMiner . You must configure information only on this web page to enable the chat and email features.

Cisco Unified CCX does not support custom configuration changes on the chat and email campaigns or feeds from the SocialMiner administration page.

This option is available only with the Unified CCX Premium license package. The email feature support for Unified CCX depends on the SocialMiner version. For information about feature compatibility, see the Unified CCX Compatibility related information, located at: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html.

Any configuration change using SocialMiner Administration interface is not supported.

✎

Note On a high availability setup, after the **Add to Cluster** operation is successful, the following message is displayed:

```
In case of HA, configure the SocialMiner on secondary node after adding
to cluster in the secondary node.
```

Every time you navigate to this page, the state of feeds, campaigns, and notifications rules are validated for chat and email, the connectivity to the email server is checked, and the web page shows the appropriate status. Icons are used as visual indicators to display the status of each service. Hover the cursor over the icon to display a tool tip that explains the reason for the current state. As part of validation, Unified CCX checks the following:

- **SocialMiner XMPP Service**

  Unified CCX checks the connectivity with the SocialMiner XMPP service. If the XMPP service is down, the following message is displayed:

  ```
  SocialMiner XMPP service is not accessible. Check the logs for more
  details.
  ```

- **SocialMiner Runtime Service**

  Unified CCX checks the connectivity with the SocialMiner runtime service. If the runtime service is down, the following message is displayed:

  ```
  SocialMiner runtime service is not accessible. Check the logs for more
  details.
  ```

- **SocialMiner Tomcat Service**

  Unified CCX checks the connectivity with the SocialMiner Tomcat service. If the Tomcat service is down, the following message is displayed:

  ```
  Unable to communicate to the SocialMiner on the IP address(Hostname)
  provided. Please verify whether SocialMiner is running on this IP
  address(Hostname) or check the network connection and make sure that
  SocialMiner is reachable from CCX.
  ```

- **SocialMiner Status**

  - **Feeds**

    Unified CCX validates the status of the intended chat and email feeds in SocialMiner .

    - ✅—All the feeds are operating normally in SocialMiner .

    - ⊖—One or more feeds mismatches with SocialMiner .

    - ❌—All the feeds are missing in SocialMiner .

  - **Campaigns**

    Unified CCX validates the status of the intended chat and email campaigns in SocialMiner .

    - ✅—All the campaigns are operating normally in SocialMiner .

- ⊖—One or more campaigns mismatches with SocialMiner .

- ❌—All the campaigns are missing in SocialMiner .

- **Notifications**

Unified CCX validates the status of the intended chat and email notifications in SocialMiner .

- ✅—All the notifications are operating normally in SocialMiner .

- ⊖—One or more notifications mismatches with SocialMiner . This status icon also appears after configuration, when no chat and email contact is injected yet. The status will change to normal after successful injection of chat and email contact.

- ❌—All the notifications are missing in SocialMiner .

- **Email Server**

Unified CCX checks the connectivity with the email server.

- ✅—Email server is operating normally.

- **Not Configured**—Channel provider is not configured.

- **Not Applicable**—The following are the reasons for the current state:

    - Cisco Finesse is not active.

    - Email CSQ is not configured.

    - SocialMiner version is incompatible with the Email feature.

- ❌—Unable to reach the email server.

Procedure

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat > CCP Configuration** OR **Subsystems** > **Chat and Email > SocialMiner Configuration** as applicable.

The **Configuration** web page appears.

Note Ensure that SocialMiner certificate is uploaded to the Unified CCX Tomcat trust store using the Cisco Unified OS Administration interface. You can also use the `set cert import trust tomcat` CLI.

Unified CCX and SocialMiner servers must have DNS entries. SocialMiner must be accessible to Unified CCX by hostname. If the entries are not valid, an error is displayed.

Step 2 Complete or modify the following fields for SocialMiner :

Field	Description
IP Address / Host Name	IP address or fully qualified domain name of the SocialMiner server. For example, 192.168.1.5 or host.example.com.
User Name	Username of the SocialMiner administrator.
Password	Password of the SocialMiner administrator.

Note When the SocialMiner application password is reset, ensure that the new password is first updated in Unified CCX and then reset the password in SocialMiner . This prevents the account getting locked due to the authentication attempts from Unified CCX with old password.

Step 3 Click **Save** to save the changes.

Note •

• If you see an error message, click **Save** to re-create feeds, campaigns, and notifications for chat and email in SocialMiner.

• When Unified CCX hostname is changed or when a new Unified CCX node is added, theSocialMiner Configurations must be saved again. This enables the change to take effect to re-create all the notifications for email and chat in SocialMiner .

• The Classic Chat Web Forms will not work if the feed is deleted from SocialMiner Administration interface. To revive this chat web form, save the SocialMiner configuration in the Unified CCX. A new Feed ID will then be created in the Unified CCX database. Download the Classic Chat Web Form code snippet again from the Chat Widget section of UCCX Administration and redeploy on the website to reflect the new feed ID.

Reinject Email Contacts

Emails may be parked in SocialMiner due to component failures or if the email server is down or not reachable. You can ensure that these emails are attended to when the services are restored by reinjecting the email contacts.

Note The latest 200 unread or reserved, social email contacts across the email CSQs are reinjected.

Procedure

To reinject the email contacts back to Unified CCX, click **Subsystems** > **Chat and Email SocialMiner Configuration** > **Reinject**.

Note The **SocialMiner Configuration** web page is reloaded, but the configuration is not updated.

Chat Transcripts

You can search and retrieve stored chat transcripts. You can search by username (chat.agentName) and alias (chat.agentNickname). For more information on how to perform a default search or a field-specific search, see the "Search" section of the *Cisco SocialMiner User Guide* or the SocialMiner interface online help.

For information on how to change chat storage space and calculate the disk space that you need to store data for a specific duration, see the online help that is available for the SocialMiner interface or see the *Cisco SocialMiner User Guide*, located at:

https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-user-guide-list.html

Mail Server Configuration

Use the **Mail Server Configuration** web page to configure the mail server. This web page is available on the Unified CCX node with a premium license.

Before you begin

- Execute the commands **set-service msExchangeIMAP4 -startuptype automatic**, and **start-service msExchangeIMAP4** on Microsoft Exchange to set the Microsoft Exchange IMAP4 service to start automatically.

- Execute the command **set-service msExchangeIMAP4BE -startuptype automatic**, and execute **start-service msExchangeIMAP4BE** (for Microsoft Exchange 2013) on Microsoft Exchange to set the Microsoft Exchange IMAP4 Back End service to start automatically.

  These commands are specific to the local Exchange server.

- Create accounts and email addresses to be used for CSQ creation.

Procedure

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Mail Server Configuration**.
The **Mail Server Configuration** web page opens.

Step 2 Complete or modify the following fields for the mail server:

Field	Description
Mail Server Settings	
Mail Server	Choose the mail server that is required to be configured from the listed options: • MS Exchange Server / Office 365 • Gmail
IMAP Folder Structure	
Drafts Folder Name	The name of the drafts folder of the respective mail server that is configured.

Field	Description
Outbox Folder Name	The name of the outbox folder of the MS Exchange Server / Office 365 email server that is configured. This folder is not available for the **Gmail** mail server.
Sent Items Folder Name	The name of the sent items folder of the respective mail server that is configured. **Note** All the listed mail servers have the default folder names prepopulated for all the IMAP folders in English locale. These folder names can be edited and can have custom values.
Incoming (Secure IMAP)	
Host Name	Fully qualified domain name (FQDN) of the incoming (IMAP) server. Do not enter the IP address.
Port Number	Port number that is used to connect to the IMAP server. The default port number is 993.
Outgoing (Secure SMTP)	
Host Name	FQDN of the outgoing (SMTP) server. Do not enter the IP address.
Port Number	Port number that is used to connect to the SMTP server. The default port number is 587.
Proxy Settings	
SOCKS	Choose the **Enable** or **Disable** radio button to use socks proxy for Mail Server connectivity. By default the **Disable** option is selected and **Enable** option is disabled. To enable **SOCKS**, configure **SOCKS Proxy** in **System Parameters** page.
Description	Description of the mail server.

Step 3   Click **Update** to save the changes.

Contact Service Queues

Before you begin

- You must create a skill before creating a CSQ. For information about creating a skill, see *Skill Configuration* section in the Cisco Unified Contact Center Express Administration and Operations Guide.

- Before creating an email CSQ, you must have configured the mail server.

Procedure

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat** > **Contact Service Queues** or **Subsystems** > **Chat and Email** > **Contact Service Queues** as applicable.

The Contact Service Queues (CSQs) web page opens and displays the information for existing chat and email CSQs if any.

Step 2 To add a new chat or email CSQ, click the **Add New** icon that appears in the toolbar in the upper left corner of the window or the **Add New** button that appears at the bottom of the window.

The Contact Service Queue Configuration web page opens.

Step 3 Specify the following fields:

Field Name	Description
CSQ Name	Name for the CSQ.

Resource Selection Criteria	Resource selection criteria chosen for the chat CSQ.
	
	• **Longest Available**—Selects the agent who has been in the Available state for the longest amount of time.
	
	• **Most Skilled**—Used for expert agent chat distribution. Selects the agent with the highest total competency level. The total competency level is determined by adding the agent's competency levels for each assigned skill that is also assigned to the CSQ.
	
	    • Example 1: If Agent1 is assigned Skill1(5), Skill2(6), and Skill3(7) and CSQ1 specifies Skill1(min=1) and Skill3(min=1), the total competency level for Agent1 for CSQ1 is 12.
	
	    • Example 2: If Agent1 is assigned Skill1(5) and Skill2(6), and Skill3(7) and CSQ1 specifies Skill1(min=1), only, the total competency level for Agent1 for CSQ1 is 5.
	
	Note If two agents score equal in the primary selection criteria, the agent who was updated first is assigned to the incoming chat.

Table 1: CSQ Type—Chat

Field Name	Description
CSQ Type	Choose Chat.

Table 2: CSQ Type—Email

Field Name	Description
CSQ Type	Choose Email. **Note** You can create up to 100 email CSQs. If you exceed the limit, the following error is displayed: `Cisco Unified CCX supports a maximum of 100 Email CSQs. Exceeded maximum limit for Email CSQs.`
Mail Server	Fully Qualified Domain Name (FQDN) of email server. This field displays the mail server that you configured.
Email username	The email address to which emails are sent or retrieved.
Email password	Password for the email account.
Inbox Folder Name	The folder from which emails will be fetched and queued for the Contact Service Queue. Default value = Inbox folder of the selected mail server type
Drafts Folder Name	The folder to which SocialMiner will save the drafts of the emails when agent composes the response.
Outbox Folder Name	The folder to which SocialMiner will move the response email to, when it is being sent. This folder does not exist for **Gmail** mail server. The email response being sent will be moved to the drafts folder.
Sent Items Folder Name	The folder to which SocialMiner will move the response email to, when it is sent.
Test Configuration	This checks the following: • Connectivity from SocialMiner to the configured mail server by using the user credentials that is specified in the Contact Service Queue (CSQ) configuration. • Presence of and permissions to the Inbox, Drafts, Outbox, and Sent Items folder for the user, that is specified in the CSQ configuration.
Poll Interval (Seconds)	Frequency in seconds to fetch emails from the server. Default value = 600, Range = 10 to 86400
Snapshot Age (Minutes)	Specify the time in minutes from when the emails are to be fetched. Default value = 120, Range = 10 to 43200 For example, if you specify 120 minutes, this field fetches the emails from the last two hours.

Step 4   Click **Next**.

The Skill Association for CSQ area opens with the newly assigned CSQ name.

Note You can create up to 100 email CSQs. If you exceed the limit, the following error is displayed:

```
Cisco Unified CCX supports a maximum of 100 Email CSQs. Exceeded maximum
limit for Email CSQs.
```

Step 5 From the Available Skills list, choose the skill that you want to associate with the CSQ by clicking it. To choose more than one skill, press the **Ctrl** key and click the skills that you want to associate with the CSQ.

Step 6 Click **Add**.

The chosen skill and the minimum competence level for that skill are displayed in the right pane under the heading **Selected.**

Note To delete the skill from the Skills Required list, click the **Delete** icon next to **Minimum Competence**.

Step 7 Specify a minimum competence level for the skill assigned to the CSQ.

Step 8 To view the associated resources, click **Show Resources**.

Step 9 Click **Save** to save the changes for the CSQ.

The newly added CSQ appears in the **List of CSQs**.

Note You can create up to 100 email CSQs. If you exceed the limit, the following error is displayed:

```
Cisco Unified CCX supports a maximum of 100 Email CSQs. Exceeded maximum
limit for Email CSQs.
```

You can sort the CSQs by title by clicking the **CSQ Name** header and by type by clicking the **CSQ Type** header.

Step 10 To view the printable report and associated resources, click the CSQ for which you want to view the report and the associated resources and then click **Open Printable Report**.

Note To delete a CSQ, click the CSQ that you want to delete and then click **Delete**. A warning dialog box appears, asking you to confirm the deletion. To delete, click **OK**.

Caution Deletion of the chat CSQ affects the associated chat web forms. After deleting, modify the corresponding chat web form configurations and generate the HTML code.

Predefined Responses

To access the predefined responses, choose **Subsystems** > **Chat** > **Predefined Responses** OR **Subsystems** > **Chat and Email** > **Predefined Responses** as applicable.

Use the **Predefined Responses** page to configure and manage chat and email predefined responses. You can add a maximum of 500 chat and email predefined responses in total. These predefined responses are available in the Manage Chat and Email gadget on the Finesse Agent Desktop.

You can configure the responses to be available either to all the agents or only to the agents that are associated with specific CSQs.

✎

Note Predefined responses are not available in the Cisco Agent Desktop. They are only available with the Finesse Agent Desktop.

Predefined Responses

Using this web page, you can add, modify, and delete predefined responses.

You can add a maximum of 500 chat and email predefined responses in total.

✎

Note To modify an existing predefined response, click the Title header for the predefined response that you want to modify. To delete an existing predefined response, click the **Delete** icon for the predefined response that you want to delete.

Procedure

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat** > **Predefined Responses** OR **Subsystems** > **Chat and Email** > **Predefined Responses** as applicable.

The **Predefined Responses web page** opens, displaying the information for existing responses, if any.

Step 2 Click the **Add New** icon that is displayed in the toolbar in the upper left corner of the window or the **Add New** button that is displayed at the bottom of the window to create a new response.

The **Predefined Response Configuration web page** opens.

Step 3 Specify the following information:

Field	Description
Title	Unique identifier of the predefined response. **Note** The special characters angle brackets (< >), parentheses (( )), double quotation marks (" "), and pipe symbol (|) are not allowed.
Type	Types of media.

Field	Description
Response Description	Description for the predefined response. • Rich Text Editor is available to create an HTML-based email predefined response. Use the supported tags as provided in the Rich Text Editor for formatting purpose. • Plain Text Editor is available to create a chat predefined response. **Note** The special characters angle brackets (< >), parentheses (( )), double quotation marks (" "), and pipe symbol (|) are not allowed in Plain Text Editor for Chat Predefines Response. The maximum characters limit for predefined response for chat and email is 1500. In case of email, rich text is supported and includes the HTML tag characters for representing rich text.
Tags	Choose a tag for the predefined response. • **Global for all CSQs**: The predefined response is available to all the agents that are associated with all the CSQs. • **Customize (Maximum 10 CSQs)**: The predefined response is available only to the agents that are associated with the selected CSQs. If you choose this option, select the CSQs from the **Available CSQs** pane, and then click the left arrow to assign them. **Note** Predefined responses can be used only for emails sent in HTML format and not plain text.

Step 4   Click **Save**.

The newly added predefined response appears with the assigned tags in the **List of Predefined Responses**.

You can sort the predefined responses by title by clicking the Title header and by type by clicking the Type header.

Wrap-Up Reasons

To access the Wrap-Up Reasons, choose **Subsystems** > **Chat and Email** > **Wrap-Up Reasons**.

Use the **Wrap-Up Reasons** page to configure and manage Wrap-Up categories and reasons for chat and email Contact Service Queues (CSQs). Use the Ellipsis (...) to view all the Wrap-Up Reasons that are added for each Wrap-Up category.

Wrap-Up Reasons

Using this web page, you can add, modify, and delete the Wrap-Up Reasons.

You can add a maximum of 25 Wrap-Up categories. If you exceed the maximum number of categories, the **Add New** button is disabled.

Procedure

Step 1	From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Wrap-Up Reasons**. The **Wrap-Up Reasons** web page opens, displaying the information for existing Wrap-Up Reasons, if any.
Step 2	Click the **Add New** icon or the **Add New** button that is displayed in the toolbar in the upper left corner of the window. The **Wrap-Up Reasons** web page opens.
Step 3	Specify the following information:

Field	Description
Category	Specify the name for the Wrap-Up category. Allows up to 40 characters.
Wrap-Up Reasons	Enter the Wrap-Up Reasons for the specified category. Allows up to 40 characters. Click the **Add** button to add up to 25 Wrap-Up Reasons for each category.
Tags	Choose a tag for the Wrap-Up category. • **Global for all CSQs**: The Wrap-Up reason is available to all the agents that are associated with all the CSQs. • **Customize** : The Wrap-Up reason is available only to the agents that are associated with the selected CSQs. If you choose this option, select the CSQs from the **Available CSQs** pane, and then click the left arrow to assign them. **Note** You can associate a maximum of 10 Wrap-Up categories to a CSQ.

Step 4	Click **Save**. The newly added Wrap-Up category appears with the assigned tags in the **List of Wrap-Up Reasons**. **Note** When you reskill or modify a category, the logged in agents can apply Wrap-Up Reasons from the updated list of categories for the new non-voice contacts only.

Email Signatures

To access the email signatures, choose **Subsystems** > **Chat and Email** > **Email Signatures**.

Email Signature Configuration

Using this web page, you can add, modify, and delete email signatures.

Note

To modify an existing email signature, click the Title header for the email signature that you want to modify. To delete an existing email signature, click the **Delete** icon for the email signature that you want to delete.

Procedure

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Email Signatures**.

The **Email Signature web page** opens, displaying the list of existing email signatures that are configured, if any.

Step 2 Click the **Add New** icon that is displayed in the toolbar in the upper left corner of the window or the **Add New** button that is displayed at the bottom of the window to create a new email signature.

The **Email Signature Configuration web page** opens.

Step 3 Specify the following information:

Field	Description
Name	Unique name of the email signature.
	Note The name can have a maximum of 100 characters.
Content	The email signature content.
	Note The email signature can have a maximum of 1500 characters. You may format the text of the email signature content, add images, add URL to the email signature, and add the Agent alias information.
	The Agent alias variable appears by default when any new email signature is created. If it is removed from the email signature it can be reinserted at the cursor location in the email signature by clicking on the Agent alias variable icon.
	When there is no alias configured for an agent, the Agent ID is presented in the email signature by default.

Field	Description
Tags	Choose a tag for the email signature.
	• **Global for all CSQs**: The email signature is available to all the agents that are associated with all the CSQs.
	• **Customize (Maximum 10 CSQs)**: The email signature is available only to the agents that are associated with the selected CSQs.
	If you choose this option, select the CSQs from the **Available CSQs** pane, and then click the left arrow to assign them.
	Note Only one (1) email signature can be tagged as Global for all CSQs.
	A CSQ can be tagged with only one (1) email signature.
	When an email is responded by an agent of a particular CSQ, the system will check if there is any email signature tagged for that CSQ. The different scenarios are:
	• If there is an email signature tagged to a CSQ, that will be appended in the email response.
	• If there is no CSQ specific email signature, the global signature is appended in the email response.
	• If there is no global email signature and no customized email signature tagged to the CSQ then there will be no email signature appended in the email response.

Step 4   Click **Save**.

The newly added email signature appears with the assigned tags in the **List of Email Signatures**.

You can sort the email signatures by title by clicking the Title header and by type by clicking the Type header.

Channel Parameters

Use the Channel Parameters web page to configure channel parameters.

Procedure

Step 1   From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat** > **Channel Parameters** OR **Subsystems** > **Chat and Email** > **Channel Parameters** as applicable.

The Channel Parameters Configuration web page opens.

Step 2   Use this web page to specify or modify the following fields for channel parameters:

Field	Description
No Answer Timeout (Seconds)	The time for an agent to respond to the chat request after which, the chat request is routed back to the chat queue and for the chat toaster to fade out.
	This is applicable for the Group Chat request also. However when the chat is not accepted, the chat request is not routed back to the chat queue.
	Note When you use Chrome or Firefox, the browser overrides the chat toaster notification to fade out in 20 seconds, even if it is configured to a higher value.
Join Timeout (Minutes)	The time after which the customer initiates a chat and, if an agent is not joined, the customer gets a message as per the configuration in the **Chat Web Form Configuration** page. But an agent can still join the chat after this timeout. The default timeout is one minute and the maximum timeout value allowed is 60 minutes.
Inactivity Timeout (Minutes)	The customer inactivity time after which, the system ends the chat. This timeout is on the customer side only.
	The agent gets a message **"You are alone in the chat room. Click End to close the chat interface."**.
	The customer gets a message **"Warning: the server connection was lost due to an inactivity timeout or connection failure."**.
	Inactivity timeout may also apply to contacts in queue that have not yet been accepted by agents. This scenario occurs only when the Join Timeout value is greater than the Inactivity Timeout value.
	The customer then gets a message **"Sorry, the chat service is currently not available. Please try again later."**
Offer Chat Contact When On Voice Call	Click Yes if agents are allowed to handle a chat session during a voice call.
	Note This setting takes effect when the agent ends the current voice call.
	Chats are presented to agents even when they go off-hook or busy in a Non ICD call.
Offer Voice Call When On Chat	Click Yes if agents are allowed to handle a voice call during a chat session.
	Note This setting takes effect when the agent receives a new incoming chat.
	Direct/Consult Transfer to an IPCC extension is an exception. Even if agents are busy on a chat they would still get calls that are transferred to their extension directly.
Maximum Number Of Chat Sessions Per Agent	Number of chat sessions (ranging from 1 to 5) that an agent is allowed to handle.
	This includes the group chat sessions also.
	Note This option is available only if Finesse service is activated. For Cisco Agent Desktop, the value is set to 1.

Field	Description
Maximum Number Of Email Sessions Per Agent	Number of Email sessions (ranging from 1 to 5) that an agent is allowed to handle.
Sticky Email Timeout (Hours)	Specify the amount of time for which an email message waits in a specific agent CSQ.
	Sticky email routing (Last-agent email routing) is a mechanism to route an email message to the agent who handled the last leg of the email conversation.
	When an email message, which is part of an ongoing conversation, comes in and the agent who handled the last leg of the conversation is not available, then the email does not wait indefinitely in that agent queue. After the configured time expires, the email message is placed on the intended CSQ to be handled by any available agent.
	Note Last-agent email routing is not available if the customer changes the subject line of the email message.
	Default = 4 hours, Range = 1 to 120 hours.

Step 3   Click **Save** to save the changes for the channel parameters.

Note   If any of the above parameters are changed during the call center operation, the updated values are not applied to the existing contacts in the system. The changed parameters will affect only the new contacts coming into the system.

List Chat Web Forms

Use the chat widgets to generate HTML code that can be hosted on the customer website. Use the List Chat Web Forms page to configure and manage chat web forms. To access the chat web forms, choose **Subsystems > Chat > Chat Widget List** OR **Subsystems** > **Chat and Email** > **Chat Widget List** as applicable.

Chat Web Form Configuration

You can add, modify, and delete chat web forms. You can schedule business hours in the chat web form for week days, custom business days, holidays, and configure messages after business hours.

Note   To modify an existing chat web form, click the web form. To delete an existing chat web form, click the delete icon.

Procedure

Step 1   From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat** > **Chat Widget List** OR **Subsystems** > **Chat and Email** > **Chat Widget List** as applicable .

The List Chat Web Forms web page opens, displaying the information for existing Chat Web Forms, if any.

Step 2   Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to create a new chat web form.

The Chat Web Form Configuration web page opens.

Step 3   Specify the following information:

Page Area	Field	Description
Widget Details	Name	Unique identifier of the chat widget.
	Description	Chat widget description.
	Context Service Fieldsets	Valid fieldsets that will be entered by the Admin while configuring the chat widgets. **Note** • Fieldsets are comma separated strings in the format fieldset1, fieldset2 (for example: cisco.base.pod,cisco.ccx.pod). A maximum number of 10 fieldsets can be entered. • All the Selected User Form Fields except Name and Email should be part of the FieldSets specified, otherwise Context Service operations for chat will fail. • To perform Context Service Lookup Customer for chat, the Email field is mandatory in the chat form.
	Logo URL	Location of the logo file that is displayed in the widget. **Note** The custom logo size will be resized to 300 x 300 pixel by default.
	Widget Wait Message	Message that is displayed to the customer when the customer starts a chat session. Default message: "Welcome. Please wait while we connect you to a customer care representative."
	Join Time-out Message	Message that is displayed to the customer when a chat request is not handled within the set time. Default message: "All customer care representatives are busy. Please wait or try again later."
	Error Message	Message that is displayed to the customer when Unified CCX or chat service is not available to handle chat requests. Default message: "Sorry, the chat service is currently not available. Please try again later."

Step 4   In the User Form Fields area, select the desired fields from the **Available Fields** and move it to the **Selected Fields**.

Step 5   To create new field(s) in addition to the list of available fields, click **Add Custom Field**.

The Explorer User Prompt dialog box opens.

Step 6   Enter the name of the new custom field in the text box and click **OK**.

The new custom field appears in the list of **Selected Fields**.

Step 7   Click **Next**.

The **Add problem Statement CSQ mapping** area opens.

Step 8   Enter the problem statement for the chat web form and map the same with an existing chat CSQ from the **CSQ List** drop down list.

Step 9   To add more problem statements and associate the same with the Chat CSQs, click **Add More**. Click the delete icon beside the CSQ List drop down to delete the newly created problem statement.

Step 10   Click **Next**.

Step 11   In the **Schedule Business Hours** area, select one of the following options to configure the Business Days.

- 24 hours x 7 days
- Custom Business Hours

Note	• The **Chat Schedule Configuration** is based on the Unified CCX server time zone.
	• Ensure that the moment.js library is accessible in the client environment. If this is not accessible, reference to the correct location where the moment.js is available
	• During an upgrade to Unified CCX 11.6(1), by default the **24 hours x 7 days** is selected as the **Business Days**.

Step 12   In the **Schedule Holidays** area, configure holidays.

a) To add more holidays, click **Add More**. Click the delete icon to delete a configured holiday.

Step 13   In the **Schedule Custom Business Days** area, configure business hours for a custom business day.

Note	Scheduling business hours for a custom business day overrides any previous schedule that was configured in **Custom Business Hours** for the same day.

a) To add more custom business days, click **Add More**. Click the delete icon to delete a custom business day.

Step 14   In the **Off Hours Details** area, enter a message in the **Off Hours Message** text box.

Step 15   Click **Next**.

The Web Form Preview area displays a preview of the chat web form as per the schedule configured. It displays all the fields that you had selected for the user form and problem statements along with CSQ mapping.

Step 16   Click any of the following:

- Click the **Back** button if you want to modify the configuration of the chat web form.
- Click the **Finish** button if you want to generate the web form code.

Note   The Chat Web Form that is generated uses JavaScript. The web page where this is loaded must be accessed using a JavaScript enabled browser. The default Chat Web Form, displays a warning message to the user if JavaScript is not enabled on the browser where it is loaded.

During an upgrade of Unified CCX from version 11.0(1) or any earlier version to 11.6(1), the Chat Web Form must be regenerated and redeployed on the website.

Teams

Choose **Subsystems** > **Chat** > **Teams** OR **Subsystems** > **Chat and Email** > **Teams** as applicable from the Unified CCXAdministration menu bar to access this configuration area.

Note   The team configuration for chat is the same as it is for voice.

Related Topics

Teams Configuration

Outbound Menu

Use the Outbound Configuration web page or REST API to provision outbound dialing functionality feature.

The Outbound menu option will be displayed when you upload the Cisco Unified Premium license.

General Configuration

Choose **Subsystems** > **Outbound** > **General** from the Cisco Unified CCX Administration menu bar to access the General Configuration web page.

Use this web page to add or modify Outbound dialing preferences.

Related Topics

Configure General Outbound Properties

Campaign Configuration

Choose **Subsystems** > **Outbound** > **Campaigns** from the Cisco Unified CCX Administration menu bar to access the Campaigns web page. You can create and schedule a campaign, modify the settings that apply to a campaign, and import a list of contacts (in bulk using a comma-separated plain text file with .txt or .csv extension) into the Unified CCX database for each campaign using this web page.

From the **Direct Preview Campaign Configuration** page, you can also create a schedule to automatically import contacts from a remote server using the **Import Contacts** option.

The Campaigns web page displays the following status in the **Automatic Import** column in the **Campaigns List** table for the listed campaigns:

• **Not Configured**—Automatic Import of contacts is not configured.

- **Enable**—Automatic Import of contacts is configured and Automatic Schedule is enabled.

- **Disable**—Automatic Import of contacts is configured but Automatic Schedule is disabled.

You can define any one of the following two types for a campaign:

- Agent-based - If you select this campaign type, all the outbound calls will be handled by the available agents.

- IVR-based - In this campaign type, the outbound calls will be handled by the IVR scripts.

Add New Campaigns

To configure the properties for direct preview, progressive and predictive agent-based campaigns, for campaign name and description, callback settings, skill group selection, time range, dialing options, retry settings, and the dial settings, click **Add New** icon or button in the Campaigns web page.

Related Topics

Unified CCX Requirements

Import Contacts

To import contacts for a selected campaign, click the hyperlink for the required campaign under the Name column and click **Import Contacts**. This will open the Import Contacts window through which you can import contacts.

The **Open Printable Report for this Campaign Configuration** icon provides the information for the selected campaign in addition to call-specific information, which varies depending on the selected dialer type for outbound. Few of them are:

- Campaign Name
- Enabled - Yes or No
- Description
- Start Time of the campaign
- End Time of the campaign
- Contact Records Cache Size
- Remaining Contacts

Related Topics

Manual Import of Contacts for Campaign

Schedule Import of Contacts Using SFTP or HTTPS

Delete Contacts

To ensure that a contact does not get called again for subsequent campaigns, you must delete the contact from all campaigns to which it belongs.

Click **Delete All Contacts** icon or button in the Campaign Configuration web page to delete all contacts of a particular campaign. Once you click **Delete All Contacts**, you will see a dialog box with the message "This campaign will be disabled and all its contacts will be permanently deleted. Continue?" with **OK** and **Cancel** buttons.

If you click **OK**, the Outbound subsystem checks whether the contacts are used in an active Outbound campaign. If the contacts are used as part of an active Outbound campaign, you will see the following alert message in

the status bar at the top of the Campaign Configuration web page: "Campaign is active. Cannot remove contacts from an active campaign. Disable the campaign and try again." In such cases, disable the campaign first and then try deleting all contacts. Click **Cancel** if you do not want to delete all contacts for the specific campaign.

Area Code Management

Use this page to manually add new area codes, update existing area codes, and to add international area codes.

Add New Area Code

The Area Codes Management page allows you to find, add, delete, and modify the mapping of area codes and time zones. The dialer uses the area code of a contact phone number to determine the time zone of the contact calling area.

Configure SIP Gateway

You can use the SIP Gateway Configuration web page to add or modify the parameters that enable the Outbound subsystem of Unified CCX to communicate with the SIP gateway. You can also update the parameters specific to Call Progress Analysis functionality of the gateway using this web page.

Call Progress Analysis is a feature of the SIP gateway by which it determines whether the outcome of a call is an answering machine, live voice, fax, or beep tone and so on. The SIP gateway performs call progressive analysis of the call and informs the outcome of the call to Unified CCX.

Note   It is mandatory to configure the SIP Gateway used by the Outbound subsystem to place calls in case of IVR-based and agent-based progressive and predictive Outbound campaigns.

Follow this procedure to configure the SIP gateway parameters through Unified CCX Administration web interface:

Procedure

Step 1   From the Unified CCXAdministration menu bar, choose **Subsystems** > **Outbound** > **SIP Gateway Configuration**.

The SIP Gateway Configuration web page opens.

Step 2   Click **Update** to save the configuration changes.

The new SIP gateway configuration is added to the Unified CCX system.

Step 3   Click **Cancel** to restore the default settings.

SIP Gateway Configuration Web Page

The SIP Gateway Configuration web page.

Field	Description

Gateway Configuration	
Gateway Hostname/IP Address	The HostName or IP Address of the SIP Gateway in the Unified CCX server, which will be used by the Outbound subsystem to place calls for the predictive or progressive campaigns.
Gateway Port	Destination port used by Unified CCX to communicate with SIP gateway. The default value is 5060.
Local CCX Port	Destination port to be used by SIP gateway to communicate with Unified CCX. Default: 5065, Range: 1025-32767 or 61001-65535
Local User Agent	This read-only field provides a description of the owner for this connection. The default value is Cisco-UCCX/8.5.
Transport(TCP/UDP)	The protocol required to send SIP messages. You can select any one of the following protocols: • TCP - Transport Control Protocol or • UDP - User Datagram Protocol The default value is UDP.
Call Progress Analysis Configuration (displays the parameter name, parameter value, and suggested value for the following fields)	
Minimum Silence Period (10-1000)	The amount of time that the signal must be silent after speech detection to declare a live voice (in milliseconds). Default = 375 milliseconds, Range = 10-1000 milliseconds
Analysis Period (1000 - 10000)	Maximum amount of time (from the moment the system first detects the speech) during which analysis will be performed on the input audio. Default = 2500 milliseconds, Range = 1000-10000 milliseconds
Maximum Time Analysis (1000-10000)	The amount of time to wait when it is difficult for the dialer to determine voice or answering machine. Default = 3000 milliseconds, Range = 1000-10000 milliseconds

Minimum Valid Speech Time (50-500)	Amount of time that the signal must be active before being declared speech. Anything less is considered as a glitch.
	Default = 112 milliseconds, Range = 50-500 milliseconds
Maximum Term Tone Analysis (1000-60000)	This is the amount of time the gateway will look for a terminating beep once an answering machine has been detected.
	Default = 15000 milliseconds, Range = 1000-60000 milliseconds

Dial Peer Configuration for Outbound

Dial peer configuration is required to transfer the outbound calls to the IVR ports and agents in case of progressive and predictive outbound campaigns. The dial peer maps to the CUCM trigger for IVR-based campaigns and to the agent extension for agent-based campaigns.

When you configure voice-network dial peers, the key commands that you must configure are the **destination-pattern** and **session-target** commands.

IVR

For IVR-based progressive and predictive campaigns, the **destination-pattern** command specifies the Unified CM Telephony Trigger associated with the IVR campaign. The **session-target** command specifies a destination address for the voice-network peer.

Agent

For agent-based progressive and predictive campaigns, the **destination-pattern** command specifies the agent extension. The **session-target** command specifies a destination address for the voice-network peer.

For Extend and Connect, the **destination-pattern** must specify the destination address of the CTI Remote Device (CTIRD). See the *Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager* at https://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html for more information on CTIRD.

Disable Hunting for Agent-Based Outbound Calls

When the agent does not answer a live voice call within the time limit configured for Outbound Call Timeout in General Configuration web page, then the call has to be dropped. If hunting is not disabled on the gateway, the call is not dropped and is forwarded to the agent extension.

The gateway receives a 403 forbidden error message and hunts for the "preference 2 dial peer." The gateway forwards the call to the agent extension using the " preference 2 dial peer." Hence, the call is seen on the agent desktop and the state of the agent is changed to Ready or Not Ready depending on the option selected for the Agent State after Ring No Answer field in System Parameters Configuration web page.

To disable hunting for the gateway, use **no voice hunt 57** command (57 maps to 403 forbidden in SIP).

✎

Note   This is a global configuration to restrict the gateway from hunting for all 403 forbidden error messages.

Translation of Phone Numbers

Unified CCX does not support the translation or modification of the phone number that it uses to dial out outbound calls. Any "voice translation rules" configured in the gateway that modifies the phone number are not supported. If the phone number is translated, then those calls are not treated as IVR or agent-based outbound calls. Any such calls cannot have all the functionality and capabilities of a normal IVR or agent-based outbound calls.

✎

Note   You can use either of the below two supported methods to modify a dialed number in the gateway:

- To remove the initial digits of the phone number use **forward-digits** or **digit-strip** in the dial peer configuration.

- To add a prefix to the phone number use **prefix** in the dial peer configuration.

Database Menu

The Unified CCX system uses the Database subsystem of the Unified CCX Engine to communicate with database servers, to obtain information that can be relayed to callers or to make application decisions. The Database subsystem enables the Unified CCX applications to obtain information from data sources, which are databases configured to communicate with the Unified CCX system.

The Database menu contains the following options, which are explained below:

- Datasource

- Parameters

- Drivers

DataSource

Use the DataSources web page to add a new data source, display, modify, or delete existing datasources.

Choose **Subsystems** > **Database** > **DataSource** from the Cisco Unified CCX Administration menu bar to access the DataSources web page.

New DataSource

Follow this procedure from the DataSources web page to add a new DataSource:

Procedure

Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the button that displays at the bottom of the window to add a new data source.

The DataSource Configuration web page opens.

Add New Database Parameter

To add a new database parameter:

Procedure

Choose **Subsystems** > **Database** > **Parameter** from the Unified CCX Administration menu bar.

The Parameters web page displays. See **Poll Database Connectivity** to know more about how to update parameter-related fields.

Related Topics

[Poll Database Connectivity](#)

Driver

Use the Driver List web page to upload new drivers, or to view and delete existing drivers.

Add New Database Driver

Follow this procedure to add a new jdbc driver:

Procedure

Step 1   From the Unified CCXAdministration menu bar, choose **Subsystems** > **Database** > **Drivers**.

The Driver List web page opens up displaying a list of uploaded driver class filenames along with a Delete icon.

Step 2   Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to add a new driver class name.

The Driver Management web page opens.

Step 3   Specify a valid JDBC driver jar file in the Driver File field or click **Browse** to locate the driver file.

The driver file is validated before uploading.

Step 4   Choose the supported class name for the new driver from the Driver Class Name drop-down list box.

Step 5 Click **Upload** to save the new driver to the database.

Tip
- For details on the compatible Enterprise database server version see, https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html. Ensure that a valid JDBC driver version is used that is compatible with the Enterprise database server.

- Contact your database vendor to know the appropriate JDBC driver versions that is compatible with your Enterprise database server.

- While uploading com.ibm.db2.jcc.DB2Driver, if your IBM DB2 deployment also requires a license Jar to be in the application's classpath, upload the license Jar as a Custom Jar File using the procedure detailed in **Specify Custom Classpath Entries**. Then, restart the Unified CCX Engine on all nodes through the Unified CCX Serviceability.

Related Topics

Specify Custom Classpath Entries

HTTP Menu

The Unified CCX system uses the HTTP subsystem of the Unified CCX Engine to add components to the Unified CCX Engine that allow applications to be triggered in response to requests from a variety of web clients, including computers and IP phones.

HTTP/HTTPS triggers are available if your system has a license installed for one of the following Cisco product packages: Unified IP IVR or Unified CCX Premium.

HTTP Trigger Configuration

Use the HTTP Trigger Configuration web pages to display, add, modify, and delete existing HTTP triggers.

Choose **Subsystems** > **HTTP** from the Cisco Unified CCX Administration menu bar to access the HTTP Trigger Configuration web page.

Add New HTTP Trigger

To add a new HTTP trigger:

Procedure

Click the **Add New** icon or button on the HTTP Trigger Configuration web page to access the HTTP Trigger Configuration web page.

To modify an existing trigger, click any hyperlink within the HTTP Trigger List table; the HTTP Trigger Configuration web page opens.

eMail Menu

The Unified CCX system uses the eMail subsystem of the Unified CCXEngine to communicate with your email server and enable your applications to create and send email. The email configuration identifies the default email address and server to be used for sending email (including e-pages and faxes) and for receiving acknowledgments.

✎

Note   This email subsystem is not related to agent email-based routing.

Choose **Subsystems** > **eMail** from the Cisco Unified CCX Administration menu bar to access the eMail Configuration web page. You must configure email functionality so that Unified CCX scripts created with the email steps will function correctly.

Cisco Media

Choose **Subsystems** > **Cisco Media** from the Unified CCXAdministration menu bar to access the Cisco Media Termination Dialog Group Configuration web page.

The Unified CCX system uses the Media subsystem of the Unified CCX Engine to configure Cisco Media Termination (CMT) dialog groups that can be used to handle simple Dual-Tone Multi-Frequency (DTMF) based dialog interactions with customers. A dialog group is a pool of dialog channels in which each channel is used to perform dialog interactions with a caller.

To modify an existing CMT dialog group, click any hyperlink within the trigger's summary table entry; the Cisco Media Termination Dialog Group Configuration web page opens.

To add a new CMT dialog group, click the **Add New** icon or button in the Cisco Media Termination Dialog Group Configuration web page. The Cisco Media Termination Dialog Group Configuration web page opens.

MRCP ASR Menu

The Unified CCX system uses the MRCP ASR (Automatic Speech Recognition) subsystem to allow navigation through a menu of options by speaking instead of pressing keys on a touch-tone telephone.

MRCP ASR Provider

Choose **Subsystems** > **MRCP ASR** > **MRCP ASR Provider** from the Cisco Unified CCX Administration menu bar to configure information about the vendor of your speech server, including the number of licenses, and the grammar type.

To modify an existing ASR Provider information, click any hyperlink within the provider's summary table entry; the ASR Provider Configuration web page opens.

To add a new ASR Provider information, click the **Add New** icon or button.

MRCP ASR Servers

Choose **Subsystems** > **MRCP ASR** > **MRCP ASR Servers** from the Cisco Unified CCX Administration menu bar to configure your speech server name, port location, and available languages.

✎

Note You must have a MRCP ASR Provider defined before you can provision a MRCP ASR Server.

To modify an existing ASR Server, click any hyperlink within the server summary table entry; the ASR Server Configuration web page opens.

To add a new ASR Server, click the **Add New** icon or button.

MRCP ASR Dialog Groups

Use the MRCP ASR Dialog Group Configuration web page to display, add, modify, and delete information about MRCP ASR dialog control groups, which enable Unified CCX applications to use speech recognition.

Choose **Subsystems** > **MRCP ASR** > **MRCP ASR Dialog Groups** from the Cisco Unified CCX Administration menu bar to configure the MRCP ASR dialog control groups.

✎

Note You must have a MRCP ASR Provider defined before you can provision a MRCP ASR Group.

To modify an existing MRCP ASR Dialog Group, click any hyperlink within the group summary table entry; the MRCP ASR Dialog Control Group Configuration web page opens.

To add a new MRCP ASR Group, click the **Add New** icon or button.

MRCP TTS Menu

The Unified CCX system uses the MRCP (Text-to-Speech) subsystem to convert plain text (UNICODE) into spoken words to provide a user with information or to prompt a user to respond to an action.

MRCP TTS Providers

Use the MRCP TTS Provider Configuration web pages to display, add, modify, and delete information about your TTS Provider.

Choose **Subsystems** > **MRCP TTS** > **MRCP TTS Provider** from the Cisco Unified CCX Administration menu bar to configure information about the vendor of your TTS system.

To modify an existing MRCP TTS Provider, click any hyperlink within the provider summary table entry; the MRCP TTS Provider Configuration web page opens.

MRCP TTS Servers

Use the MRCP TTS Server Configuration web page to display, add, modify, and delete the text-to-speech server name, port location, and available language.

To modify an existing MRCP TTS Server, click any hyperlink within the server summary table entry; the MRCP TTS Server Configuration web page opens.

To add a new MRCP TTS Server, click **Add New** icon or button in the MRCP TTS Server Configuration web page.

Related Topic

MRCP TTS Default Genders

Use the MRCP TTS Default Genders Configuration web page to display or modify the gender setting for each Locale. You can modify the default gender setting for the Locales specified during TTS Server provisioning using this page. Click the **Update** icon or button to save the changes.

Related Topic

MRCP TTS Default Genders