



Preface

- [Change History](#), on page i
- [About This Guide](#), on page i
- [Audience](#), on page i
- [Related Documents](#), on page ii
- [Documentation and Support](#), on page ii
- [Documentation Feedback](#), on page ii

Change History

This table lists the changes made to this guide. The most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 12.5(1) SU2		
Added information about Specific License Reservation being available by default	Smart Licensing > Specific License Reservation > Enable Specific License Reservation Smart Licensing > Specific License Reservation	April 2022

About This Guide

This guide explains features you can use in conjunction with Cisco Unified Contact Center Express. For each feature, there is a description, procedures for initial setup, and details on the functionality the feature provides.

Audience

This guide is prepared for Contact Center administrators who configure and run the contact center, manage agents, and address operational issues.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco Unified CCX documentation	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified Intelligence Center documentation	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse documentation	https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Cisco Customer Collaboration Platform documentation Note From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified CCX Virtualization Information	https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html
Cisco Unified CCX Compatibility Information	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Documentation Feedback

To provide your feedback for this document, send an email to:

contactcenterproducts_docfeedback@cisco.com