Preface

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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		

Change	See	Date
Added information about using OpenWebStart to launch Real Time Reporting (RTR)	Unified CCX Reporting > Reporting Administration on Unified CCX > Unified CCX Real-Time Reports > Open Open Real-Time Reports > Note Tools Menu > Real-Time Reporting Tool > Note Tools Menu > Real-Time Reporting Tool > Install OpenWebStart	**April 2022**
Added information about key lengths for ECDSA and RSA certificates	Cisco Finesse > Cisco Finesse Administration Console > Getting Started > Certificate Management > Obtain and Upload CA Certificate > Note	
Added the **show tls server cert_type** and **set tls server cert_type** commands	Command Line Interface > Show Commands Command Line Interface > Set Commands	
Updated the **license smart reservation request** command	Command Line Interface > Specific License Reservation Commands >	
Added new chapter	Chapter 24, "VPN-less Access to Finesse Desktop"	
Added new appendix	Appendix D, "Reverse-Proxy Configuration"	

About This Guide

Cisco Unified Contact Center Express (Unified CCX), a member of the Cisco Unified Communications family of products, manages customer voice contact centers for departments, branches, or small to medium-size companies planning to deploy an entry-level or mid-market contact center solution.

The *Cisco Unified CCX Administration Guide* provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications.

This guide shows you how to implement the following two systems that integrate with the Unified CCX:

- Cisco Unified Contact Center Express (Unified CCX)
- Cisco Unified IP IVR

This guide also includes a reference section that describes all the menus and menu options of the Unified CCXAdministration web interface.

This guide will help you to:

- Perform initial configuration tasks

- Administer applications such as the Unified CCXEngine and other components of the CiscoUnified Communications family of products

- Familiarize yourself with the menus and menu options of the Unified CCXAdministration web interface

Audience

The *Cisco Unified CCX Administration Guide* is written for business analysts and application designers who have the domain-specific knowledge required to create multimedia and telephony customer response applications. Experience or training with Java is not required but is useful for making best use of the capabilities of the Cisco Unified Communications family of products.

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Express Installation Guide*.

Convention	Description

`window` font	Window font, such as Courier, is used for the following:
	
	• Text as it appears in code or information that the system displays. Example:
	
	`<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example: `tserver.properties`.
	
	• Directory paths. Example:
	
	`C:\Program Files\Adobe`

string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[ ]	Optional elements appear in square brackets.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

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

Document or Resource	Link
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.

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