Unified CCX Software Compatibility Matrix for 12.5(1) SU3

Contents

Unified CCX and IP IVR

Unified CCX and Unified IP IVR	Supported Unified UCCX and Unified IP IVR Upgrade Paths[FN1,2]	Standalone Unified Intelligence Center	APIs
■ 12.5(1) SU3 ■ UCSInstall_UCCX_12_5_1_UCOS_12.5.1.11003-511.sgn.iso	■ 11.6.2 ■ 12.0(1) ■ 12.5(1)	■ 12.5(1) and above	CTI Server- Versions 13 to 18 For Unified CCX configuration APIs and Finesse APIs, see the Cisco Unified Contact Center Express Developer Guide, located at: https://developer.cisco.com/site/contact-center-express/.

[FN1] You can upgrade from any of the Engineering Specials and Service Update (SU) versions for all the mentioned Unified CCX versions.

[FN 2] Unified CCX includes the co-resident Unified Intelligence Center and Finesse.

Solution Products and Components

Cisco Unified Communications Manager (Unified CM) and Business Edition 6000 and 7000[FN 1]				Gateways for Outbound Agent and IVR[FN 2,4]	Customer Collaboration Platform (CCP)[FN6]	Cisco Prime Collaboration		Cisco Instant Messaging and Presence (IM&P)[FN5]	Cisco Smart Software Manager On-Prem (Cisco SSM On-Prem)[FN 9]
11.x[FN 7,11]	12.x	14[FN 10]	15[FN 12]			Prime Deployment	Prime Assurance[FN 13]		
11.5(1)	12.5(1)	14.0	15	Router Series ■ 29XX ■ 43XX	12.5(1) SU3	12.6(1)	12.1	■ 12.5(1) ■ 14.X	8-202308[FN 8]

				■ 44XX ■ Catalyst 8500 Cisco IOS(FN 3) ■ 15.7(3)M ■ 16.9 ■ 16.12 ■ 17.4 ■ 17.5 ■ 17.6 ■ 17.9					

■ (FN 1) For the Unified CM version that is supported, all the corresponding Service Update (SU) and Engineering Special (ES) releases are also supported.

■ (FN 2) Outbound Agent (Predictive and Progressive) and Outbound IVR are supported only on IOS versions that incorporate Call Progress Analysis. For information on Call Progress Analysis, see https://www.cisco.com/c/en/us/tech/voice/ip-telephony-voice-over-ip-voip/index.html.

■ (FN 3) CUBE is supported with the SIP Outbound Dialer and CPA; supported versions of CUBE are ISR Pi28 15.5(3), Pi29 15.6(3), and Pi32 15.7(3) and later.

■ (FN 4) Unified CCX Agent and IVR Outbound supports E1 R2 signaling on ISR Gateway 4451 with IOS version 15.5(3)S and later.

■ (FN 5) Desktop chat requires IM&P 12.5(1) and Unified CM 12.5(1) or higher.

■ (FN 6) SocialMiner has been renamed as Customer Collaboration Platform (CCP).

■ (FN 7) Minimum requirement is 11.5 (SU4).

■ (FN 8) For more information about CSSM version 8, see the Cisco Smart Software Manager On-Prem Release.

■ (FN 9) Transport Gateway is not supported in Unified CCX.

■ (FN 10) For FIPS to be enabled on 12.5(1) SU3, the Unified CM version should be 14.0 SU3 or later. This is because of the change in the security providers in the product.

■ (FN 11) Unified CM 11.5 is compatible with all the versions up to Unified CCX 12.5 (1) SU3 ES03, to use it with Unified CCX 12.5 (1) SU3 ES04 and later, you must install the ES04-Special COP. For more information about the ES04 special COP, see the Readme.

- [FN 12] Unified CM 15 is compatible with Unified CCX 12.5 (1) SU3 ES04 and higher. You must install Unified CCX 12.5 (1) SU3 ES04 before upgrading to Unified CM 15.

- [FN 13] Cisco Prime Collaboration Assurance will be End of Life on October 31st, 2024. For more information, refer to the EOL notice.

Webex Workforce Optimization Compatibility

	Unified CCX	Cisco Unified Communications Manager	Cisco Jabber	IP Phones	Webex
Webex WFO	■ 12.5(1)	■ 11.5(1) ■ 12.5(1) ■ 14 ■ 15	Yes	Yes	Yes

Hardware and Virtualization

- For information about UC Virtualization Supported Hardware, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-infrastructure.html.

- For information about Unified Communications in a Virtualized Environment, see http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html.

- For information about Virtualization for Cisco Unified Contact Center Express, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html.

- For information about Virtualization for Customer Collaboration Platform, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html.

- For information about Virtualization for Cisco Unified Intelligence Center, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-intelligence-center.html.

Third-party Software

ASR and TTS

MRCP	VXML	Speech Servers	
		Nuance	
1.0 2.0(FN 1)	2.0 2.1	Nuance Software	Cisco Virtualized Voice Browser (VVB) supports the following Nuance components
		Nuance Speech Suite 11.0.12	Speech Server 7.9.0
			Recognizer 11.8.0
			Vocalizer Server 21.12.7(FN 2)
			Management Station 6.7.0
			Krypton-4.17.0 (Dragon Voice engine)
			License Manager 11.19.1

■ Latest version of the ASR-TTS packages recommended by Nuance can be used. See http://network.nuance.com/portal/server.pt. Using the latest Nuance packages will not impact the integration functionality between Unified CCX and Nuance until there is any major change by Nuance in the underlying design. However, customers must maintain the compatibility among different ASR-TTS packages as suggested by Nuance.

■ (FN 1) MRCP V2.0 is supported from Unified CCX Release 12.5(1).

■ (FN 2) This is a new versioning scheme. Nuance Enterprise Version 20.x is the continuation of Nuance Enterprise version 7.x.

Export Unified Intelligence Center Reporting

For exporting reports	■ Microsoft Excel 2016
	■ Microsoft 365(FN 1)

■ (FN 1) Office 365 does not support authenticated Excel report permalink.

Wallboard Reporting

Unified CCX supports wallboard reporting. Obtain the wallboard from a Cisco-approved vendor from Cisco Marketplace: https://www.cisco.com/pcgi-bin/marketplace/welcome.pl.

Enterprise Database[FN 2]

- Oracle 19c [FN 1]

- Oracle 21c

- Sybase Adaptive Server 12

- IBM DB2 8.2, 10.5

- MS SQL Server 2014

- MS SQL Server 2016

- MS SQL Server 2019

- MS SQL Server 2022

[FN 1] Unified CCX does not support any views created on Oracle 19c.

[FN 2] Unified CCX (ES03 and higher) is qualified for encrypted external database connections to Oracle 19c, Oracle 21c, MS SQL Server 2014 (SP2 and SP3 with latest cumulative update), MS SQL Server 2016, MS SQL Server 2019, and MS SQL Server 2022.

Enterprise Database for Unified Intelligence Center

- MS SQL Server 2017 and above

- Informix Database Server 12.10.UC9W1X3

Microsoft Exchange Server for Email

- Microsoft Exchange Server 2016 - Enterprise and Standard Edition

- Microsoft Exchange Server 2019 - Enterprise and Standard Edition

Cloud Based Email Services

- Office 365

- Gmail

Supported Single Sign-On Identity Providers

Cisco Identity Service supports the Identity Providers (IdPs) that comply to generic SAML 2.0 authentication as per the considerations described in the Unified CCX Solution Design Guide located at: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html.

Supported Browsers

	Firefox 123.0 Extended Support Release (ESR) and higher ESR	Google Chrome 122.0.6261.70 and higher	Microsoft Edge (Edge Chromium) 121.0.2277.128 and higher
Unified CCX Administration	Y	Y	Y
Cisco Finesse[FN 1]	Y	Y	Y
Cisco Unified Intelligence Center	Y	Y	Y
Cisco Unified Intelligence Center (LiveData Gadgets)	Y	Y	Y
CCP Administration	Y	Y	Y
Cisco Identity Service Administration	Y	Y	Y

■ [FN 1] The supported resolution for the Finesse desktop is 1366 x 768 or higher.

Transport Layer Security

Transport Layer Security (TLS) 1.2 is supported for both incoming and outgoing connections.

Client Operating System[FN 2,3]

	Windows 10	Windows 11	Chromebook	Linux	MacOS	Android	Apple iOS with Safari browser
Finesse	Y	Y	Y 106.0.5249 and higher	N	Y 10.15.x and above	N	N
Cisco Unified CCX Editor Installer for Windows[FN 1]	Y	Y	N	N	N	N	N
Cisco Unified CCX Editor Web Launcher	Y	Y	Y 106.0.5249 and higher	Y	Y 10.15.x and above	N	N

■ [FN 1] The Windows User launching the Cisco Unified CCX Editor must be a part of the Windows Administrator Group.

■ [FN 2] For information on Jabber Client Operating System, refer to the specific versions of Jabber Release Notes.

■ [FN 3] The supported operating systems for Real Time Monitoring Tool are as follows:

■ Windows 11

■ Linux with KDE or GNOME client

Desktop Virtualization

Unified CCX allows Cisco Finesse to run on third-party Virtual Desktop Infrastructure (VDI). Customers must ensure that their third-party VDI infrastructure is supported by the Cisco soft phones that are used on the agent and supervisor VDI-based desktops.

The Cisco Unified Intelligence Center and Cisco Unified Contact Center Express Administration are not supported on virtual desktops.

Application Virtualization

- Cisco Finesse

- Citrix XenApp 7.x[FN 1]

- Citrix Virtual Apps and Desktops 7 1808 and later

[FN 1] After 7.18, Citrix continued with the versioning but consolidated the product under the Citrix Virtual Apps and Desktops branding.

Endpoint Devices

Cisco Unified IP Phones for Cisco Finesse IP Phone Agent[FN 3,6]	End Points for Cisco Finesse[FN 1,2]
Cisco IP Phone 7811[FN5]	Cisco IP Phone 7811
Cisco IP Phone 7821[FN5]	Cisco IP Phone 7821
Cisco IP Phone 7841[FN5]	Cisco IP Phone 7841
Cisco IP Phone 7861[FN5]	Cisco IP Phone 7861
Cisco IP Phone 8811	Cisco IP Phone 8811
Cisco IP Phone 8821	Cisco IP Phone 8821
Cisco IP Phone 8841	Cisco IP Phone 8841

Cisco Unified IP Phones for Cisco Finesse IP Phone Agent[FN 3,6]	End Points for Cisco Finesse[FN 1,2]
Cisco IP Phone 8845	Cisco IP Phone 8845
Cisco IP Phone 8851	Cisco IP Phone 8851
Cisco IP Phone 8861	Cisco IP Phone 8861
Cisco IP Phone 8865	Cisco IP Phone 8865
	Cisco IP Phone 8961
	Cisco IP Phone 9951
	Cisco IP Phone 9971
	Jabber for Windows, Mac, and VDI[FN7]
	Webex[FN8]
	Cisco Webex DX80[FN4]

■ [FN 1] All Cisco Finesse phones support BiB.

■ [FN 2] Cisco Finesse supports with caveats mentioned in Cisco Finesse section of the Release Notes for Unified Contact Center Express Solution, located at: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html.

   Note: The Cisco Mobile Supervisor application is withdrawn from the Cisco App Store. Cisco does not provide support for Cisco Mobile Supervisor deployments.

■ [FN 3] All the Cisco IP Phones for Cisco Finesse IP Phone Agent currently do not support the Simplified New Call UI.

■ [FN 4] Telepresence CE software does not support Transfer or Conference operations from Finesse.

■ (FN 5) If Cisco Finesse IPPA agents use 78xx series phone, you must either disable the Cisco Finesse IPPA Inactivity Timeout feature or increase the timeout to be within the range of 120 seconds to one day (86400seconds), so that the agent does not get logged out of Cisco Finesse IPPA even if the agent is on any other screen.

■ (FN 6) Cisco Finesse IP Phone Agent is not supported over Mobile and Remote Access (MRA).

■ (FN 7) Unified CCX is compatible with those Jabber versions that are compatible with the Unified CM version being used with Unified CCX. The minimum supported Cisco Jabber version is 12.5.

■ (FN 8) For minimum supported versions of Unified CM and Expressway (for MRA deployments) to support Webex, see the Supported Unified CM Releases and the Supported Expressway Releases tables at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide/unified-cm-wbx-teams-deployment-guide_chapter_011.html.

Jabber:

■ MRA support for Jabber requires minimum Cisco Jabber version 12.5 and Expressway 12.5. If you have VPN split-tunneling configured, you can use Jabber with MRA and the Finesse desktop on the same client machine. See https://www.cisco.com/c/en/us/support/security/anyconnect-secure-mobility-client/products-installation-and-configuration-guides-list.html for Cisco AnyConnect Mobility Client split-tunneling configuration.

■ If VPN split-tunneling is not available, you can run Jabber with MRA and the Finesse desktop after splitting them onto two clients.

  ■ A remote agent who runs Jabber with MRA on one client machine and the Finesse desktop with a VPN connection on a second client machine.

  ■ A remote agent who runs a Jabber softphone on a laptop that is connected over MRA and runs the Finesse desktop as a XenApp thin client.

■ Jabber for VDI is not supported in Video Contact Center deployments.

■ For Cisco Jabber software compatibility details, see the Planning guide for Cisco Jabber at https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html.

■ For Home Agent with Extend and Connect, set Jabber to Extend Mode so that the agents can select or edit the remote destination number.

Cisco Expressway

Cisco Expressway	X12.5.6 and later(FN 1)

(FN 1) For any caveats related to recording with Jabber, refer to the Mobile and Remote Access Through Cisco Expressway Deployment Guide. See https://www.cisco.com/c/en/us/support/unified-communications/expressway-series/products-installation-and-configuration-guides-list.html.

Platform

UCOS Platform Version	Internal Unified CCX Database (IDS)	Transport Layer Security (TLS)	Tomcat	Open SSL	Cent OS	Java versions	
						Servers	
CCM_FREEZE_14_0_1_12900_161_BT5281_GIT	Informix IDS12.10.UC9W1X3	1.2	Tomcat 9.0.56	2.0.0.1-1 CiscoSSL 1.1.1n.7.2.390	7.8.2003	OpenJDK 1.8.0_262 ■ Custom Classes/SDK ■ Real-Time Reporting	

Supported Languages

	ASR Grammar for Workflow Steps	IP Phone Agent Supported Languages	Unified Intelligence Center (FN 2)	Unified CCX Administration	Finesse	IVR Prompts	CCP	TTS	VXML Grammar	Workforce Management	Quality Management
Arabic	No	No	No	No	No	Yes	No	Dependent on software provided by the TTS vendor	Dependent on software provided by the MRCP vendor	No	No
Canadian French	Yes	No	No	No	No	Yes	Yes			No	No
Cantonese	No	No	No	No	No	No	No			No	No
Cantonese Hong Kong	No	No	No	No	No	Yes	No			No	No
Chinese	No	No	No	No	No	No	No			No	No

	ASR Grammar for Workflow Steps	IP Phone Agent Supported Languages	Unified Intelligence Center (FN 2)	Unified CCX Administration	Finesse	IVR Prompts	CCP	TTS	VXML Grammar	Workforce Management	Quality Management
Czech	No	No	Yes	No	Yes	Yes	No			No	No
Danish	No	Yes	Yes	No	Yes	Yes	Yes			Yes	Yes
Dutch	No	Yes	Yes	No	Yes	Yes	Yes			Yes	Yes
English	Yes (GB, US)	Yes	Yes (US)	Yes	Yes	Yes (AU, CA, GB, US)	Yes			Yes	Yes
Finnish	No	Yes	Yes	No	Yes	Yes	No			No	No
French	Yes	Yes	Yes	No	Yes	Yes	Yes			Yes	Yes
German	Yes	Yes	Yes	No	Yes	Yes	Yes			Yes	Yes
Hebrew	No	No	No	No	No	Yes (IL)	No			No	No
Hungarian	No	No	Yes	No	Yes	Yes	No			No	No
Italian	Yes	Yes	Yes	No	Yes	Yes	Yes			Yes	Yes
Japanese	Yes	Yes	Yes	No	Yes	Yes	Yes (FN 1)			No	Yes
Korean	No	Yes	Yes	No	Yes	Yes	Yes (FN 1)			No	Yes

	ASR Grammar for Workflow Steps	IP Phone Agent Supported Languages	Unified Intelligence Center (FN 2)	Unified CCX Administration	Finesse	IVR Prompts	CCP	TTS	VXML Grammar	Workforce Management	Quality Management
Malay	No	No	No	No	No	Yes	No			No	No
Chinese Mandarin	No	No	No	No	No	Yes, and also Mandarin (Taiwan)	Yes (FN 1) and in Taiwan (FN 1)			No	No
Norwegian	No	Yes	Yes	No	Yes	Yes	Yes			No	No
Polish	No	Yes	Yes	No	Yes	Yes	Yes			No	No
Portuguese	No	Yes	Yes, and Portuguese (Brazil)	No	Yes	Yes (Brazilian)	Yes (Brazilian)			Yes (Brazilian)	Yes (Brazilian)
Russian	No	Yes	Yes	No	Yes	Yes	Yes			No	Yes
Simplified Chinese	No	Yes	Yes	No	Yes	No	No			No	Yes
Spanish	Yes (CO, EX, MX)	Yes	Yes	No	Yes	Yes (CO, ES, MX, US)	Yes			Yes	Yes
Swedish	No	Yes	Yes	No	Yes	Yes	Yes			Yes	Yes

Supported Languages

	ASR Grammar for Workflow Steps	IP Phone Agent Supported Languages	Unified Intelligence Center (FN 2)	Unified CCX Administration	Finesse	IVR Prompts	CCP	TTS	VXML Grammar	Workforce Management	Quality Management
Thai	No	No	No	No	No	Yes	No			No	No
Traditional Chinese	No	Yes	Yes	No	Yes	No	No			No	Yes
Turkish	No	Yes	Yes	No	Yes	Yes	Yes			No	No
Serbian	No	No	Yes	No	Yes	No	No			No	No
Croatian	No	No	Yes	No	Yes	No	No			No	No
Bulgarian	No	No	Yes	No	Yes	No	No			No	No
Romanian	No	No	Yes	No	Yes	No	No			No	No
Slovenian	No	No	Yes	No	Yes	No	No			No	No
Slovakian	No	No	Yes	No	Yes	No	No			No	No
Catalan	No	No	Yes	No	Yes	No	No			No	No

(FN 1) Finesse IPPA supports all languages currently supported by Finesse if the phones support UTF.

(FN 2) Cisco Unified Intelligence Center uses the browser locale to display the Date & Time format in the filter page. If Unified Intelligence Center does not support the browser locale language, then the locale selected in the Unified Intelligence Center application is used.

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