



## Preface

- [Change History](#), on page i
- [About This Guide](#), on page ii
- [Audience](#), on page ii
- [Related Documents](#), on page ii
- [Communications, Services, and Additional Information](#), on page ii
- [Field Notice](#), on page iii
- [Documentation Feedback](#), on page iii
- [Conventions](#), on page iii

## Change History

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

Change	See	Date
<b>Initial Release of Document for Release 12.0(1)</b>		January, 2019
Added a note for Unified CM-based silent monitoring not supported on secondary lines.	Single-line Versus Multi-Line Behavior.	
Updated documentation for new interface for CCE Admin tool. Also added new deployment types and updated Precision Queue Reports.	Web Based CCE Administration: Updated navigation details and relevant information for new CCE Admin Tool.  Deployment Type: Added new deployment types.  Precision Queue Reports: Updated information in Precision Queue Reports.	
Added the Add Users to Local Security Group topic to UCCE Enterprise Agents chapter.		
Added Business Hours configuration.	Web Based CCE Administration	

## About This Guide

The *Administration Guide for Cisco Unified Contact Center Enterprise* describes database administration, event management, support services, and the system software's fault tolerant architecture.

## Audience

This guide is intended for managers and administrators who administer components of the Unified Contact Center Enterprise (Unified CCE) solution for voice and multichannel contact centers.

## Related Documents

Subject	Link
Related documentation includes the documentation sets for Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center	To see all related documentation sets, go to <a href="http://www.cisco.com">http://www.cisco.com</a> and select Support. Select Customer Collaboration, Browse All Customer Collaboration Categories, and then select Contact Center.
Troubleshooting	For troubleshooting tips for these Cisco Unified Contact Center products, go to <a href="http://docwiki.cisco.com/wiki/Category:Troubleshooting">http://docwiki.cisco.com/wiki/Category:Troubleshooting</a> , then click the product or option you are interested in.
Cisco Unified Communications Manager documentation set	Go to <a href="http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-general-information.html">http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-general-information.html</a>

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

## Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

## Documentation Feedback

To provide comments about this document, send an email message to the following address:  
[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface</b> font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.  For example: <ul style="list-style-type: none"><li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li><li>• Click <b>Finish</b>.</li></ul>

Convention	Description
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none"><li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li><li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li><li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li></ul>
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"><li>• Text as it appears in code or that the window displays. Example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li></ul>
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"><li>• For arguments where the context does not allow italic, such as ASCII output.</li><li>• A character string that the user enters but that does not appear on the window such as a password.</li></ul>