



## Preface

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## 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 information on ECC Payloads.	Configuring Variables chapter	
Added information on using the default domain	Remove a Domain Name from Supervisor Usernames	
Have modified information related to NIC Explorer Tab Descriptions, Logical Interface Controller Tab, Routing Client Tab.	Have removed information related to CRSP client.	

## About This Guide

This guide describes how to use configuration tools to configure and maintain the system database. For instructions on how to create and manage scripts, see the *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise*. For specific information on an automatic call distribution (ACD) or network interface card (NIC), refer to the appropriate Cisco Unified ICM/Contact Center Enterprise ACD or NIC supplement documentation or ask your customer representative for that documentation.

# Audience

This guide is intended for Unified ICM/Contact Center Enterprise & Hosted system administrators. A system administrator must have a general understanding of call center operations and management and specific information about the call centers and carrier networks connected to Unified ICM/Contact Center Enterprise & Hosted software.

## 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](#).
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### 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>.

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- Cisco Security Advisories
- Field Notices
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- 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 font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <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	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example:  <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>
< >	<p>Angle brackets are used to indicate the following:</p> <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>

