



# Cisco Unified Contact Center Management Portal

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- [New Features, on page 1](#)
- [Updated Features, on page 1](#)
- [Deprecated Features , on page 2](#)
- [Removed and Unsupported Features , on page 2](#)
- [Third-Party Software Impacts , on page 2](#)

## New Features

### Support for 24000 Agent Deployment Types

This release expands capacity limits and now supports deployments with as many as 24,000 users and up to 48,000 skill groups.

## Updated Features

### Support for Non-SSO Default Domain for Supervisors

This release adds default domain provisioning for Unified CCE Non-SSO supervisor users. If a default domain is set, a supervisor account can be created or updated without a domain name in the login field. The default domain is appended to the user without changing the user's login name. The system then validates the user's login name against the Global Catalog (GC) that was configured for that UCCE cluster. Once configured, the supervisor can sign into the application without having to provide an email ID or domain in their login.

### ECC Payload Provisioning

This release adds support for ECC Payloads. Expanded call context (ECC) variables store values associated with a contact, which are normally determined and recorded during a call. With ECC payloads, a system integrated with Unified CCE can more easily and efficiently send ECC variables over any specific communication path by placing the variables in an ECC payload. An ECC payload can be up to 2000 bytes in size. ECC Payload provisioning is only available via the Resource Manager Gadget.

# Deprecated Features

## Legacy Resource Manager

This is the last release for the Legacy Resource manager and there will be no enhancements for it in future releases. All tasks previously performed in the Legacy Resource Manager should now be performed in the current Resource Manager Gadget interface.

## Removed and Unsupported Features

There are no removed and unsupported features for this release.

## Third-Party Software Impacts

There are no third-party software impacts for this release.