



Cisco Unified Customer Voice Portal

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New Features

The following features are available in this release:

Edge Chromium Browser Support

This release supports Edge Chromium (Microsoft Edge). For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Virtual Agent–Voice: Onboarding for OEM Customers

Virtual Agent–Voice (VAV), was formerly referred to as Customer Virtual Assistant (CVA) in 12.5(1) release. This feature now provides enhanced onboarding experience to OEM customers (customers who use Cisco's contract, billing, and support for Google's speech services) via Webex Control Hub. OEM customers can use Cisco services coupled with Google's cloud-based AI-enabled speech services.

For details on how to configure VAV onboarding for OEM customers, see the *Virtual Agent–Voice* chapter in the following documents:

Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(1) at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.

Cisco Packaged Contact Center Enterprise Features Guide, Release 12.6(1) at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

Virtual Agent–Voice for Dialogflow CX

Virtual Agent–Voice for Dialogflow CX leverages Google's Dialogflow CX service that allows designing virtual voice agents and creating and connecting complex IVR call flows.

Using Google Dialogflow CX, multiple agents can be created under the same Project ID and can be accessed and managed for different lines of business with a single Google account. For more information, refer to the Google Dialogflow CX documentation at <https://cloud.google.com/dialogflow/cx/docs>.

Cisco Unified Call Studio's DialogflowCX element is used to engage Google's Dialogflow CX service. For more information, refer to the *DialogflowCX Element* chapter in the *Element Specifications for Cisco Unified CVP VXML Server and Call Studio, Release 12.6(1)* guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-programming-reference-guides-list.html>.

To use Virtual Agent–Voice for Dialogflow CX on 12.6(1), Assessment to Quality (A2Q) process for Contact Center AI (CCAI) must be completed.

For details on how to configure Google Dialogflow CX for OEM customers, see the *Virtual Agent–Voice for Dialogflow CX* chapter in the following documents:

- *Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>
- *Cisco Packaged Contact Center Enterprise Features Guide, Release 12.6(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>

The following table lists the minimum version of components required in Unified CCE solution for this feature.

Component	Version
CVP	12.6(1) ES-08
VVB	12.6(1) ES-03
Call Studio	12.6(1) Patch
Cloud Connect	12.6(1)
CCE Components	12.5(1) and higher
ICM	12.5(1) and higher



Note Packaged CCE provides this feature only from release 12.6(1).

Removed and Unsupported Features

The features listed in the following table are no longer available.

Deprecated Feature	Announced in Release	Replacement	Notes
Internet Explorer 11	Not applicable ¹	Edge Chromium (Microsoft Edge)	None.

¹ Based on external communication from Microsoft

Important Notes

OpenJDK Java Runtime Environment Update

The 12.6(1) release installs OpenJDK JRE in the CVP installations if the existing installation has Oracle JRE.

For more information, refer to the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.6(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html>.

For more information on JRE minor update, refer to the *Java Runtime Environment Minor Update* section in the *Configuration Guide for Cisco Unified Customer Voice Portal, Release 12.6(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Password Hashing

This release uses salted SHA-256 hashing on user passwords in OAMP, NOAMP, and Serviceability CLI interfaces. The usage of this scheme requires the user to log in once to OAMP, NOAMP, and Serviceability CLI after upgrading to 12.6(1).

