



Web Based CCE Administration

- [Unified CCE Web Administration](#), on page 1
- [Managing Agents](#), on page 11
- [Attributes](#), on page 12
- [Precision Queues](#), on page 13
- [Managing Bucket Intervals](#), on page 13
- [Media Routing Domains](#), on page 14
- [Manage Bulk Jobs](#), on page 14
- [Deployment Type](#), on page 15
- [Auto Discovery](#), on page 16
- [Settings](#), on page 16
- [Single Sign-On \(SSO\)](#), on page 16
- [Business Hours](#), on page 17
- [Cloud Connect Administration](#), on page 20

Unified CCE Web Administration

The Configuration Manager enables you to perform most of the Unified CCE administrative tasks. The gadgets in the Unified CCE Web Administration application enables you to manage other Unified CCE administrative tasks and system settings.



Note

- For more information on each gadget, please see the online help available in the **CCE Web Administration** page.
 - Users are logged out of the Unified CCE Administration console automatically after 30 minutes of inactivity.
-

Access Unified CCE Administrative Gadgets

To manage agents, attributes, precision queues, bucket intervals, media routing domains, license, and bulk jobs, use the corresponding card in the Unified CCE Web Administration application. For example, to access business hours:

-
- Step 1** From your desktop, double-click the **Unified CCE Tools** icon, and then select **Administration Tools**.
- Step 2** Double-click the **CCE Web Administration** link.
- Step 3** From the left navigation bar, select **Overview** and then select **Organization Setup** card.
- Step 4** Select **Business Hours**.

Note For more information about business hours, see [Business Hours](#).

Access Unified CCE System Management Gadgets

To configure system settings such as deployment type and system information, use the **Infrastructure Settings** card. To configure Single Sign-On (SSO), use the **Features** card in the Unified CCE Web Administration application. For example, to set the deployment type:

-
- Step 1** From your desktop, double-click the **Unified CCE Tools** icon, and then select **Administration Tools**.
- Step 2** Double-click the **CCE Web Administration** link.
- Step 3** Select **Deployment Settings**.
- Step 4** On the **Deployment Type** page, click on deployment type and then select an instance from the drop-down list.

Note For more information about deployment type, see [Deployment Type](#).

Contact Center AI Configuration

In the Unified CCE Administration console, the Contact Center AI (CCAI) feature tab allows administrators to associate the CCAI configuration (created in the Control Hub at <https://admin.webex.com/>) with all the call types (global configuration) or with a specific call type. Upon associating a CCAI configuration with the call type, the global configuration (if any) gets overridden for the specific call type.



Note To access this feature, add Cloud Connect to the inventory and register it in the Unified CCE Administration console.

Associate Contact Center AI Configuration with All Call Types

You can view, update, or reset the Contact Center AI configuration, which is associated with all call types.

View Contact Center AI Configuration

In the **Unified CCE Administration**, navigate to **Overview > Features > Contact Center AI**. The **Contact Center AI Configuration** search box displays the name of the CCAI configuration that was previously associated with all call types.

Update Contact Center AI Configuration

This procedure explains how to update the Contact Center AI configuration associated with all call types.



Note Only one configuration can be associated globally with all call types.

-
- Step 1** In the **Unified CCE Administration**, navigate to **Overview > Features > Contact Center AI**.
 - Step 2** In the **Contact Center AI Configuration** search box, click the search icon. A pop-up window displays a list of CCAI configurations.
 - Step 3** Select the required configuration and click **Save**.
-

Reset Contact Center AI Global Configuration

This procedure explains how to reset the Contact Center AI configuration. Upon reset, the previously associated configuration is cleared from the search box.

-
- Step 1** In the **Unified CCE Administration**, navigate to **Overview > Features > Contact Center AI**.
 - Step 2** In the **Contact Center AI Configuration** search box, next to the configuration name, click the **x** icon.
 - Step 3** Click **Save**.
-

Associate Contact Center AI Configuration with a Call Type

You can view, update, or delete the Contact Center AI configuration associated with a specific call type.

View Contact Center AI Configuration

In the **Unified CCE Administration**, navigate to **Overview > Call Settings > Route Settings > Call Type**. The **Contact Center AI Configuration** search box displays the name of the CCAI configuration that was previously associated with the call type.

Update Contact Center AI Configuration

This procedure explains how to update the Contact Center AI configuration associated with a call type.



Note Only one configuration can be associated with a call type.

-
- Step 1** In the **Unified CCE Administration**, navigate to **Overview > Call Settings > Route Settings**.
 - Step 2** Click the **Contact Center AI** tab.
 - Step 3** In the **Contact Center AI Configuration** search box, click the search icon. A pop-up window displays a list of CCAI configurations.

Step 4 Select the required configuration and click **Save**.

Reset Contact Center AI Configuration

This procedure explains how to reset the Contact Center AI configuration. Upon reset, the previously associated configuration with the call type is cleared from the search box.

Step 1 In the **Unified CCE Administration**, navigate to **Overview > Call Settings > Route Settings**.

Step 2 Click the **Call Type** tab.

Step 3 In the **Contact Center AI Configuration** search box, next to the configuration name, click the **x** icon.

Step 4 Click **Save**.

Manage digital channels



Note To access this feature, ensure that you add Cloud Connect to the inventory in the Unified CCE Administration portal and register it.

As an administrator, perform the following configurations in the Unified CCE Administration portal to manage digital channel capabilities for your customers to reach business:

- Set up media channels such as chat, email, social, voice callback, . See [Set up media channels, on page 4](#).
- Synchronize agents in AW database to Webex Engage database. See [Configure User Sync, on page 6](#).
- Define Expanded Call Context (ECC) variables to assist agents with relevant information. See [Define ECC variables](#).
- Integrate Cloud Connect with Webex Connect using the Open Authorization v2.0 (OAuth v2.0) standard. See [Integrate Cloud Connect with Webex Connect](#).
- Customize the connection parameters between Cloud Connect and MR PG. See [Manage connection between Cloud Connect and MR PG, on page 9](#).

Set up media channels

Contact Center Enterprise (CCE) supports media channels, such as Live Chat, Email, and SMS, with enhanced capabilities. These media channels are mapped to media type and Media Routing Domains (MRDs) for providing granular channel-specific reporting and agent state control. Based on this configuration, Cloud Connect associates the received task request to the appropriate MRD.

MRDs are used to map agents' skill group with the media channels, based on which the agents are assigned a task. You can map multiple media channels to the same MRD. For example, you can map SMS and Chat channels to the same MRD. For more information on MRDs, see the [Media Routing Domains](#) section in the [Configuration Guide for Cisco Unified ICM Enterprise](#).

Media type is a broad category of media channels and it is different from the media class or MRD in CCE. The Digital Routing service has internal sub-limits and different maximum queue time parameters that it applies for tasks of a certain Media Type as defined by the Queue Settings. The media types are **Chat**, **Email**, **Telephony** (Voice Callback), **Social**, and .

Webex Connect offers support for the pre-provisioned system defined media channels. You can add a custom media channel if one of the many media channels that Webex Connect supports in the future has to be allowed in the CCE system. If not, you can skip adding a Media Channel.



Note System-defined media channels cannot be deleted.

Queue Settings for media channels is used to configure the maximum queue limit and maximum queue time for each media type, individually. For more information on configuring queue settings for media channels, see [Configure queue settings](#).

To set up media channels:

Step 1 In the Unified CCE Administration portal, navigate to **Overview > Digital Channels > Digital Channel Settings > Media Channel**. The list of existing media channels is displayed in a grid. This is the default page.

Step 2 Click **New**. On the **New Media Channel** page, do the following:

- a) In the **Name** field, type the name of the media channel.
- b) From the **Media Type** drop-down list, select the required media type.
- c) In the **Media Routing Domain** field, search and select the MRD that you want to map to the media channel.

Step 3 Click **Save**. The channel is added to the list on the **Digital Channel Settings** page.

When you have created a media channel, you can modify only the **Media Routing Domain** field. If you want to modify any other fields, you must delete the media channel and create afresh. To delete a media channel, hover over the media channel and click the **X** icon.

Configure queue settings

The Digital Routing service maintains a queue for all the incoming tasks. The service accommodates up to a maximum of 100,000 tasks in the queue at any given point in time. Out of these 100,000 tasks, you can configure the maximum number of tasks that can be queued for each media type in the Digital Routing service. The following are the default values in percentage for each media channel:

Media type	Queue setting in %	Description
Email	50%	50,000 tasks can be queued for Email.
Social	40%	40,000 tasks can be queued for SMS.
Voice callback	5%	5,000 tasks can be queued for Voice callbacks.

Media type	Queue setting in %	Description
Chat	5%	5,000 tasks can be queued for live chat.

You can also define the maximum duration for which a task remains in the queue for each media type.

The following are the scenarios in which the Digital Routing service rejects the tasks and sends them back to Webex Connect:

- The number of tasks exceeds the maximum value that is configured for the media channel. For example, consider that the Digital Routing service queue has 50,000 email tasks, which is the maximum queue setting defined for the Email media channel. If Webex Connect further injects email tasks, the Digital Routing service rejects the incoming tasks and sends them back to Webex Connect with an error code of 20286 (MEDIA_TYPE_QUEUE_LIMIT_EXCEEDED). For example, a flow developer can decide to provide appropriate messaging to the end customer and invoke other backend systems to denote queue capacity issues.
- A task exceeds the maximum duration that is defined for the media channel. The Create Task node is successful. There is a Closed webhook event triggered when the task gets auto-closed after exceeding the maximum time in queue, with a specific disposition code set to CD_MAX_DIALOG_LIFETIME_EXCEEDED.

The flow debug logs show the error code returned by the Create Task node API call. For more information about the Create Task node, see [Create Task](#).

To configure the queue settings for the media channels:

-
- Step 1** In the Unified CCE Administration portal, navigate to **Overview > Digital Channels > Digital Channel Settings > Media Channel**.
- Step 2** Click **Queue Settings**.
- Step 3** Enter the required values in percentage for each media channel.
- Note** Make sure that the sum of the percentage values configured for all the media channels is 100.
- Step 4** Define the duration in days, hours, and minutes for each media channel. This is the maximum duration for which a task that belongs to the specific media channel remains in the queue after which it gets timed out. The default durations are 3 days for Email and Social media channels, and 2 hours for Voice callbacks and Chat media channels.
- Step 5** Click **Save**.
-

Configure User Sync

To synchronize the CCE agents who are configured for digital channel interactions with Webex Connect:

-
- Step 1** In the Unified CCE Administration portal, navigate to **Overview > Digital Channels > Digital Channel Settings > User Sync**.
- Note** The DataConn service is active only on the publisher node of Cloud Connect. Ensure that the publisher node is accessible for you to view the **User Sync** page.

- Step 2** In the **Network Entry Point** field, enter the hostname or FQDN of the load balancer or the reverse proxy server based on your deployment. It is through this network entry point that the Webex Engage sends the response request to the DataConn service for agent synchronization.
- Step 3** In the **AW Database Details** area, complete the following fields to configure the DataConn service for the Primary and the Secondary Server:
- In the **AW Datasource Host** field, enter the IP address or the host name of the AW server that has the agent configurations.
 - In the **Port** field, enter the SQL port number of the AW database server.
 - In the **Database Name field**, enter the name of the AW database server.
 - In the **Database User ID** and **Password** fields, enter the user ID and password of the SQL user account that you created for digital channels. For more information see the *Configure SQL user account for digital channels* section in the [Cisco Unified Contact Center Enterprise Features Guide](#).
- Step 4** Click **Test Connection** to make sure that the DataConn service can read the data from the AW Primary server.
- Step 5** Switch on the **Enable Failover** toggle button to enable the failover to the Secondary AW server.
- Step 6** To synchronize agents, choose one of the following options:
- Enable the **Enable Sync** toggle button to automatically synchronize agents in an interval of 30 minutes.
 - Click **Sync Now** to manually synchronize the agents. This option is available only when the **Current Sync Status** field appears as **Scheduled**.
- Note** If you recreate your AW Database to fix any errors, ensure that you disable User Sync before starting with the recreation process. Enable the User Sync only after the AW Database is created and synchronized with the central controller database.
- Step 7** In the **Last sync** field, view the date, time and status of the previous synchronization.
- Step 8** In the **Agents Sync Details** field, view the number of agents that are synchronized successfully. The number of agents appears as a clickable link. Click the link to view the list of agent records that have failed to synchronize and the list of agent records that are pending for synchronization. You can choose to refresh the agent records at any given point in time.
- Step 9** In the **Current Sync Status** field, you can view one of the following statuses:
- No sync is in progress or scheduled**—This status appears when the **Enable Sync** toggle button is off.
 - Scheduled**—This status appears when the **Enable Sync** toggle button is on.
 - In Progress**—This status appears when the scheduled sync or manual sync is in progress.
 - Manual Sync Failed**—This status appears when the manual sync has failed.
 - Unknown**—When sync status is not available.
- Step 10** Click **Save**.
-

Define ECC variables

The Expanded Call Context (ECC) variables are data that are embedded within the call and are visible to the agent on the Agent Desktop. ECC variables are passed back and forth in ECC payloads. ECC variables assist the agent with relevant information without the customer having to repeat the same information.

To define the ECC variables:

-
- Step 1** In the Unified CCE Administration portal, navigate to **Overview > Digital Channels > Digital Channel Settings > ECC Variable**.
- Step 2** On the **ECC Variable** page, click the plus icon (+). The **Add ECC Variable** page appears with existing variables **Name** and **Enabled** details. It excludes the built-in variables.
- Step 3** Select the required variable. The **ECC Variable** page displays the newly added ECC variable.
- Step 4** Click **Save**.
-

Integrate Cloud Connect with Webex Connect

You can integrate Cloud Connect with Webex Connect using the Open Authorization v2.0 (OAuth v2.0) standard. You must configure Webex Connect client ID and client secret in the Digital Routing service for the service to gain access to Webex Connect using the access token. This set of client credentials uniquely identifies the Cloud Connect and its permissions to access Webex Connect.



Note The Cloud Connect Management service is active only on the publisher node of Cloud Connect.

To configure client credentials for OAuth v2.0 access token:

-
- Step 1** In the Unified CCE Administration portal, navigate to **Overview > Digital Channels > Digital Channel Settings > Integration**.
- Step 2** On the **OAuth2 Authentication Details** page, perform the following steps.
- In the **Name** field, enter a name for the Cloud Connect integration. This field is editable.
 - In the **Description** field, enter a description of what the client application does.
 - In the **Client Id** and **Client Secret** fields, enter the client id and secret key that you can retrieve from the Webex Connect portal (navigate to **Assets > Integrations > CCE pre-built integrations > Actions > Manage**).
 - In the field, enter the password that is provided to you at the time of registration. This is the secret key that was used for generating the token.
 - In the **Token Request URL** field, provide one of the following URLs based on the location of Webex Connect datacenter:
 - Ireland—https://keycloak-authservice.imiconnect.io/auth/realms/imiconnect_uk_prod/token
 - London—https://keycloak-authservice.imiconnect.eu/auth/realms/imiconnect_In_prod/token
 - Sydney—https://keycloak-authservice.imiconnect.com.au/auth/realms/imiconnect_syd_prod/token
 - The United States of America—https://keycloak-authservice-us.imiconnect.io/auth/realms/imiconnect_us_prod/token
 - Canada—https://keycloak-authservice.imiconnect.ca/auth/realms/imiconnect_cn_prod/token
 - From the **Method** drop-down list, select the **POST** method for Webex Connect integration.

- g) From the **Content Type** drop-down list, select a media content type. This determines the response format. The available options are **application/json**, **application/xml**, and **application/x-www-form-urlencoded**. For Webex Connect integration, select **application/x-www-form-urlencoded**.
- h) In the **Access Token JSON path**, enter the path in the JSON response to fetch the value of the access token. For the Webex Connect integration, enter *access_token*.
- i) (Optional) In the **Header List** section, click + icon to add a header name and value and click **Add**. The header name and value are used to pass any additional information that Webex Connect may require for Cloud Connect integration.

Step 3 Click **Save** to save the OAuth2 authentication details.

Step 4 Go to the **Webhook** tab to register the Webhook URL in the Digital Routing service. To fetch the Webhook URL:

- a) In the Webex Connect portal, navigate to **Assets > Integrations**.
- b) In the CCE pre-built integrations row, from the **Actions** column, select **Manage**. The **Manage Integration - Prebuilt Integration** page appears.
- c) In the **Inbound Events** section, copy the Webhook URL.

Step 5 Paste the URL in the **Webhook URL** field in the Unified CCE Administration portal (**Overview > Digital Channels > Digital Channel Settings > Integration > Webhook**).

Manage connection between Cloud Connect and MR PG

To customize the connection parameters between Cloud Connect and Media Routing Peripheral Gateway (MR PG):

Step 1 In the Unified CCE Administration portal, navigate to **Overview > Digital Channels > Digital Channel Settings > Advanced Settings**.

Step 2 The **Port** is a display-only field and the default value is **38001**. It is through this port that Cloud Connect and MR PG communicates with each other.

Step 3 The **Secured** toggle switch is turned on by default. It is to establish a secured connection between Cloud Connect and MR PG. You can turn-off this toggle switch to disable the secure connection.

Step 4 Click **Save**.

Contact Center AI Services

Administrators and supervisors can enable or disable Contact Center AI services such as Agent Answers, VAV Transcript, and Call Transcript for each agent or multiple agents together.

Enable or Disable Contact Center AI Services for an Agent

This procedure explains how to enable or disable Contact Center AI Services for an agent.

Step 1 In **Unified CCE Administration**, choose **Users > Agents**.

Step 2 Click on the agent row whose services are to be modified.

Step 3 Click the **Contact Center AI** tab.
Displays a list of services enabled or disabled for the agent.

- Step 4** To enable or disable the required Contact Center AI Services, check or uncheck the check boxes corresponding to the services.
- Step 5** Click **Save**.

Enable or Disable Contact Center AI Services for Multiple Agents

Administrators and supervisors can enable or disable Contact Center AI Services for multiple agents.

All agents must belong to the same site and the same department, or all agents must be global agents. The **Edit** button is disabled if:

- Agents from different sites, departments, or peripheral sets are selected.
- A mix of global and departmental agents are selected.

- Step 1** In **Unified CCE Administration**, choose **Users > Agents**.
- Step 2** Check the check box corresponding to each agent whose services you want to edit.
- Step 3** Click **Edit > Contact Center AI**.
The Edit Services dialog displays a list of services that are the service that is enabled or disabled.
- If the service is enabled for all the agents selected for editing, the check box is checked.
 - If the service is disabled for all the agents selected for editing, the check box is unchecked.
 - If the service is enabled for some agents and disabled for the others, the check box has a dash (—).
- Step 4** To enable or disable the Contact Center AI Services, check or uncheck the check boxes corresponding to the services.
- Step 5** Click **Save**, and then click **Yes** to confirm the changes.

Enable or Disable AnswersContact Center AI Services for Agents using Bulk Job

- Step 1** Navigate to **Unified CCE Administration > Overview > Bulk Import**.
- Step 2** Click **Templates**.
The **Download Templates** popup window opens.
- Step 3** Click the **Download** icon for the Contact Center AI template you want to use.
- Step 4** Click **OK** to close the **Download Templates** popup window.
- Step 5** Open the **.csv** template in Microsoft Excel.
- Step 6** Populate the file as described in the [Bulk Contact Center AI Services Content File, on page 14](#).
- Step 7** Save the populated file to the local machine.
- Step 8** Navigate to **Unified CCE Administration > Overview > Bulk Import**.
- Step 9** Click **New**.
- Step 10** In the optional **Description** field, enter up to 255 characters to describe the bulk job.

Step 11 In the **Content file** field, choose the file to upload, and then click **Save**.

Managing Agents

The Agents tool in Unified CCE Administration contains a list of agents. These agents are created in **Agent Explorer** under **Configuration Manager**.

Rows in the list show the following fields for each agent:

- Username
- Peripheral
- Last Name
- First Name
- Description

The username maps to the login name in **Agent Explorer**.

You can search and sort this list, and you can click the row for an agent to open the **Edit Agent** window. You can edit attribute settings and Contact Center AI.



Note Contact Center AI serviceContact Center AI Services can be enabled or disabled for each agent or for multiple agents together. For more information, see [Contact Center AI Services, on page 9](#).

You cannot create or delete agents in this tool. You must create or delete agents in the **Configuration Manager Agent Explorer** tool.



Note Ensure that Agent ID (Peripheral number) and agent Login name is unique for each user.

Related Topics

[Agent Reskilling](#)

Search for Agents

The Search field in the Agents tool offers an advanced and flexible search.

Click the + icon at the far right of the **Search** field to open a popup window, where you can:

- Select to search for agents only, supervisors only, or both.
- Enter a username, agent ID, first or last name, or description to search for that string.
- Enter one or more team names separated by spaces. (Team is an OR search--the agent or supervisor must be a member of one of the teams.)

- Enter one or more attribute names separated by spaces. (Attributes is an AND search--the agent or supervisor must have all attributes.)
- Enter one or more skill group names separated by spaces. (Skill Groups is an AND search.)

Edit Attributes for Multiple Agents

In UCCE deployment using the agent tool, you can edit attributes for multiple agents at once.



Note Use the **Search** field to find the agents whose attributes you want to edit. For example, you could find agents belonging to a particular team, or skill group, or with certain attributes (See [Search for Agents, on page 11](#).)

Step 1 In **Unified CCE Administration**, choose **Users > Agents**.

Step 2 Check the check box for each agent whose attribute you want to edit.

To select all agents in a list, check the **select/deselect all** check box in the list header. (The check box is enabled for *select all* only when the number of agents in the list is less than or equal to 50.)

The total number of selected agents appears above the agent list. To uncheck all agents, click the **select/deselect all** check box. (The check box is enabled for *deselect all* when you check one or more agents in the list, regardless of the number of agents in the list.)

Step 3 Click **Edit > Attribute**.

The **# of Selected Agents** column indicates how many of the selected agents currently belong to each attribute.

Step 4 In the **Action** column, click the **x** icon for each attribute from which you want to remove the selected agents.

Note If all selected agents belong to an attribute, the **x** icon along with the **dropdown** appears for that attribute. If none of the selected agents belong to an attribute, only the **dropdown** appears for that attribute.

The total number of attributes that you are adding and removing appears at the bottom of the dialog.

Step 5 To undo an attribute change, click the **Undo Update** icon in the **Action** column for that attribute.

Step 6 Click **Save**, and then click **Yes** to confirm the changes.

Related Topics

[Search for Agents, on page 11](#)

Attributes

Attributes identify a call routing requirement, such as language, location, or agent expertise.

You can create two types of attributes:

- Boolean
- Proficiency

Use Boolean attributes to identify an agent attribute value as **true** or **false**.

For example, you can create a **Boston** attribute. This attribute specifies that the agent assigned to this attribute must be located in Boston. An agent in Boston would have Boston as *True* as the term for that attribute.

Use Proficiency attributes to establish a level of expertise in a range from *1 to 10*, with 10 being the highest level of expertise.

For example, for a Spanish language attribute, an original speaker would have the attribute Proficiency as *10*. When you create a precision queue, you identify which attributes are part of that queue and then implement the queue in a script.

When you assign a new attribute to an agent and the attribute value matches the precision queue criteria, the agent is automatically associated with the precision queue.



Note Attributes is a prerequisite for Precision Queue.

Precision Queues

Precision routing offers a multidimensional alternative to skill group routing. Using the Unified CCE scripting, you can dynamically map the precision queues to direct a call to the agent who best matches the caller's precise needs. Precision queues are the key components of precision routing.

Related Topics

[Precision Queues](#)

Managing Bucket Intervals

Configure bucket intervals to report on how many calls are handled or abandoned during specific, incremental time slots.

Each bucket interval has a maximum of nine configurable time slots, called Upper Bounds. Upper Bounds are ranges measured in seconds to segment and capture call-handling activity. You can run reports that show calls answered and calls abandoned for these intervals.

If your goal is to have calls handled within 1 minute, you might set up **Upper Bounds** for intervals that show how many calls are handled in less than or more than 1 minute. Intervals might be for 30, 60, 80, 120, 150, 180, and 240 seconds. Using these intervals, you can see if calls are being answered within 1 minute or if callers are waiting longer.

The intervals also give you insight into how long callers are willing to wait before cancelling a call. Perhaps many callers do not abandon a call until they have waited for two minutes. This might indicate that you can modify your goal.

You can associate bucket intervals with call types, skill groups, and precision queues. The system automatically creates a built-in bucket interval, which you cannot edit or delete.

Related Topics

[Precision Queues](#)

Media Routing Domains

Media Routing Domains (MRDs) organize how requests for each communication medium, such as voice and email, are routed to agents.

An agent can handle requests from multiple MRDs.

For example, an agent can belong to a skill group in an MRD for email and to a skill group in an MRD for voice calls. Configure at least one MRD for each communication medium your system supports. You do not need to configure an MRD for voice; the Cisco_Voice MRD is built in. You can add and update only Multichannel MRDs using the Unified CCE Administration Media Routing Domain tool.



Note To add or update Multichannel MRDs for Enterprise Chat and Email, use the Configuration Manager Media Routing Domain List tool.

Manage Bulk Jobs

Bulk jobs are a fast and efficient way to migrate existing agent and supervisor to single sign-on accounts. You can enable or disable Contact Center AI services for the agents using Bulk jobs (see [Enable or Disable AnswersContact Center AI Services for Agents using Bulk Job, on page 10](#)).



Note Do not run bulk jobs during heavy call load.



Note Supervisors have no access to the Bulk Jobs tool.

Bulk Contact Center AI Services Content File

The content file for Contact Center AI bulk job contains the fields given in the following table. Enter the values appropriately in the given fields to enable or disable Contact Center AI Services for the agents.



Note Bulk job is available for administrators only when Cloud Connect is added in the inventory and registered on the Control Hub.

Field	Required?	Description
agentId	Agent ID or Username	Existing agentId for which you want to enable or disable the Contact Center AI Services. You must provide either an agentId or the userName. If both are provided, agentId takes precedence over the userName. If the agentId value is left blank, the userName will reference an existing agent.
userName	Username or Agent ID	Username of the agent for which you want to enable or disable the Contact Center AI Services. If no agent is found with the given username, the Contact Center AI Services association fails.
agentServices	Yes (to enable Contact Center AI Services)	The type of Contact Center AI Services to be associated with the agent. Supported values are AgentAnswers, VAV Transcript, and Transcript. To associate more than one services, separate the values using semicolon (;). If the value is updated, any existing enabled service gets overwritten. If the value is left empty, no service gets associated with the agent.

Deployment Type

The deployment type you select, significantly impacts the call processing capacity, configuration limits, and access to features and configuration tools. The configuration steps vary for every deployment type.

You can select any one of the following deployment types:

- Packaged CCE Deployment types:
 - Packaged CCE: Lab Mode
 - Packaged CCE:2000 Agents
 - Packaged CCE: 4000 Agents
 - Packaged CCE: 12000 Agents
- Unified CCE deployment types:
 - UCCE: Progger (Lab Only)

- ICM Rogger (Non-Reference Design)
- ICM Router/Logger (Non-Reference Design)
- UCCE: 8000 Agents Router/Logger (Non-Reference Design)
- UCCE: 2000 Agents
- UCCE: 4000 Agents Rogger
- UCCE: 12000 Agents Router/Logger
- UCCE: 24000 Agents Router/Logger
- Contact Director



Note For information on using the gadget after you select a deployment type, see the *Cisco Unified Contact Center Enterprise Developer Reference Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-programming-reference-guides-list.html> and the online help.

Auto Discovery

Sample

•

Settings

The system can support a defined call capacity based on deployment model. Exceeding the supported rate of incoming calls degrades performance and can result in late calls, dropped calls, delivery of new incoming calls, the time out of requests, and potential system failures. (Call transfers are permitted.)

The System Information tool enforces limits to protect against overloading the system and establishes continuous monitoring of the incoming call rate according to the configured settings.

Single Sign-On (SSO)

The Single sign-on (SSO) is an authentication and authorization process. Authentication proves you are the user you say that you are, and authorization verifies that you are allowed to do what you are trying to do.

SSO allows users to sign in to one application and then securely access other authorized applications without a prompt to provide the user credentials once again. SSO permits Cisco supervisors or agents to sign on only once with a username and password to gain access to all of their Cisco browser-based applications and services within a single browser instance.

By using SSO, Cisco administrators can manage all users from a common user directory and enforce password policies for all users consistently.

SSO is an optional feature. If you are using SSO, use the Single Sign-On tool to configure the Cisco Identity Service (IdS). You can then register and test components with the IdS, and set the SSO mode on components.

Business Hours

Business hours are the working hours during which you conduct business. You can create and modify business hours and set weekly and daily schedules for each business hour. You can create different business hour schedules for regular working days and holidays. You can also open or close the business hours if there is an emergency.

You can define the status reasons for business hours and assign codes for each status reason. Status reason is required when you force open or force close a business hour, and when you add special hours and holidays.

Add and Maintain Business Hours

Step 1 In **Unified CCE Administration**, choose **Organization > Business Hours**.

Step 2 On the **Business Hours** page, click **New** to open the **New Business Hours** page.

Step 3 Complete the following information on the **General** tab and click **Save**.

Field	Required?	Description
Status	-	Select one of the following statuses for the business hour: <ul style="list-style-type: none"> • Open/Closed as per Business Calendar • Force Open • Force Close
Status Reason	Yes, if the status is Force Open or Force Close.	This field is enabled only if the status is Force Open or Force Close. Search and select a status reason for the business hour.
Name	Yes	Enter a unique name for the business hour. Maximum length is 32 characters. Valid characters are alphanumeric, period (.), and underscore (_). The first character must be alphanumeric.
Description	No	Enter a description of the business hour.
Time Zone	Yes	Select a time zone of the business hour from the drop-down list.
Department	-	Search and select a department to associate with the business hour. Default is Global. <p>Note This is applicable for Packaged CCE deployment only.</p>

Step 4 Click the **Regular Hours** tab and complete the following information:

- Select one of the following **Business Hour Type**:
 - **24x7**: Always open. You cannot customize the working hours.
 - **Custom**: You can customize the working hours.
- If you select **Custom**, enable at least one business day and select the **Start Time** and **End Time**.

Step 5

Click the **Special Hours & Holiday** tab. You can either add or import special hours and holidays.

Step 6

Click **Add** to open the **Add Special Hours & Holiday** pop-up window. Complete the following information:

Field	Required?	Description
Date	Yes	Select a date from the calendar.
Description	No	Enter a description for the special hour.
Status	-	Select a status. If the status is Open , the Start Time and End Time fields are enabled.
Start Time	Yes, if status is Open.	Select a start time for the special hour.
End Time	Yes, if status is Open.	Select an end time for the special hour.
Duration	-	Displays the duration of the special hour.
Status Reason	Yes	Search and select a status reason.

Step 7

Click **Save** to add the special hours and holidays.

Step 8

To import special hours and holidays, follow these steps.

- a) Click **Import** to open the **Import Special Hours and Holidays** pop-up window.
- b) Click the download icon to download the Special Hours & Holidays template. Use this template to enter the special hours and holidays.
- c) Click **Choose File** and browse to the special hours and holidays file. Click **Import** to upload the file.

Note The file must contain at least one special hour and holiday.
The file must be in CSV format with a file extension as .txt or .csv.

Step 9

Click **Export** to download the special hours and holidays in .csv format.

Step 10

Click **Save**.

Note The imported business hours overwrites the existing ones.

Add Business Hours by Copying an Existing Business Hour Record

You can create a new Business Hour record by copying an existing Business Hour record.

-
- Step 1** In **Unified CCE Administration**, choose **Organization > Business Hours**.
 - Step 2** Click the Business Hour you want to copy, and then click the **Copy** button in the Edit <Business Hour> page. The **New Business Hour** page opens.
 - Step 3** Enter **Name** and **Description** for the Business Hour.
 - Step 4** Review the rest of the fields on the **General**, **Regular Hours**, and **Special Hours & Holiday** tabs that were copied from the original Business Hour record, and make any necessary changes.
 - Step 5** Click **Save** to return to the List window.
-

Add Status Reasons

This procedure explains how to add and maintain status reasons for business hours.

-
- Step 1** In **Unified CCE Administration**, choose **Organization > Business Hours > Status Reasons**.
 - Step 2** Click **Add** to open the **Add Status Reason** popup window.
 - Step 3** Enter the Status Reason. Maximum length is 255 characters.
 - Step 4** Enter a unique Reason Code. Range is 1001 to 65535. Codes 1 to 1000 are reserved as system-defined reason codes.
 - Step 5** Click **Save**.

To add more status reasons, repeat steps from 2 to 5.
 - Step 6** Click **Done** to return to the List window.
-

Edit Status for Multiple Business Hours

Perform the following steps to edit the status of multiple business hours at once.

-
- Step 1** On the **Business Hours** page, select two or more business hours to edit.
 - Step 2** Choose **Edit > Status** to open the **Edit Business Hours** page.
 - Step 3** Check the **Status** check box and select the required status.
 - Step 4** If you select the status as **Force Open** or **Force Close**, search and select a **Status Reason**.
 - Step 5** Click **Save**.
-

Edit Schedule for Multiple Business Hours

Perform the following steps to edit schedules of multiple business hours at once.

-
- Step 1** On the **Business Hours** page, select two or more business hours to edit.
 - Step 2** Choose **Edit > Schedule** to open the **Edit Business Hours** page.

- Step 3** Check the **Time Zone** check box and the select the required time zone from the drop-down list.
- Step 4** Check the **Type** check box and select the required business hour type.
- Step 5** If you select **Custom**, enable atleast one business day and select the **Start Time** and **End Time**.
- Step 6** Click **Save**.

Configure Yearly Schedules

You can configure and maintain Business Hour schedules for the whole year.

- Step 1** Configure the regular working hours for weekdays.
- Step 2** Configure **Special Hours & Holidays** schedules for whole year by doing the following:
- Add the **Special Hours & Holidays** details for all the special hours and holidays for the whole year into the CSV template file.
 - On the **Import Special Hours & Holidays** page, click **Choose File** and browse to the special hours and holidays file.
 - Click **Import** to upload the file.
- After you import the configuration file, the BH configurations are loaded on the Business Hours page. Validate the configurations.
- Click **Save**.

Note When you update the configured Business Hours, remove any elapsed schedules and then update the new schedules for any new special hours or holidays in a Business Hour configuration.

Cloud Connect Administration

Cloud Connect is a component that hosts services that allow customers to use cloud capabilities such as Cisco Webex Experience Management, VAV Transcript, Agent Answers, Call Transcription, Digital Channel, and CCE Orchestration.

Cloud Connect Integration

To navigate to the **Cloud Connect Integration** page follow the steps:

- Step 1** In **Unified CCE Administration**, choose **Overview > Features > Cloud Connect Integration**.
- Step 2** On **Cloud Connect Integration** page, registration information is displayed. To register or deregister click **Cisco Webex**.

Field	Required?	Description
Registration		
Registration	-	Cloud Connect registration status of Control Hub will be displayed.

Field	Required?	Description
Cisco Webex		
Cisco Webex	-	On Cloud Connect Integration , if you click the Cisco Webex link, you will be re-directed to Cisco Webex login page.
Cluster Information		
Proxy Details	NO	Enter the proxy details used by the Cloud Connect. For example: abc.cisco.com:8080 Note By default, HTTP uses the port 80 , but you can specify a different port number in the proxy.
Deployment ID	-	Read-only field that displays the Deployment ID, an auto-generated identifier of the Unified CCE instance.
Deployment Name	NO	Enter a valid deployment name.

Initial Configuration for Cloud Connect

Before adding Cloud Connect to the inventory, you will have to install the certificates from both Cloud Connect publisher and subscriber.

For more information, see the section *Certificates for CCE Web Administration* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

In the Add Machine dialog box:

- a) Select **Cloud Connect Publisher** from the Type list.
- b) Enter Hostname or IP Address of the Cloud Connect Publisher Node.
- c) Enter Username and Password for your Cloud Connect cluster Administrator.
- d) Click **Save**.

Edit Cloud Connect Configuration

Step 1 In the Unified CCE Administration, navigate to **Overview > Infrastructure Settings**, click **Inventory**.

Step 2 Click the Cloud Connector Publisher device to open the Edit window.

Note If you edit the Cloud Connect Publisher, the Cloud Connect Subscriber associated with the publisher is updated automatically. You cannot edit Cloud Connect Subscriber from the Inventory page.

Step 3 Edit the Username and Password for your Cloud Connect cluster Administrator.

Step 4 Click **Save**.

Monitor Server Status Rules

In CCE deployments, the Unified CCE Administration page displays the total number of alerts for machines with validation rules. Click the alert count to view the list of all alerts for each machine. Upon clicking Alerts for the respective machine, you can view the details of the alerts grouped by the following categories:

Server Status Category	Description	Example Rules
Configuration	Rules for installation and configuration of a component. These rules identify problems with mismatched configuration between components, missing services, and incorrectly configured services.	Cloud Connect: The status and alerts will appear only if the Cloud Connect is added to the Inventory. For example: Webex Experience Management service must be reachable on the network
Operation	Rules for the runtime status of a component. These rules identify services and processes that cannot be reached, are not running, or are not in the expected state.	Note When the machine status is out of sync, every 10mins auto sync will be triggered to synchronize the machine configuration.

Delete Cloud Connect Configuration

Step 1 Navigate to **Unified CCE Administration > Infrastructure Settings > Inventory**.

Step 2 Hover over the Cloud Connect Publisher device and click the **x** icon.

Step 3 Click **Yes** to confirm the deletion.

Note If you delete the Cloud Connect Publisher, the Cloud Connect Subscriber associated with the publisher is deleted automatically. You cannot delete Cloud Connect Subscriber from the Inventory page.

Delete Cloud Connect Subscriber

This section describes how to delete the Cloud Connect subscriber configuration. You cannot delete the publisher node; but you can delete the subscriber node.

Step 1 Run the **unset cloudconnect subscriber** command.

The command removes the Cloud Connect subscriber node configuration from the cluster. For more information, see *Cloud Connect CLI Command* in the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>

Step 2 Power off the subscriber node.

- Note** When a subscriber node is removed from a cluster, its certificates still exist in the publisher node. The administrator must manually remove the following:
- The certificate of the subscriber node from the trust-store of the publisher node.
 - The certificates of the publisher from the trust-store of the removed subscriber node.

Step 3 Run the `utils system restart` command to restart the publisher node.

Provision Experience Management Service on Cloud Connect

Before provisioning Experience Management service on Cloud Connect, ensure to setup and enable Cloud Connect. For more information, see the *Cloud Connect Administration* section in [Administration Guide for Cisco Unified Contact Center Enterprise](#)

Provision Experience Management service using the following CLI on Cloud Connect.

```
set cloudconnect cherrypoint config
```

For more commands related to Experience Management service, see the *Cloud Connect CLI* section in the [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide](#).

The partner hosted module which is a part of Experience Management Invitations solution is required to send surveys to customers over emails and SMS.

For information about *Partner Hosted Module Architecture* refer to <https://xm.webex.com/docs/cxsetup/guides/partnerarchitecture/>

For information about how to provision the infrastructure required to deploy the partner hosted components of the Experience Management Invitations module, see <https://xm.webex.com/docs/cxsetup/guides/partnerinfra/>.

For information about how to deploy the partner hosted components on the Experience Management Invitations module once the infrastructure is provisioned, see <https://xm.webex.com/docs/cxsetup/guides/partnerdeployment/>.

Upload Audio Files for Questions in Experience Management

To upload audio files for the survey questions in Experience Management, follow these steps:

Step 1 Login to **Experience Management** tool with your admin credentials.

Step 2 In Experience Management tool, navigate to **CX Setup > Questionnaire > .**

You can select the questionnaire and associate it to the voice survey.

Note To create or modify questionnaires refer to <https://xm.webex.com/docs/cxsetup/questionnaires/>
<https://xm.webex.com/docs/cxsetup/questionnaires/>

Step 3 On the right side of the screen, click **IVR** button beside the question and upload the audio file.

Figure 1: upload the audio file

DISPLAY NAME *

NPS

3

QUESTION

Based on your experience, how likely are you to recommend Acme to your friends and family?

90

IVR

Step 4 Follow the above steps to upload audio files for more questionnaires.

Note Experience Management is configured to capture only the complete feedback after the voice calls. If the caller drops the call without answering all the questions, the partial feedback is discarded.

Configure Expanded Call Variables

Step 1 In the **Configuration Manager** menu, select **Tools > List Tools > Expanded Call Variables List**. The **Expanded Call Variables List** window appears.

Step 2 Click **Retrieve** to view the list of existing ECC variables.

Step 3 Check if the `user.microapp.isPostCallSurvey` variable exists. If the variable does not exist, do the following to create a new variable:

- Click **Add**.
- In the **Attributes** tab that appears, enter `user.microapp.isPostCallSurvey` in the **Name** field.
- Set **Max Length** to 1.
- Check the **Enabled** check box.
- Click **Save**.

When your CCE routing scripts starts, the Post Call Survey field is **enabled** by default even if `user.microapp.isPostCallSurvey` has not yet been set in the script. You can turn off Post Call Survey field in the script by setting `user.microapp.isPostCallSurvey` to `n`. You can later enable Post Call Survey in the same path of the script by setting this variable to `y`.

Note To enable Experience Management, `user.microapp.isPostCallSurvey` must be set to `y`.

Step 4 In Unified CCE Administration, navigate to **Overview > Call Settings > Route Settings > Expanded Call Variables**.

Step 5 Click **New** to open the **New Expanded Call Variable** window.

Step 6 Check if the `user.CxSurveyInfo` variable exists. If the variable does not exist, do the following to create a new variable:

- Click **Add**.
- In the **Attributes** tab that appears, enter `user.CxSurveyInfo` in the **Name** field.
- Set the **Max Length** to 133 for Type 10 VRUs. For all other routing clients, set **Max Length** to 80.
- Check the **Enabled** check box.

Step 7 Click **Save**.

Note The newly created ECC variables are added to the default payload list. If you want to save the ECC variables to a different payload list, in the **Configuration Manager**, navigate to **Tools > List Tools > Expanded Call Variable Payload List** and add the ECC variables to the payload list of your choice.

Step 8 Populate the **POD.ID** variable.

For more information on populating this variable, refer to the topic [Configure POD.ID](#).

Step 9 Restart the active VRU PG (side A or B) to register the new ECC variable.

If the ECC variable already exists, you can skip this step.

Note The **user.microapp.isPostCallSurvey** setting takes effect on Unified CVP only when it receives a **connect** or temporary connect message. If you do not want the survey to run, without first reaching an agent (such as 'after hours of treatment'), set the **isPostCallSurvey** to **n** before the initial 'Run script request'.

Configure POD.ID

Cisco provided variables are predefined, but for POD.ID, the maximum length should be set to 120.

You can modify the variables only if you have the edit access.

Populate the value in the script with multiple attributes in a key-value pair format. Each key-value pair is separated with a semi-colon. The following table displays the supported attributes:

Table 1: Variables and their descriptions

Attribute	Description	Applicable
cc_CustomerId	Unique ID for a customer across multiple channels	Chat and Email surveys for Digital Channels
Email	Email ID of the caller for Email surveys	Email survey for voice channel
Mobile	Phone number for SMS surveys	SMS survey for voice channel
cc_language	Language of the survey For the list of supported languages, refer to the Webex Experience Management documentation at https://xm.webex.com/docs/user/getting-help/#cloudcherry-language-support	Email, SMS, and Voice surveys for voice channel
Optin	Whether to opt in or opt out of the survey	Email, SMS, and Voice surveys for voice channel

Example: `cc_CustomerId=xxx;Email=xx;Mobile=xxx;cc_language=xxx;Optin=yes/no`

For more information on **Expanded Call Context Variables**, see the chapter *Configure Variables* in the Configuration Guide for Cisco Unified ICM/Contact Center Enterprise at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

You can also configure POD.ID from CVP Call Studio. For more information, refer to the topic *Configure Call Studio App Data Format* in the Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

Configure Dialed Number and Call Type

Step 1 In **Configuration Manager**, navigate to **Tools > List Tools > DialedNumber/Script Selector List**.

Step 2 In **DialedNumber/Script Selector List** create **Incoming Dialed Number** and **Post Call Survey Dialed Number**.

For more information on how to create a PCS Dialed Number, refer to the section *Configure ICM for Post Call Survey* in *Configuration Guide for Cisco Unified Customer Voice Portal* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

Step 3 Click **Save**. You will be re-directed to the **Configuration Manager** window.

Step 4 Click **Add** and complete the following fields:

Field	Required?	Description
Routing client	yes	In the Attributes tab, select the CVP VRU PG .
Media routing domain	yes	The Media Routing Domain associated with the dialed number. The selection of Routing Type determines what appears in this field. Because the Routing Type is External Voice , the Media Routing Domain is always Cisco_Voice.
Dialed Number	yes	Enter CXSURVEYDN . This value is used to route the call.
Name	yes	Enter a name for the Dialed Number or use the default value.
Customer	no	Administrator selects one customer from the pop-up list to associate with this dialed number.

Step 5 In **Configuration Manager**, navigate to **Tools > List Tools > Call Type List**.

Step 6 In **Call Type List** create the **Call Type**. You should associate to the incoming call script and PCS script.

You should associate the incoming call type with the survey from CCEAdmin.

For more information, refer to the topic [Associate Survey to Call Type in Unified CCE Admin, on page 26](#).

Associate Survey to Call Type in Unified CCE Admin

You can associate the Call Type to the survey only if you have added **Cloud Connect** in the **Inventory** page and configured the survey in **Webex Experience Management** portal.



Note Only one survey can be associated to a Call Type.

Call Types are created and managed in **Configuration Manager** tool and the survey is associated using the **CCE Admin** tool.

Step 1 In **Unified CCE Administration**, navigate to **Overview > Call Settings > Route Settings > Call Types**.

The list of all the **Call Types** are displayed.

For more information on Call Types, refer to the **Help** in **ConfigManager > List Tools > Call Types**.

Step 2 Click on the **Call Type** which you want to associate to the Survey. Associate the survey with the last call type before the call is first connected to an agent.

Step 3 Select the **Enable Experience Management** check box to associate the **Webex Experience Management** survey.

The **Experience Management** tab is enabled with the following options:

- **Inline Survey** (post-call voice survey)
- **Deferred Survey** (post-call Email and SMS survey)

Step 4 Click on the **magnifying glass** icon, and the configured surveys will be populated in the pop-up window.

Step 5 Select the survey from the pop-up window and click **Save**.

Note Avoid obsolete surveys accumulating in the database. In CCE deployments other than Packaged CCE, delete the obsolete surveys with these two steps:

Avoid obsolete surveys accumulating in the database. In Packaged CCE deployments, delete the obsolete surveys with these two steps:

- Delete the corresponding **Call Type** from the **Call Type List tool**.
- Delete the corresponding Call Type from **Overview > Call Settings > Route Settings > Call Type**
- Permanently remove the deleted **Call Type** using the **Deleted Object** tool.

As part of the background task, every 30 minutes the stale survey is removed periodically.
