



Cisco Unified Contact Center Enterprise Documentation Guide, Release 12.6(2)

First Published: 2023-04-28

Last Modified: 2023-06-11

Documentation Guide

Document Changes

The following tables identify the documents that changed for this release. For Unified CCE documents not listed here, continue to use the 12.6(1) version or the latest version published.

New Documents in This Release

This table lists the documents that are newly added in this release.

Document	Notes
<i>Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide</i>	Describes how to use the Manage Digital Channels gadget to interact with customers. See Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide .
<i>Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise</i>	Describes how to use the Cisco Contact Center AI gadgets that appear on the Agent Desktop. Note This document was hosted on a Cloud server for 12.6(1). It is now published on Cisco.com. See Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise .
<i>Administration and Setup Guide for Webex Engage with Cisco Contact Center Enterprise</i>	Describes how to set up the customer chat widget and verify that the agents who are enabled for digital channel interaction are synchronized to Webex Engage. See Administration and Setup Guide for Webex Engage with Cisco Contact Center Enterprise .

New Solution Documents in This Release

There are no new Solution documents in this release.

Documents Changed in This Release

The following tables list the documents that are updated in this release.

Document	Notes
<i>Administration Guide for Cisco Unified Contact Center Enterprise</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> • Licence reservation • Digital channels integration using Webex Connect <p>See the document's Change History for more details.</p> <p>To view the guide, see Administration Guide for Cisco Unified Contact Center Enterprise, Release 12.6(2).</p>
<i>Cisco Unified Contact Center Enterprise Features Guide</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> • Digital Channels Integration using Webex Connect • VPN-less Access to Finesse Desktop • Virtual Agent—Voice Call Transcription • Virtual Agent—Voice that includes information about cloud-based connectors. • Reverse proxy automated installer • Guidelines for custom reverse proxy deployment. <p>See the document's Change History for more details.</p> <p>To view the guide, see Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(2).</p>
<i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> • Simplified upgrade using orchestration • Unified ICM upgrade path • Multistage upgrade • Java upgrade <p>See the document's Change History for more details.</p> <p>To view the guide, see Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.6(2).</p>

Document	Notes
<i>Solution Design Guide for Cisco Unified Contact Center Enterprise</i>	<p>This document includes changes for the following features:</p> <ul style="list-style-type: none"> • Digital Channels integration using Webex Connect • VAV via Cloud-based connector <p>See the document's Change History for more details.</p> <p>To view the guide, see Solution Design Guide for Cisco Unified Contact Center Enterprise, Release 12.6(2).</p>
<i>Cisco Unified Contact Center Enterprise Developer Reference Guide</i>	<p>This document includes the following changes:</p> <ul style="list-style-type: none"> • Added a note on performance impact during Search. • Added a new advanced search parameter (username). <p>See the document's Change History for more details.</p> <p>To view the guide, see Cisco Unified Contact Center Enterprise Developer Reference, Release 12.6(2).</p>
<i>Configuration Guide for Cisco Unified ICM/Contact Center Enterprise</i>	<p>This document includes updates related to defect fixes.</p> <p>See the document's Change History for more details.</p> <p>To view the guide, see Configuration Guide for Cisco Unified ICM Enterprise, Release 12.6(2).</p>
<i>Database Schema Handbook for Cisco Unified Contact Center Enterprise</i>	<p>This document includes changes for the Digital channels integration with Webex Connect feature and few other updates.</p> <p>See the document's Change History for more details.</p> <p>To view the guide, see Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(2)</p>
<i>Port Utilization Guide for Cisco Unified Contact Center Solutions</i>	<p>This document includes changes for the Digital channels integration with Webex Connect feature and few other updates related to OAMP and Live Data.</p> <p>To view the guide, see Port Utilization Guide for Cisco Unified Contact Center Solutions, Release 12.6(2).</p>
<i>Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise</i>	<p>This document includes changes for the Digital channels integration with Webex Connect feature.</p> <p>See the document's Change History for more details.</p> <p>To view the guide, see Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(2).</p>

Document	Notes
<i>Security Guide for Cisco Unified ICM/Contact Center Enterprise</i>	This document includes changes for the Digital channels integration with Webex Connect feature and few other updates. See the document's Change History for more details. To view the guide, see Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(2) .
<i>Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise</i>	This document includes changes for the Digital channels integration with Webex Connect feature and few other updates. See the document's Change History for more details. To view the guide, see Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(2) .
<i>Cisco Unified Contact Center Enterprise Reporting User Guide</i>	This document is now updated with certain fields and columns that were added as part of defect fixes. See the document's Change History for more details. To view the guide, see Cisco Unified Contact Center Enterprise Reporting User Guide, Release 12.6(2) .
<i>Open Source used in Cisco Unified Contact Center Enterprise, Release 12.6(2)</i>	Lists licenses and notices for open source software used in Cisco Unified Contact Center Enterprise and Packaged Contact Center Enterprise Solutions, Release 12.6(2) To view this page, see https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/CiscoUnifiedContactCenterEnterprise-1262-1682252233.pdf
<i>Open Source Used in CTI Object Server for Contact Center Enterprise Solutions, Release 12.6(2)</i>	Lists licenses and notices for open source software used in CTI Object Server for Contact Center Enterprise Solution, Release 12.6(2) To view this page, see https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/CTIOS-1262-1682079549.pdf

Documents not Published for 12.6(2)

The following guides are not published for 12.6(2) because there were no updates in this release.

Document	Notes
<i>CTI OS Agent Desktop User Guide for Unified CCE</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-user-guide-list.html
<i>CTI OS Supervisor Desktop User Guide for Unified CCE</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
<i>Integrating Cisco CTI OS Release into Citrix XenApp</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html

Document	Notes
<i>ICM to ICM Gateway User Guide for Unified CCE</i>	https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_0_1/Configuration/Guide/ucce_b_icmtoicm-gateway-user-guide-120.html
<i>SNMP Guide for Cisco Unified ICM/Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html
<i>Staging Guide for Cisco Unified ICM/Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html
<i>Outbound Option Guide for Unified Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
<i>CTI OS System Manager Guide for Cisco Unified ICM</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html
<i>CTI Server Message Reference Guide for Cisco Unified Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html

Retired Documents

There are no documents that are retired in this release.

Other Documentation Sources

This table lists the documentation wikis that are updated in this release.

Document	Notes
<i>Contact Center Enterprise Compatibility Matrix</i>	Updated to meet Unified CCE Solution Release 12.6(2) requirements. See https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html .
<i>Virtualization for Unified Contact Center Enterprise</i>	Updated to meet Unified CCE Release 12.6(2) requirements. See http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html .

Plan

The guides listed in this section relate to planning and designing a Unified CCE system.

Release Notes for Cisco Contact Center Enterprise Solutions

Audience: All.

Purpose: Describes new and updated features and other changes in Unified CCE and Packaged CCE solutions, and their components.

Content: What's new in the release, restrictions and limitations, and caveats.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

Solution Design Guide for Cisco Unified Contact Center Enterprise

Audience: Designers and installers.

Purpose: Provides design considerations and guidelines for deploying the Cisco Unified CCE System.

Content: Architecture overview, types of deployments, features, requirements, and constraints.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

Cisco Contact Center Gateway Deployment Guide for Cisco Unified ICME/CCE

Audience: Managers and administrators.

Purpose: How to install, configure, and use the Cisco Contact Center Gateway feature.

Content: Descriptions and procedures for getting started and deploying the feature.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Enterprise Chat and Email System Requirements

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes requirements.

Content: Outlines the software specification for ECE. Provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html>.

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html>.

Enterprise Chat and Email Data Extracts Guide

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Describes the output of the ECE Data Extracts solution for business intelligence.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html>.

Enterprise Chat and Email Developer's Guide to Web Service APIs for Chat

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides information about Web Services APIs for Chat.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Data Adapters for Packaged Contact Center Enterprise

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides information about Data Adapters and shows how to set up data links to connect to external sources.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html>.

Install and Upgrade

The guides listed in this section relate to installing and upgrading Unified CCE.

Cisco Unified Contact Center Enterprise Installation and Upgrade Guide

Audience: Installers.

Purpose: How to install the components and software for Unified CCE.

Content: High-level information about hardware configuration and software setup.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Pre-installation Planning Guide for Cisco Unified ICM

Audience: Managers and administrators.

Purpose: Describes pre-installation requirements and issues to address in preparing for a Unified ICME installation.

Content: Planning for different protocols, servers, and functions, site preparation, Datacom requirements, and IP address worksheets.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Staging Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Installers.

Purpose: How to stage deployments of Unified Intelligent Contact Management and Contact Center Enterprise.

Content: System diagrams, staging steps, and sample test cases for supported models of Unified CCE.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

CTI OS System Manager Guide for Cisco Unified ICM

Audience: System administrators and other personnel who are responsible for installing and maintaining CTI OS and its associated components.

Purpose: How to install, configure, and run the CTI Object Server (CTI OS) product.

Content: Instructions for installing, configuring, and testing components.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Installation Guide for Cisco Unified Automated Administrator for Avaya Aura Contact Center

Audience: Installers.

Purpose: How to install and troubleshoot Cisco Automated Administrator for Avaya Aura Contact Center.

Content: Information about creating application instances using the Unified ICM Configuration Manager and a description of how to establish administration connections.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Integration of Citrix XenApp with Cisco CTI OS

Audience: Citrix administrator.

Purpose: Guide the user through the installation and configuration of CTI OS Release 11.0(x) in Citrix XenApp 6.5.

Content: Procedures and instructions.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Enterprise Chat and Email Installation Guide (for Unified Contact Center Enterprise)

Audience: Engineers, system architects, and other technical audience who install ECE for Unified CCE.

Purpose: Procedures and instructions.

Content: Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html>.

Enterprise Chat and Email Upgrade Guide

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Procedures and instructions.

Content: Provides instructions to upgrade the Enterprise Chat and Email component for Release 11.(6).

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html>.

Configure

The guides listed in this section relate to configuring a Unified CCE system. Configuration tasks are generally completed after you install the product or system.

Configuration Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to use the Unified ICM/CCE configuration tools to configure and maintain the Unified ICM database.

Content: Procedures for using the configuration tools.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Outbound Option Guide for Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Provides conceptual, installation, and configuration information about the Unified CCE Outbound Option application.

Content: Procedures and instructions.

To view the latest guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

Port Utilization Guide for Cisco Unified Contact Center Solutions

Audience: Managers and administrators.

Purpose: How to configure Quality of Service (QoS) and Firewall/VPN solutions on a network. Use this guide when you implement an Architecture for Voice, Video, and Integrated Data (AVVID) solution.

Content: List of the TCP and UDP ports used by Cisco Contact Center products and step-by-step instructions.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Setup and Configuration Guide for Cisco Unified Contact Center Hosted

Audience: Managers and administrators.

Purpose: How to set up, run, and administer the Unified CCE Hosted product.

Content: Specific instructions for installing, configuring, and upgrading software components.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Setup and Configuration Guide for Cisco Unified ICM

Audience: Managers and administrators.

Purpose: How to set up, run, and administer the Unified ICM Hosted product.

Content: Unified ICM-specific instructions for installing, configuring, and upgrading software components.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Enterprise Chat and Email Browser Settings Guide

Audience: All users of ECE who log into the Supervision, KB, Administration, Reports, Tools, and System Consoles of ECE.

Purpose: How to set up web browser and Java for ECE.

Content: Instructions for setting up the web browser before logging into the system and configuring Java.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html>.

Enterprise Chat and Email Deployment and Maintenance Guide (for Unified Contact Center Enterprise)

Audience: System administrators responsible for integrating ECE with Unified CCE and maintaining the deployment over time.

Purpose: How to prepare for and maintain an installation.

Content: Provides instructions on preparing unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

Administer and Maintain

The guides listed in this section relate to the administration and maintenance tasks that are performed regularly to keep the system running smoothly.

Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to monitor and manage Unified CCE and Unified ICME.

Content: Description and instructions.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Administration Guide for Cisco Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to administer components of the Unified CCE solution for voice and multichannel contact centers.

Content: Database administration, event management, support services, and the system software's fault tolerant architecture.

To view the latest document, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html>.

SNMP Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Descriptive.

Content: The Simple Network Management Protocol (SNMP) feature support found in Unified CCE.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Cisco Unified Contact Center Enterprise Reporting User Guide

Audience: Managers and administrators, business owners, supervisors.

Purpose: How to interpret reporting data.

Content: Descriptions of stock and Live Data reports.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators, business owners, supervisors.

Purpose: Understand the importance of planning, configuration, and scripting for accurate reporting data.

Content: Descriptions of reporting entities, concepts, and environment.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

Security Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to configure the network securely.

Content: Security hardening configuration guidelines.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to use the Script Editor tool.

Content: Procedures to create and maintain routing and administrative scripts.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

ICM-to-ICM Gateway User Guide for Cisco Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Describes the ICM-to-ICM Gateway feature.

Content: ICM-to-ICM Gateway functionality, architecture, call flows, and step-by-step instructions for configuring ICM systems for the ICM-to-ICM Gateway user.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Administration Console

Audience: System, Partition and Department Administrators of ECE.

Purpose: Describes the Administration Console.

Content: Introduces the Administration Console and helps users understand how to use it to set up and manage various business resources.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Email Resources

Audience: Partition and Department Administrators of ECE responsible for configuring the system to service emails from customers.

Purpose: Describes email basics.

Content: Introduces the administrator to the email infrastructure within the application. Includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources

Audience: Partition and Department Administrators of ECE responsible for configuring the system to service chats and callback activities.

Purpose: Describes Chat and Collaboration and Template Sets.

Content: Introduces the administrator to the chat and collaboration infrastructure within the application. It includes instructions on how to set up entry points and templates.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Routing and Workflows

Audience: Partition and Department Administrators of ECE responsible for configuring the system to route activities to the appropriate users.

Purpose: Routing and workflow procedures.

Content: Introduces the administrator to routing and explains how to set up service levels and queues for emails.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Tools Console

Audience: Partition and Department Administrators of ECE.

Purpose: Describes the Tools Console.

Content: Describes how to create custom attributes for business objects.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

Enterprise Chat and Email Administrator's Guide to Reports Console

Audience: Business users of ECE.

Purpose: Describes the Reports Console.

Content: Provides details about historical reports available in the Reports Console of ECE.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html>.

Enterprise Chat and Email Administrator's Guide to System Console

Audience: Business users of ECE.

Purpose: Describes the System Console.

Content: Introduces the system console and describes how to use it to set up and monitor system services.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html>.

User

The guides listed in this section are for agents, supervisors, and reporting administrators of Unified CCE.

Cisco Unified Contact Center Enterprise Features Guide

Audience: All.

Purpose: Lists optional features that can be configured in Unified CCE.

Content: Feature descriptions and configuration details.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.

Cisco Agent Desktop User Guide for Unified Contact Center Enterprise and Hosted

Audience: Contact Center agents who use Agent Desktop.

Purpose: How to use Agent Desktop.

Content: Procedures and instructions to install, configure, and manage.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/agent-desktop/products-user-guide-list.html>.

CTI OS Agent Desktop User Guide for Cisco Unified ICM

Audience: Agents who use the CTI Toolkit Agent Desktop to answer and process calls.

Purpose: How to use the CTI Toolkit Agent Desktop.

Content: Procedures and instructions.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-user-guide-list.html>.

CTI OS Supervisor Desktop User Guide for Cisco Unified ICM

Audience: Supervisors who manage agent teams.

Purpose: How to use the CTI Toolkit Supervisor Desktop.

Content: Procedures and instructions for using supervisor features to monitor and manage agent team members.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-user-guide-list.html>.

Enterprise Chat and Email Agent's Guide

Audience: Agents using ECE to service customer emails and chats.

Purpose: How to work with ECE as an agent.

Content: Describes how agents can use ECE to receive emails and reply to them and conduct chat sessions with customers.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html>.

Enterprise Chat and Email Supervisor's Guide

Audience: Supervisors of agent using ECE to service customer emails and chats.

Purpose: How to work with ECE as a supervisor.

Content: Describes how to monitor queues and users.

To view the guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html>.

Reference

The guides listed in this section are technical references or reference Docwikis related to Unified CCE.

Cisco Unified Contact Center Enterprise Developer Reference Guide

Audience: Developers.

Purpose: Reference.

Content: API conventions and descriptions of all Unified CCE APIs.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-programming-reference-guides-list.html>.

Cisco Unified CRM Connector for Siebel

Audience: Administrators and integrators.

Purpose: Reference.

Content: Describes the integration of Cisco Intelligent Contact Management (ICM) software with the Siebel eBusiness applications.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-crm-connector/products-technical-reference-list.html>

CTI OS Developer Guide for Cisco Unified ICM

Audience: System integrators and programmers who want to integrate C++ CTI client applications with Unified CCE.

Purpose: Descriptive.

Content: The Customer Telephony Integration (CTI) Server message interface between Unified CCE and application programs.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-programming-reference-guides-list.html>.

CTI Server Message Reference Guide for Cisco Unified Contact Center Enterprise

Audience: System integrators and programmers who want to integrate C++ CTI client applications with Unified CCE.

Purpose: Descriptive.

Content: The Customer Telephony Integration (CTI) Server message interface between Unified CCE and application programs.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html>.

Database Schema Handbook for Cisco Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Reference. Explains how data is organized for the Cisco Unified CCE software.

Content: Describes table parameters and values.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html>.

Open Source Used in Cisco Unified Contact Center Enterprise and Packaged CCE Solution

Audience: Lawyers.

Purpose: To acknowledge open source code used in Unified CCE and Enterprise Chat and Email.

Content: Licenses and notices for open source software used in Unified CCE, Packaged CCE, Enterprise Chat and Email, and Webex Contact Center Enterprise.

To view the latest guide, see: https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=Unified%20contact%20center%20enterprise#~documentation.

Unified ICM ACD Supplements

The following information pertains to all the ICM ACD supplements.

Audience: System managers.

Purpose: How to integrate various telephony devices into Unified CCE.

Content: Configuration information specific to the gateway.

To view the latest guides, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html>.

The following supplements are valid for this release:

- *Cisco Unified ICM Supplement for Aura Contact Center*
- *Cisco Unified ICM ACD Supplement for Aspect Contact Server*
- *Cisco Unified ICM ACD Supplement for VRU Peripheral Gateway*
- *Cisco Unified ICM ACD Supplement for Avaya Communications Manager*

Cisco Security Advisories

The Cisco Product Security Incident Response Team (PSIRT) is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at <https://tools.cisco.com/security/center/publicationListing.x>.

Related Documents

Subject	Link
Cisco Unified Communications Manager	https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

Subject	Link
Cisco Unified Intelligence Center	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html
Cisco Finesse	https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html
Cisco Unified Customer Voice Portal (Unified CVP)	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html
Cisco Remote Expert Mobile	https://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-series-home.html
Cisco SocialMiner	https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
Cisco Enterprise Chat and Email	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html
Cisco Unified Contact Center Management Portal	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-management-portal/tsd-products-support-series-home.html
Cisco Unified Web and E-Mail Interaction Manager	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-email-interaction-manager/tsd-products-support-series-home.html

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

The documentation set for this product strives to use bias-free language. For purposes of this documentation set, bias-free is defined as language that does not imply discrimination based on age, disability, gender, racial identity, ethnic identity, sexual orientation, socioeconomic status, and intersectionality. Exceptions may be present in the documentation due to language that is hardcoded in the user interfaces of the product software, language used based on standards documentation, or language that is used by a referenced third-party product.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2023 Cisco Systems, Inc. All rights reserved.