Release Notes for *Cisco Unified Contact Center Management Portal Release 7.2(1)*

June 14, 2007

Contents

Introduction

Cisco Unified Contact Center Management Portal is a suite of components that form part of Cisco IPCC Hosted Edition and that can be incorporated into Cisco IPCC Enterprise Edition. The rest of this document discusses the features, technical information and caveats associated with Unified Contact Center Management Portal Release 7.2(1).

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Note For the most up-to-date version of these release notes, go to the Cisco Web page: http://www.cisco.com/en/US/products/sw/custcosw/ps5053/prod_release_notes_list.html

A Note about Product Naming

Cisco IPCC Enterprise Edition is being renamed to Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE).

Cisco IPCC Hosted Edition is being renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco Intelligent Contact Management (ICM) Enterprise Edition is being renamed to Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).

Cisco Intelligent Contact Management (ICM) Hosted Edition is being renamed to Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).

Cisco CallManager/Cisco Unified CallManager is being renamed to Cisco Unified Communications Manager.

These new names are introduced in this release for Agent and Supervisor product opening-screens and in documentation that has been revised for Release 7.2(1), but they do not yet appear throughout the user interface or documentation. These release notes use the previous naming convention.

System Requirements

For hardware and third-party software specifications for Release 7.2(1), refer to the *Hardware and System Software Specification (Bill of Materials): Cisco ICM/IPCC Enterprise & Hosted Editions*, which is accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html

Related Documentation

- Documentation for Cisco IPCC Hosted Edition, including Cisco Unified Contact Center Management Portal, is accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps5053/tsd_products_support_series_home.html
- Documentation for Cisco IPCC Enterprise Edition, including Cisco Unified Contact Center Management Portal, is accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html
- For additional information on Cisco IPCC/ICM Enterprise and Hosted Editions, see the *Release Notes for Cisco IPCC/ICM Enterprise & Hosted Editions Release* for Releases 7.0(0) and 7.1(x), which are accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_release_notes_list.html
- Technical Support documentation and tools can be accessed from http://www.cisco.com/en/US/support/index.html

- The Product Alert tool can be accessed through http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice

New and Changed Information

The following sections describe new features and changes that are pertinent to this release.

Overview

Detailed information on Unified Contact Center Management Portal Release 7.2(1) can be found in the documentation set, which is discussed in User Documentation, page 4.

Cisco Unified Contact Center Management Portal is a suite of components that form part of Cisco IPCC Hosted Edition and that can be incorporated into Cisco IPCC Enterprise Edition. Unified Contact Center Management Portal serves two mutually supportive purposes:

- **Simplify** the operations and procedures for performing basic tasks such as Move/Add/Modify Agents, Skill Groups, Teams and other common administrative functions.
- **Provide a common web user interface** within the product solution set. Currently, IPCC Enterprise and Hosted Editions and CallManager use different interfaces. Simple tasks therefore require performing multiple tasks in both products to achieve a single goal, for example, adding an agent. By providing a web-based unified interface for common administrative tasks, the value of the solution increases, by decreasing the amount of time, knowledge, training and resources currently required to administer the solution set.

Unified Contact Center Management Portal components comprise a module that is integrated with IPCC Enterprise and Hosted Editions. IPCC Enterprise and Hosted Editions customers can optionally include the Unified Contact Center Management Portal to satisfy particular business requirements.

Primary Functionality

- **Unified Configuration**, that is, tenant provisioning of both the applicable IPCC Enterprise Edition ICM, or IPCC Hosted Edition CICM, and CallManager components through a single task-based web interface.
- **Hierarchical Administration**, for example:
  - The Service Provider Administrator can add a Tenant.
  - The Tenant Administrator can add a Skill Group.
  - The Tenant Supervisor can add an Agent.
- **Audit Trails** on configuration changes and usage.

In terms of configuration, the Unified Contact Center Management Portal differentiates between commissioning and provisioning.

- **Commissioning** consists of operations that install and initially configure a system of components. These operations are typically done by the Service Provider using existing setup and configuration tools. Examples include installing PGs and configuring PGs and Network Trunk Groups.
- **Provisioning** consists of day to day configuration operations performed by a tenant. Examples include Move/Add/Modify Agents, Skill Groups and Teams.

The Service Providers will use the existing IPCC Enterprise or Hosted Edition and CallManager tools (installers and configuration tools) to commission a system. Service Providers will use the Unified Contact Center Management Portal Provisioning System to define tenants and set up tenant permissions. Tenants will then use the Unified Contact Center Management Portal Provisioning System to provision their specific site.

Unified Contact Center Management Portal provides a provisioning layer on top of IPCC Enterprise or Hosted Edition 7.1. It works with the standard IPCC Enterprise and Hosted Editions, and CallManager.

Unified Contact Center Management Portal provides its own provisioning database that includes a rich, hierarchical permissions model. Provisioning changes are stored in the Unified Contact Center Management Portal system and then exported to IPCC Enterprise or Hosted Editions, and CallManager.

Additionally, the Unified Contact Center Management Portal system can read existing configuration data from IPCC Enterprise or Hosted Edition and CallManager, store them in the Unified Contact Center Management Portal database and reconcile differences between them. This enables Service Providers to make configuration changes using existing IPCC Enterprise/Hosted Edition and CallManager tools and propagate these changes into the Unified Contact Center Management Portal system.

Deployment Specifics

Unified Contact Center Management Portal platform deployments are limited to standard IPCC Enterprise and Hosted Edition deployments with the following restrictions:

- Each Tenant must have its own:
  - CICM instance.
  - Dedicated Admin Workstation Real Time Distributor server.

Note Multiple Distributor instances on a single server are NOT allowed.

  - WebView instance for reporting purposes.
- The Unified Contact Center Management Portal is only supported on IPCC Enterprise and Hosted Edition 7.1 and above.

User Documentation

This section briefly describes the Unified Contact Center Management Portal documentation set.

- *Installation Guide for Unified Contact Center Management Portal*—describes the installation procedures for the various components that make up Unified Contact Center Management Portal.
- *User Manual for Unified Contact Center Management Portal*—explains how to use Unified Contact Center Management Portal to view and alter your system.
- *Administration Manual for Unified Contact Center Management Portal*—contains information needed to configure and administer Unified Contact Center Management Portal.

- *Troubleshooting Guide for Unified Contact Center Management Portal*—provides information to help troubleshoot problems you may encounter when you install, configure, or use Unified Contact Center Management Portal.
- *Accessibility Guidelines for Cisco Unified Contact Center Management Portal*—explains the level of accessibility that Unified Contact Center Management Portal supports and how these accessibility features should be used.

Expanded Call Context Variables

The Unified Contact Center Management Portal web interface can now be used to create and delete Expanded Call Context (ECC) variables.

New Audit Reports

Three new audit reports allow summarized audit information for the Management Portal to be viewed at a glance. The new reports are:

- Daily Audit Summary: This summarizes the changes made to resources each day, showing the percentage and total of successful and failed changes at different times for individual items
- Weekly Audit Summary: This summarizes the changes made to resources each week, showing the percentage and total of successful and failed changes on different days for individual items
- Monthly Audit Summary: This summarizes the changes made to resources each month, showing the percentage and total of successful and failed changes on different days for individual items

Concurrent Use of External Provisioning Systems

Management Portal now supports the concurrent use of external provisioning systems, such as the Hosted Unified Communication System (HUCS), to provision aspects of IPCC Enterprise/Hosted. No extra configuration is required to enable this facility.

Important Notes

- Support for Cisco CallManager/Cisco Unified Communications Manager 6.0, page 5

Support for Cisco CallManager/Cisco Unified Communications Manager 6.0

During installation of Management Portal, you select (from a dropdown list) which version of Cisco CallManager/Cisco Unified Communications Manager (Unified CM) you are using. The dropdown list includes Unified CM 6.0.

However, the release of the current version of Management Portal will precede the release of Unified CM 6.0.

Obviously, Management Portal cannot support something that does not yet exist. However, once Unified CM 6.0 is released, Management Portal 7.2(1) will automatically support it.

Resolved Caveats in This Release

Resolved caveats are no longer listed in these Release Notes. Instead, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

Tips You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

Tips To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Step 1 Log on with your Cisco.com user ID and password.

Step 2 Click the **Launch Bug Toolkit** hyperlink.

Step 3 If you are looking for information about a specific caveat, enter the ID number in the "Enter known bug ID:" field.

To view all caveats for Cisco ICM/IPCC Enterprise and Hosted Editions, go to the "Search for bugs in other Cisco software and hardware products" section, and enter **Cisco Unified Intelligent Contact Management Enterprise** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified Intelligent Contact Management Enterprise**.

Step 4 Click **Next**. The Cisco Unified Intelligent Contact Management Enterprise search window displays.

Step 5 Choose the filters to query for caveats. You can choose any or all of the available options:

a. Select the Cisco Unified Intelligent Contact Management Enterprise Version:

- Choose the major version for the major releases.

  A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.

- Choose the revision for more specific information.

  A revision release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

b. Choose the Features or Components to query; make your selection from the "Available" list and click **Add** to place your selection in the "Limit search to" list.

To query for all caveats for a specified release, choose "All Features" in the left window pane.

Note The default value specifies "All Features" and includes all of the items in the left window pane.

c. Enter keywords to search for a caveat title and description, if desired.

Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

d. Choose the Set Advanced Options, including the following items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the Fixed check box for resolved caveats.
- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

e. Click **Next**.

Step 6 Bug Toolkit returns the list of caveats on the basis of your query. You can modify your results by submitting another query and using different criteria.

Open Caveats in This Release

This section contains a list of defects that are currently pending in Unified Contact Center Management Portal Release 7.2(1). Defects are listed by component and then by identifier.

Tips If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than is reflected in this document. To access the Bug Toolkit, log onto http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 1 Open Caveats for Cisco Unified Contact Center Management Portal Release 7.2(1)

Identifier	Component	Headline
CSCsg92557	ccmp	User Variables can have their eff from date changed once provisioned
CSCsg92633	ccmp	The internal name of IP Phones is not being updated correctly.
CSCsj27749	ccmp	IP phones only associated with 1 CCM, in a multi-CCM deployment
CSCsj27766	ccmp	Error returned if initial Phone Template is incorrect

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/techsupport

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

http://www.cisco.com/univercd/home/home.htm

The Product Documentation DVD is created monthly and is released in the middle of the month. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

If you do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

http://www.cisco.com/go/psirt

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.
- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Tip We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.*x* through 9.*x*.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.
If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: http://tools.cisco.com/RPF/register/register.do) Registered users can access the tool at this URL: http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Note Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Tip Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation**.radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411
Australia: 1 800 805 227
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

  http://www.cisco.com/go/guide

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the magazine for Cisco networking professionals. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can subscribe to *Packet* magazine at this URL:

  http://www.cisco.com/packet

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

  http://www.cisco.com/ipj

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

  http://www.cisco.com/en/US/products/index.html

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

  http://www.cisco.com/discuss/networking

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

  http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html