



**Release Notes
for Cisco Unified Contact Center Management Portal**

Release 9.1(1)

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1. Release Notes for Cisco Unified CCMP Release 9.1(1)

This document contains release information for the Cisco Unified Contact Center Management Portal 9.1(1) and comprises the following sections:

- Product Documentation, page 1
- New and Enhanced Features, page 1
- Known Caveats, page 2
- Troubleshooting, page 2
- Documentation Feedback, page 2.

Product Documentation

For all Cisco Unified CCMP Release 9.1(1) documentation, see the Cisco Unified Contact Center Management Portal product support page.

New and Enhanced Features

The following sections details the new features and lists the enhanced features for Cisco Unified CCMP 9.1(1):

New Features

- **Provisioning Precision Routing.** This release includes two new resource types (Attributes and Precision Queues) to support precision routing. Using the Unified CCMP System Manager tool users can now create and manage precision queue resources and precision routing attributes.
- **Provision Network VRU Scripts.** Network VRU Scripts may now be provisioned through the Unified CCMP System Manager tool.
- **Custom Dimension Data.** Some remote resources now have a custom data tab, which allows you to specify your own key fields and corresponding values for these keys. For example, you could use custom data to store additional

information about an agent like Active Directory logon, business group, and email address. Where supported, you can define custom data for resources in System Manager.

- **General Changes.** In System Manager, you can now filter the list of resources by the value in the Description field. In the list of resources in the middle pane, click on the icon until "Description" shows at the top of the list, then enter your filter term in the search box.
- The on-line help interface has been updated in this release.

Known Caveats

- **Agent Attribute Assignment.** If an agent is a supervisor agent, then the agent must be associated with a domain account before they can have attributes associated with them.

Bug Search Tool

To use the Bug Search Tool, follow these steps:

1. To access the Bug Search Tool, go to <https://www.cisco.com/cisco/psn/bssprt/bss>
2. Log in with your Cisco.com user ID and password.
3. To look for information about a specific problem, enter the bug ID number in the search box and press **Return** or click **Search**.
4. Alternatively, under Search By Product, select **Voice and Unified Communications** from the Product Category list, enter **Cisco Unified Contact Center Management Portal** in the Select Product box, and then click **Search**.

Troubleshooting

For Cisco Unified Contact Center software troubleshooting tips, go to Cisco Documentation Wiki

<http://docwiki.cisco.com/wiki/>, and then click the product/option you are interested in.

Documentation Feedback

You can provide comments about this document by sending email to the following address:

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We appreciate your comments.