

Cisco Unified Contact Center Express Documentation Guide, Release 10.6(1)

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Documentation Guide

Documentation Overview for Unified CCX

This documentation guide provides details of all the documents that are released for Unified Contact Center Express (Unified CCX), Release 10.6(1) and contains links to the documents.

For the latest version of Unified CCX documents, see:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html.

For more information on the latest Cisco documentation, see:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Documentation Changes

The following table lists the documents that are new for Release 10.6(1).

Document	Change
Cisco Unified Contact Center Express Historical Reporting Guide	Added the following new Finesse email reports and query designs: <ul style="list-style-type: none">• Email Contact Detail Report• Email CSQ Activity Report• Email Traffic Analysis Report• Email Agent Activity Report
Cisco Unified Contact Center Express Design Guide	Added new Finesse Agent Email section.
Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express	Changed Chat-Related Tasks to Chat-Related and Email-Related Tasks
Cisco Unified Contact Center Express Developer Guide	Added the following new APIs: <ul style="list-style-type: none">• Channel Provider• Channel Parameters

Document	Change
Cisco Unified Contact Center Express Installation and Upgrade Guide	Updated the new upgrade paths for release 10.6(1)
Cisco Unified CCX Administration Guide	Added Finesse email configuration tasks

Plan

Cisco Customer Contact Solutions Ordering Guide

This document describes the pricing, packaging structure and ordering for Unified CCX.

The latest guide is located at:

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/design/guides/UCgoList.html.

Cisco Unified Contact Center Express Design Guide

This document describes system-level best practices and design guidelines for Unified CCX.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.

Cisco Unified Contact Center Express Release Notes

This document describes the new features, updated features, and caveats for Unified CCX. Users should read the latest release notes before initially installing or upgrading their Unified CCX system.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html.

Open Source Used in Unified Contact Center Express

This document lists the licenses and notices for open source software that are used in Unified CCX.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_licensing_information_listing.html.

Compatibility Matrix for Unified CCX wiki

This wiki lists supported product combinations for active Unified CCX product sets.

The latest wiki is located at:

http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX.

Virtualization for Cisco Unified Contact Center Express

The virtualization wiki describes Unified CCX virtualization requirements, guidelines, and procedures.

The latest virtualization-related information is located at:

http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express.

Install and Upgrade

Cisco Agent Desktop Installation Guide

This document describes the process of installing the Cisco Agent Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Cisco Unified Contact Center Express Installation and Upgrade Guide

This document explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Getting Started with Cisco Unified IP IVR

This document describes how to install and set up Unified IP IVR.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Configure

Cisco Unified CCX Administration Guide

This document provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR

This document describes the system administration functions through the Cisco Unified Communications operating system for Unified CCX.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Cisco Unified Contact Center Express CTI Protocol Developer Guide

This document describes how to use the Unified CCX CTI protocol messages, and provides the CTI protocol message definitions, and provides client application development guidelines.

The latest guide is located at:

<https://developer.cisco.com/web/uccxcti/documentation>.

Cisco Unified Contact Center Express Developer Guide

This document describes all of the configuration REST APIs that are available for Unified CCX.

The latest guide is located at:

<http://developer.cisco.com/web/uccxapi/home>.

Cisco Unified Contact Center Express Getting Started with Scripts

This document is volume 1 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It presents the properties of Unified CCX Editor.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.

Cisco Unified Contact Center Express Editor Step Reference Guide

This document is volume 2 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It describes how to use the Cisco Editor interface to create interactive scripts.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.

Cisco Unified Contact Center Express Expression Language Reference Guide

This document is volume 3 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It describes the language used for evaluation expressions in Unified CCX scripts, prompt templates, and grammar templates.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.

Cisco Unified Contact Center Express Report Developer Guide

This document describes the call, chat, and email detail records. It describes how to create new reports in a standalone Cisco Unified Intelligence Center.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.

Integrating CAD with a Thin Client Environment

This document describes which versions of Cisco Agent Desktops are supported in various thin client and virtual desktop environments.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.

Maintain and Operate

Cisco Unified Contact Center Express Operations Guide

This document describes all of the operations that are related to Unified CCX:

- Using the Unified CCX Serviceability interface to configure, monitor, and troubleshoot Unified CCX services and components.
- Using Real-Time Monitoring Tool (RTMT) to monitor system performance and troubleshoot system problems.
- Backing up and restoring.
- Using CLI commands to configure, administer and troubleshoot Unified CCX.
- Using the TCP and UCP ports.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html.

User

Cisco Unified Contact Center Express Historical Reporting Guide

This document describes all the fields in the Historical Reports and provides the query designs for the Historical Reports.

The latest guide is located at:

<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html>.

Cisco Agent Desktop—Browser Edition Quick Start Guide

This document is a reference card that gets you started with the browser edition of Cisco Agent Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Agent Desktop—Browser Edition User Guide

This document describes how to use the browser edition of Cisco Agent Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Agent Desktop Quick Start Guide

This document is a reference card that gets you started with the Cisco Agent Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_user_guide_list.html.

Cisco Agent Desktop User Guide

This document describes how to use the Cisco Agent Desktop to control calls.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Desktop Administrator User Guide

This document describes how to use the Cisco Desktop Administrator to configure and administer Cisco Desktop products.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document describes how to use Finesse agent desktop and Finesse supervisor desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco IP Phone Agent Quick Start Guide

This document is a reference card that gets you started with the Cisco IP phone.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco IP Phone Agent User Guide

This document describes how to use the Cisco IP Phone Agent service interface to control calls.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Supervisor Desktop Quick Start Guide

This document is a reference card that gets you started with the Cisco Supervisor Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Supervisor Desktop User Guide

This document describes how to use the Cisco Supervisor Desktop and how to monitor agent activity and skill group statistics.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Unified CCX Web Chat and Supervisor Desktop User Guide

This document describes how to use the Web Chat Agent Desktop and Web Chat Supervisor Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Unified Contact Center Express Report Online Help

Online help file is available for each report. It describes the fields, charts, available views, filters, and grouping.

Cisco Unified Contact Center Express Report User Guide

This document describes the features that are available to a user using Unified Intelligence Center.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Troubleshoot

Cisco CAD Troubleshooting Guide

This document describes how to troubleshoot Cisco Agent Desktop, Cisco Agent Desktop—Browser Edition, Cisco Desktop Administrator, Cisco Supervisor Desktop.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_troubleshooting_guides_list.html.

Troubleshooting Unified Contact Center Express

The troubleshooting wiki is the location for all Unified CCX troubleshooting tips, and is a useful reference for all users.

The latest troubleshooting tips are located at:

http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express

Reference

CAD to Finesse Migration Whitepaper

This white paper compares the Cisco Agent Desktop / Cisco Supervisor Desktop with Finesse desktops.

The latest white paper is located at: http://www.cisco.com/en/US/partner/products/ps11324/prod_white_papers_list.html.

Cisco Unified CCX Database Schema Guide

This document describes how data is organized in the Unified CCX databases.

The latest guide is located at: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html.

Related Documentation

This section provides links to the documentation of the product components that are deployed with Unified CCX.

Finesse

For Cisco Finesse documentation, see:

http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html.

MRCP, ASR and TTS

For Media Resource Control Protocol (MRCP), Automated Speech Recognition (ASR), and the MRCP Text-to-Speech (TTS) client components documentation, contact the speech vendor, Nuance.

SocialMiner

For Cisco SocialMiner documentation, see:

http://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html.

Unified Communications Manager

For Cisco Unified Communications Manager documentation, see:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

Unified Intelligence Center

For Cisco Unified Intelligence Center documentation, see:

http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html.

Unified Workforce Optimization Workforce Management

For Cisco Unified Workforce Optimization Workforce Management documentation, see:

http://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html.

Unified Workforce Optimization Quality Management

For Cisco Unified Workforce Optimization Quality Management documentation, see:

http://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html.

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