New and Updated Features

New Features

The following are the new features added in this release:

• This release of Unified Contact Center Express supports the Transport Layer Security (TLS) versions 1.0, 1.1, and 1.2. TLS 1.2 is the default for all the outgoing connections.

Updated Features

This release has no updated features.

Removed and Unsupported Features

This release has no new limitations and restrictions. The following limitations and restrictions are carried over from the earlier release:

Unsupported Languages for Chat Transcript Download

The default language of the chat transcript PDF is English for customers whose languages (locales) are not supported by SocialMiner. The chat transcript PDF supports all languages that SocialMiner supports except for the following:

• Chinese Simplified (zh_CN)
• Chinese Traditional (zh_TW)
• Japanese (ja_JP)

• Korean (ko_KR)

If you type in any of the unsupported languages, the PDF will have a blank line in place of the line that is in the unsupported language.

Unsupported Websites for Cisco Agent Desktop

The Cisco Agent Desktop-integrated browser does not support websites that use cross-domain Adobe Flash.

Unsupported Options on Finesse for Direct Preview Outbound

Finesse does not support Skip, Skip-Next, Skip-Close, Reject, Cancel Reservation, and Do Not Call for direct preview outbound calls.

Unsupported and Supported Features and Configurations for Progressive and Predictive Agent Outbound

Unsupported Features and Configurations for Progressive and Predictive Agent Outbound

• The “Get Reporting Statistic” step is not supported for progressive and predictive agent-based outbound campaigns.

• Unified CCX does not support the translation or modification of the phone number that it uses to dial outbound calls. If any “voice translation rules” that are configured in the gateway modify the phone number, those rules are not supported.

Note

You can use either of the following two supported methods to modify a dialed number in the gateway:

• To remove the initial digits of the phone number, use forward-digits or digit-strip in the dial-peer configuration.

• To add a prefix to the phone number, use prefix in the dial-peer configuration.

• For Outbound campaigns outside North America, additional configuration is required to add the area-code-to-time-zone mapping. For more information, see the Cisco Unified Contact Center Express Administration Guide, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

• For multicountry Outbound campaigns, the area code must also include the country code.

• Unified CCX dialer will dial outbound contacts only if the publisher database is in the “IN SERVICE” state.

• Finesse does not support the Do Not Call option.

• Outbound license usage is not captured in the License Utilization Cisco Unified Intelligence Center report.

• You must enable Agent AutoAnswer manually for agent-based progressive and predictive calls when you upgrade from an older Unified CCX release.
Supported Features and Configurations for Progressive and Predictive Agent Outbound


Unsupported Configuration for IPv6

- Cisco Unified Communications Manager does not support SIP IPv6 signaling over UDP where the maximum transmission unit (MTU) is greater than 1500. To ensure that you do not experience intermittent call failure, change the transport protocol to TCP.

For more information, see the “Important Notes” section of the [Release Notes for Cisco Unified Communications Manager](http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html), located at:

Also, see “CSCuo71306” for details on this limitation.

- When using IPv6 and Outbound dialer, use a voice gateway IOS that contains the fix for “CSCul43754”.

Unsupported Configurations and Scenarios for Unified CCX

Unified CCX does not support the following configurations:

- Shared lines for CTI ports and CTI route points.
- Shared non-IPCC extensions with any other Directory Number, irrespective of the configured partition.
- Expansion servers, except for Automatic Speech Recognition (ASR), Text-To-Speech (TTS), SocialMiner, and MediaSense, which must be separate, dedicated servers.
- ICD call answer or ICD call transfer using any third-party attendant console desk software.
- Within the same script, using the “Place Call” step to generate a call and then placing the call, back into the same queue (creating a call loop).
- SIP REFER between a switchboard and Unified CCX if the transfer is completed after the call is answered on the Unified CCX CTI port because of media reestablishment issues.
- During TTS prompt playback, if the call is put on hold and then retrieved, the prompt does not continue from the position at which it was left.
- Use of “Consult Transfer” or “Redirect” step from scripts to a translation pattern that maps back to a route point.
- Use of “Consult Transfer”, “Redirect”, and “Place Call” steps to invoke or dial into "MeetMe" conferences.
- Multicast Music On Hold feature for CTI devices. If a CTI device is configured with a multicast MOH device in the media resource group list of the CTI device, call control issues may result. CTI devices do not support multicast media streaming.
- SIP URI dialing for CTI route points, CTI ports, and agent extensions.
Unsupported Actions for Unified CCX Agents

Use of the following softkeys on a Cisco Unified IP Phone is not supported:

- Barge
- cBarge
- DND
- GPickup
- iDivert
- MeetMe
- Park
- Pickup

Unsupported and Supported Configurations for Agent Phones

Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- Unified CCX extension that is assigned to multiple devices.
- Configuring the same Unified CCX extension in more than one device profile, or configuring the same Unified CCX extension in any combination of device profiles and devices. (Configuring a Unified CCX extension in a single device profile is supported.)
- In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.
- In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco Unified IP Phone with Secure Real-Time Protocol (SRTP) for use in silent monitoring and recording.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent cannot be configured to forward to a Cisco Unified CCX route point.
- Configuring the Unified Communications Manager Intercom feature.
- Configuring the Hold Reversion feature.
- Agent extensions cannot be added to hunt lists or hunt groups. If an agent has only one line, then the agent phone cannot be part of a hunt list or hunt group. In the case of multiple lines, none of the lines on the first four lines monitored by the UCCX must be part of the hunt group. For more details on multiple lines support and number of monitored lines, see the Cisco Unified Contact Center Express Design Guide, located at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html.
• The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco TelePresence system EX60 and EX90 as agent phones:
  • Conference and transfer
  • Desktop monitoring and recording
  • Barge in and intercept

However, you can perform all the call operations such as conference, transfer, barge in and intercept from EX60 or EX90 phones.

• Video is not supported in Cisco Agent Desktop/Cisco Supervisor Desktop and in Finesse Agent Desktop/Finesse Supervisor Desktop if you are using Cisco Jabber for Windows as agent phone.

• The Unified CCX extension of an agent cannot be configured with Call Forward All to a Cisco Unified CCX Trigger or CTI route point.

Supported Configurations for Agent Phones

To determine the phone devices that are supported by Cisco Agent Desktop and for use by Cisco Unified IP Phone agents, see the Unified CCX Compatibility related information located at:


The following configurations are supported on agent phones:

• A Unified CCX extension that is configured on a single device (but not on multiple devices).
• A Unified CCX extension that is configured in a single device profile (but not in multiple device profiles).
• Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
  • Configure the Unified CCX extension to a single phone (not in a device profile).
  • Associate the phone with all the agents who will use this extension.
  • Select the appropriate directory number (DN) as the Unified CCX extension for each agent.

In this configuration, only one agent at a time can be logged in.

Note

All agents who currently have the Unified CCX extension to be shared must log out before you configure additional agents to share that extension.

Unsupported Features in Unified Communications Manager and Cisco Business Edition 6000

The following Unified Communications Manager features are not supported by Unified CCX. These features are disabled by default and you should not enable them for Unified CCX. For more information about these features, see Unified Communications Manager documentation, located at:


• Block External to External Transfer.
• DSCP IP CTIManager to Application service parameter.
You can enable this service parameter for Unified Communications Manager, but doing so does not affect Unified CCX.

- Advanced Ad Hoc Conference Enabled service parameter.
- Drop ad hoc conference when the creator leaves the conference.
- Signaling (QSIG) Path Replacement (PR).
  
  This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified Communications Manager service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.
  
  Because these features can be enabled per route pattern, you should turn them off for all route patterns in the Unified Communications Manager cluster that Unified CCX might use. Enabling these features for route patterns that Unified CCX does not use does not affect Unified CCX.
- Multilevel precedence and preemption (MLPP).
  
  You can enable this feature for devices in the cluster that do not interact with Unified CCX.
- Do not use Unified Communications Manager Administration to add or change CTI ports or route points that are used by Unified CCX or application users that are created by Unified CCX.

**Important Notes**

- We must import the entire certificate chain from the external Web services that are invoked from the Unified CCX scripts when using CA signed certificate for supporting outbound TLS connections.
- The online help pages for Cisco Agent Desktop and Cisco Supervisor Desktop do not open from the respective application user interfaces. However, the help pages are available from the tab, Help.
- Real-Time Reporting for Unified CCX has issues with Internet Explorer 10 version. In IE 10, the security settings block the self signed applications. To allow any self signed applications to run, add the Unified CCX URL to the Exception Site List located under the Security tab of the Java control panel.
- Real-Time Reporting (RTR) for Unified CCX is supported in Mozilla Firefox versions prior to version 52. Beginning with Firefox version 52, the support for plugins has ended. Use Microsoft Internet Explorer for accessing the RTR page.

**Note**

The Extended Support Release of Mozilla Firefox version 52 will continue to support RTR until early 2018.

- If you upgrade to Unified CCX 11.0(1) from 10.6(1)SU3, the following reports will not appear. The workaround for this issue is to manually download them from Cisco.com and import it using Unified Intelligence Center.
### Table 1: New Historical Reports

<table>
<thead>
<tr>
<th>Available Reports</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent All Fields Report</td>
<td>Presents a historical view of the activity of selected agents, showing each agents call summary details and agent state times.</td>
</tr>
<tr>
<td>Contact Service Queue Activity by Window Duration</td>
<td>Presents information about Service levels, the number and percentage of calls that are presented, handled, abandoned, and dequeued. It presents information for each 15 or 30 or 60 minute interval within the report period.</td>
</tr>
<tr>
<td>CSQ All Fields Report</td>
<td>Presents the CSQ related data such as call statistics, Service Level, and key fields like Average Queue Time, Average Speed of Answer, Calls Handled, and Calls Abandoned under Service Level.</td>
</tr>
<tr>
<td>Reason Code Report by Agent Grouping</td>
<td>Presents the time that each agent spent logged in. It shows the time that the agents spent in Not Ready state by Reason Code (RC). This report can show information for each 30 to 60 minute interval within the report period.</td>
</tr>
<tr>
<td>Reason Code Report by Reason Grouping</td>
<td>Presents the total time that each agent spent in Not Ready state across each of the selected reason codes. This report also shows the total logged in time of the agents. This report can show information for each 30 to 60 minute interval within the report period.</td>
</tr>
</tbody>
</table>

- The CUIC users or user groups which are not part of the UCCX agents or supervisors, and the custom reporting rights and privileges are given, then these rights must be reapplied after the upgrade when stock reports are assigned to these groups.


### Third Party Software Impacts

None.