



## Preface

---

- [Change History](#), on page i
- [About This Guide](#), on page iv
- [Audience](#), on page iv
- [Related Documents](#), on page v
- [Documentation and Support](#), on page v
- [Documentation Feedback](#), on page v

## Change History

Change	See	Date
Manage Finesse IP Phone Agent added	<a href="#">Manage Finesse IP Phone Agent</a>	Initial release of document for 11.0(1)
Allow Duplicate Contacts added	<a href="#">Import Contacts for Campaign</a>	Initial release of document for 11.0(1)
Standalone CUIC Configuration added	<a href="#">Standalone Cisco Unified Intelligence Center Configuration</a>	Initial release of document for 11.0(1)
Purge Enhancement added	<a href="#">Configure Purge Schedule Configuration Parameters</a>	Initial release of document for 11.0(1)

<b>Change</b>	<b>See</b>	<b>Date</b>
Removal of Cisco Agent Desktop		Initial release of document for 11.0(1)

Change	See	Date
	<p>The following Cisco Agent Desktop related sections and chapter references have been removed from this version:</p> <ul style="list-style-type: none"> <li>• Unified CCX Introduction</li> <li>• Provision Telephony and Media Subsystem</li> <li>• Unified CCX Provision Checklist</li> <li>• Configure Remote Monitoring Application</li> <li>• System Parameters Configuration Web Page</li> <li>• Unified CCX Real-Time Reports</li> <li>• Outbound Characteristics</li> <li>• Unified CCX Outbound Dialing Modes</li> <li>• Direct Preview Dialing Mode</li> <li>• Configure General Outbound Properties</li> <li>• Communication with Agents Desktops</li> <li>• Supervisor Privileges</li> <li>• Cisco Unified CCX Desktop Client Configuration Tool</li> <li>• System Parameters</li> <li>• Obtaining CA-Signed Certificate for Web Chat</li> <li>• Unified CCX Web Chat</li> <li>• Guidelines for Agent Phone Configuration</li> <li>• Do Not Call Contact</li> <li>• Provision Unified CCX</li> <li>• Configure Remote Monitoring Application</li> <li>• Remote Monitoring Use and Configuration</li> <li>• Remote Monitor Configuration</li> <li>• Unified CCX Services Availability by License Package</li> </ul>	

Change	See	Date
	<ul style="list-style-type: none"> <li>• Subsystem Availability by License Package</li> <li>• System Parameters Configuration Web Page</li> <li>• Contact Service Queue Configuration Web Page</li> </ul>	

## About This Guide

Cisco Unified Contact Center Express (Unified CCX), a member of the Cisco Unified Communications family of products, manages customer voice contact centers for departments, branches, or small to medium-size companies planning to deploy an entry-level or mid-market contact center solution.

The *Cisco Unified CCX Administration Guide* provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications.

This guide shows you how to implement the following two systems that integrate with the Unified CCX:

- Cisco Unified Contact Center Express (Unified CCX)
- Cisco Unified IP IVR

This guide also includes a reference section that describes all the menus and menu options of the Unified CCX Administration web interface.

This guide will help you to:

- Perform initial configuration tasks
- Administer applications such as the Unified CCX Engine and other components of the Cisco Unified Communications family of products
- Familiarize yourself with the menus and menu options of the Unified CCX Administration web interface

## Audience

The *Cisco Unified CCX Administration Guide* is written for business analysts and application designers who have the domain-specific knowledge required to create multimedia and telephony customer response applications. Experience or training with Java is not required but is useful for making best use of the capabilities of the Cisco Unified Communications family of products.

## Related Documents

Document or Resource	Link
<i>Cisco Unified Contact Center Express Documentation Guide</i>	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
cisco.com site for Unified CCX documentation	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Troubleshooting tips for Unified CCX	<a href="http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express">http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express</a>
Virtualization for Unified CCX	<a href="http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express">http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express</a>
cisco.com site for Cisco Unified Intelligence Center documentation	<a href="http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
cisco.com site for Cisco Finesse documentation	<a href="http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
cisco.com site for Cisco SocialMiner documentation	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
cisco.com site for Cisco Mediasense documentation	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

## Documentation Feedback

To provide your feedback for this document, send an email to:

[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

