Cisco Unified Contact Center Express

New and Updated Features

New Features

Email Enhancement

This feature allows the agent to discard email. Appropriate historical reports have been enhanced to provide information regarding number of discarded emails.

Finesse IP Phone Agent

As CAD is deactivated in release 11.0(1), Finesse IP Phone Agent provides a replacement for CAD IP Phone Agent (IPPA).

Outbound Enhancement

This feature allows outbound campaigns to have duplicate contact entries so that contacts can be called multiple times within the same day.

Standalone Unified Intelligence Center

This feature allows the Unified Intelligence Center to be installed on a standalone server that is connected to Unified CCX to provide support for multiple data sources and custom reporting.

Unified Intelligence Center Reporting Enhancements

This feature introduces enhancements to Live Data Gadgets and Historical Reports to improve the user experience.

Post Call Treatment

Post Call Treatment allows Unified Contact Center Express (UCCX) to provide treatment to an ICD call once the agent ends the call from the Finesse Desktop.

Post Call Treatment can be used for use cases such as transferring the call to a survey for customer feedback.

Updated Features

The following sections describe updated features pertinent to Unified CCX Release 11.0(1).

Purge Enhancement

This feature enhances the existing feature of purging the database. The administrator can now set the purge duration for a scheduled purge in Unified CCX Administration in addition to the purge start time. The enhancement also allows the administrator to configure to initiate an automatic purge when the extent size exceeds the set limits.

Deprecated Features

Cisco Agent Desktop

In Unified CCX 11.0(1), Cisco Agent Desktop and all its components such as Cisco Supervisor Desktop, Cisco Agent Desktop reporting, on demand recording, remote monitoring, Cisco Agent Desktop Chat, Cisco Agent Desktop Email features are blocked and customers are advised to use Finesse Agent Desktop and its suite of products.

When you upgrade to Unified CCX 11.0(1) or when you do a fresh install of Unified CCX 11.0(1) version, you will notice that:

- You will not be able to download CAD from Unified CCX.

- All CAD references in Unified CCX App admin have been removed.

- The Finesse IP Phone Agent (FIPPA) must now be used in place of CAD's IP Phone Agent (IPPA) and is available as part of standard, enhanced and premium licenses. While FIPPA is the functional equivalent of IPPA, the supported phones have changed. For more information , see the *Compatibility Matrix for Unified CCX*, located at: http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX to ensure you deploy FIPPA with a supported phone model.

- CAD specific email reports have been removed. However, the data is retained and can be accessed using CAD email stock reports from the CDN (Cisco Developer Network).

- Recordings, configurations, and workflow cannot be migrated to Cisco Finesse.

Important Notes

Encryption of Self-Signed Certificates

Automatically generated self-signed certificates currently use SHA-1 encryption, which is deprecated.

Instead, use the platform administration tools to create self-signed certificates with SHA256 encryption. You can access the tools by selecting **OS Administration** > **Security** > **Certificate Management**.

Note After the self-signed certificates are generated using the SHA256 encryption, the Cisco Unified Intelligence Center Live Data fails with the following error:

```
Team Data & Queue Data for supervisor;Agent Statistics and Agent State Log for
agent): There were issues rendering this gadget.
javax.net.ssl.SSLPeerUnverifiedException: peer not authenticated
```

To resolve this issue, restart the server.

Connectivity Issues When VOS Firewall Disabled

The firewall on a VOS server uses port forwarding. If you disable the firewall, some applications can lose connectivity because they use port forwarding. The Cisco Unified Intelligence Center OAMP page and any other web application that connects to Cisco Tomcat on port 8443 fail when the firewall is down. The Cisco Unified Real-Time Monitoring Tool (RTMT) client displays the following error:

```
RTMT application cannot communicate with specified node/cluster. Please verify
the host IP
address is correct and the network connection is up, and try again.
```

Unsupported and Supported Features

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 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

- CUBE is supported with the SIP Outbound Dialer and CPA . For more information , see the *Compatibility Matrix for Unified CCX*, located at: http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX.

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*, located at:

  http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html

  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:

- CTI route points with directory numbers (DNs) that are members of line groups and, by extension, that are members of hunt lists of Unified CM.

- Shared lines for CTI ports and CTI route points.

- Shared non-IPCC extensions with any other Directory Number, irrespective of the configured partition.

- Agent devices cannot be shared with any other Directory Number, irrespective of the configured partition. (the Agent device and Directory Number must have 1:1 relationship).

- 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 in a queue.

- 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.

- The following scenarios have issues:

  - External -> Redirect to Unmonitored device -> Call Forward No Answer (CFNA) to UCCX RP

    Use of Redirect Step to an unmonitored device which then uses CFNA to a UCCX route point.

  - External -> Consult Transfer to RP ->Consult Transfer to RP -> Redirect to Unmonitored device

  - External -> Redirect to RP -> Consult Transfer to RP -> Redirect to Unmonitored device

  - External -> Consult Transfer to RP -> Redirect to RP -> Redirect to Unmonitored device

  - External -> Consult Transfer to RP -> Redirect to Unmonitored device

  Thus, use the Call Redirect Step in the script instead of Call Consult Transfer.

- A discrepancy in reports is observed when a call is transferred using Cisco Jabber by multiple agents in the same call flow. Use the Cisco Finesse desktop to transfer calls.

- SIP URI dialing for CTI route points, CTI ports, and agent extensions.

- Mid Call Caller ID updates when call is routed to Unified CM via MGCP gateway.

Note	When incoming calls are routed to Unified CM via MGCP gateway, any mid call caller ID updates are reflected only after the call is connected.

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 recording with MediaSense.

- 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 Trigger or CTI 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 buttons on the phone 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.

- Video is not supported if you are using Cisco Jabber for Windows as agent phone.

- Call Forward All to extensions which Unified CCX does not have control over. For example, if an agent extension has Call Forward All to a PSTN extension or Directory Number on another cluster which Unified CCX is unaware of.

Supported Configurations for Agent Phones

To determine the phone devices that are supported by Cisco Finesse and for use by Cisco Finesse IP Phone agents, see the *Compatibility Matrix for Unified CCX*, located at:

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

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:

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

- 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.

- Forced Authorization Code and Client Matter Code.

  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.

Unsupported Features in Custom Reports

The **Do Not Call** field is no longer available in Unified CCX 11.0(1) release onward. While upgrading to Unified CCX 11.0, report will not be generated if the **Do Not Call** column is present in the custom report. You can generate the report by removing the **Do Not Call** column from the custom reports in Unified CCX 11.0(1).

Third-Party Software Impacts

For information on third-party software, see the Compatibility Matrix for Cisco Unified Contact Center Express available at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX.