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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017

About This Guide

This guide explains features you can use in conjunction with Cisco Unified Contact Center Express. For each feature, there is a description, procedures for initial setup, and details on the functionality the feature provides.

Audience

This guide is prepared for Contact Center administrators who configure and run the contact center, manage agents, and address operational issues.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
cisco.com site for Cisco Unified CCX documentation	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
cisco.com site for Cisco Unified Intelligence Center documentation	http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
cisco.com site for Cisco Finesse documentation	http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
cisco.com site for Cisco SocialMiner documentation	http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
cisco.com site for Cisco Mediasense documentation	http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html
cisco.com site for Cisco Unified CCX Virtualization Information	http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html
cisco.com site for Cisco Unified CCX Compatibility Information	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

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

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