

# Cisco Unified Contact Center Express License Packages

This appendix describes the features that are available with each Unified CCX license package.

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### **Application Availability by License Package**

The following table lists the applications available with each license package:

Application	Unified IP IVR	Unified CCX Standard	Unified CCX Enhanced	Unified CCX Premium
Cisco Script Application	X	X	X	X
Busy	X	X	X	X
Ring No Answer	X	X	X	X

#### **Trigger Availability by License Package**

The following table lists the triggers available with each license package:

Trigger	Unified IP IVR	Unified CCX Standard	Unified CCX Enhanced	Unified CCX Premium
Unified CM Telephony	X	X	X	X
НТТР	X			X

## **Subsystem Availability by License Package**

The following table lists the subsystems available with each license package:

Subsystem	Unified IP IVR	Unified CCX Standard	Unified CCX Enhanced	Unified CCX Premium
CMT Subsystem	X	X	X	X
Core RTR Subsystem	X	X	X	X
Database Subsystem	X			X
eMail Subsystem	X			X
HTTP Subsystem	X			X
Unified CM Telephony Subsystem	X	X	X	X
MRCP ASR Subsystem	X			X
MRCP TTS Subsystem	X			X
Outbound Subsystem <sup>1</sup>				X
RmCm Subsystem	X	X	X	X
Voice Browser Subsystem	X			X
RouteAndQueue Subsystem				X

<sup>&</sup>lt;sup>1</sup> The Unified CCX Outbound Preview Dialer feature does not require an additional license and it comes as part of the Premium license package.

### **Unified CCX Services Availability by License Package**

The following table lists the Unified CCX Services available with each license package:

Unified CCX Services	None <sup>2</sup>	Unified IP IVR	Unified CCX Standard	Unified CCX Enhanced	Unified CCX Premium
Unified CCX Cluster View Daemon	X	X	X	X	X
Unified CCX Administration	X	X	X	X	X
Unified CCX Engine		X	X	X	X
Cisco Unified CCX Database		X	X	X	X

<sup>&</sup>lt;sup>2</sup> Available upon installation, before license package is activated.

## **Unified CCX Component Availability by License Package**

The following table lists the Unified CCX Component available with each license package:

Unified CCX Component	None <sup>3</sup>	Unified IP IVR	Unified CCX Standard	Unified CCX Enhanced	Unified CCX Premium
Unified CCX Cluster View Daemon (CVD)	X	X	X	X	X
Unified CCX Engine		X	X	X	X
Unified CCX Repository Datastore		X	X	X	X
Unified CCX Historical Datastore		X	X	X	X
Unified CCX Configuration Datastore		X	X	X	X
Unified CCX Recording				X	X
Unified CCX Monitoring					X

<sup>&</sup>lt;sup>3</sup> Available upon installation, before license package is activated.

Unified CCX Component Availability by License Package