



Contact Center Prerequisites

This chapter details the prerequisites that are required for a contact center to be set up. The setup of a Cisco Contact Center Express requires the installation of the contact center solution and all the required optional components. The bandwidth calculations must be performed to set up the contact center for an effective functioning. The bandwidth calculations are also based on the type of supported contact center media channels.

- [Install Unified CCX, on page 1](#)
- [Contact Center Planning and Bandwidth Calculations , on page 1](#)

Install Unified CCX

Unified CCX installation has the following installation options:

- Standard installation - This option allows you to install Unified CCX software from the installation disc.
- Unattended installation - This option allows you to use the installation disc and a preconfigured USB disk to install Unified CCX software unattended.

Procedure

- Step 1** Based on the installation scenarios and system requirements, ensure that the important considerations before installation are verified.
 - Step 2** Perform the preinstallation tasks as documented in the [Cisco Unified Contact Center Express Install and Upgrade Guide](#).
 - Step 3** Follow the procedure documented in the [Cisco Unified Contact Center Express Install and Upgrade Guide](#) to install Unified CCX.
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Contact Center Planning and Bandwidth Calculations

The calculation of bandwidth requirements and planning of a contact center must be done based on the type of contact center. You can plan the contact center for agents accepting one or more of the following customer service channels like Voice channels or Digital channels.

- Dedicated Voice

- Blended
- Email and Chat
- Priority Voice over Email and Chat

To calculate the bandwidth requirements based on the type of customer service channels planned for, see the [Cisco Unified Contact Center Express Bandwidth Calculator](#). The bandwidth calculations are done based on various factors for the following requirements in the contact center:

- Cisco Finesse Desktop Sign in
- Cisco Finesse Features
- Cisco Finesse Live Data Report
- Email
- Chat
- External Database Services (EDBS)
- REST APIs
- Unified Intelligence Center Reporting
- Cisco Finesse IPPA
- Cisco Webex Experience Management
- Data Streaming to Cisco Webex Cloud