



## PostInstallation Tasks

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Access Unified CCX Administration web interface to perform initial system configurations after you install Unified CCX.

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## Configure First Node

### Before you begin

Verify that the following users are added in Unified Communications Manager application:

- Unified CM Users - These are end users in Unified Communications Manager that are assigned in Unified CCX as administrators. Using administrator credentials, you can login to the following components for Unified CCX:
  - Unified CCX Application Administration
  - Cisco Unified CCX Serviceability
  - Cisco Finesse Administration
  - Cisco Unified Intelligence Center Administration
  - Cisco Identity Service

These users are required to integrate Unified Communications Manager with Unified CCX. For information on adding Unified CM users, see topic "Adding Users to a User Group" under the "User Management Configuration" section and "User Group Configuration" sub section in the *Cisco Unified Communications Manager Administration Guide* at:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.

### Procedure

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- Step 1** Log in to **Cisco Unified CCX Administration** page on the first node to initiate the configuration using the following URL format:
- ```
http://<servername or IP address>/appadmin
```
- Note** Use the credentials entered for **Application User Name** and **Application User Password** during installation.
- Step 2** Follow instructions on the screen to complete the configurations.
- Note** Use the credentials of the Unified Communications Manager End User having administrator privileges in Unified CCX to configure the application users (AXL users).
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### What to do next

[Add Second Node](#)

## Configure Second Node

### Procedure

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- Step 1** Log in to Cisco Unified CCX Administration page of the second node to initiate the configuration.
- Note** Use the credentials entered for **Application User Name** and **Application User Password** during installation.
- Step 2** In the **Welcome to Unified CCX Replication Wizard** page, enter values for all the fields and click **Next**.
- Step 3** In the **Component Activation** page, wait until all the components get activated and then click **Next**.  
If you have selected **Network Deployment Type** as LAN, the **Cisco Unified CCX Setup Result Information** page gets displayed.
- Step 4** If you have selected **Network Deployment Type** as WAN, enter appropriate values in **Cisco Unified CM Configuration** page. Follow instructions on the screen to complete the configurations.
- Step 5**
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## Configure Network Protocol for the Unified Intelligence Center Cluster

Cisco Unified Intelligence Center supports Multicast and TCP/IP as the network protocol. The default configuration is Multicast.

If Unified CCX is in an HA over WAN deployment where Multicast is not supported, then the following CLI command must be executed to configure the network protocol to TCP/IP:

- **utils cuic cluster mode tcp-ip**

The CLI must be executed on both the nodes of the Unified Intelligence Center. Restart the Cisco Unified Intelligence Center Service for the changes to take effect. To view the latest settings, you can execute the following CLI commands:

- **utils cuic cluster show**

## Switch Network Deployment from LAN to WAN

You can change a LAN-based two-node setup to work over WAN. To change the network deployment from LAN to WAN for a two-node setup, do the following:

### Procedure

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- Step 1** Log in to the first node using the Unified CCX Administration web interface.
- Step 2** Choose **System > Server**, and delete the second node from the list.
- Step 3** Add the second node details again on the first node. See **Add Second Node**.
- Step 4** Reinstall node 2. See **Install Unified CCX on Second Node**.
- Step 5** Configure the second node, and select the **Network Deployment Type** as WAN. See **Configure Second Node**.
- Step 6** Add or configure new Unified Communications Manager Telephony Call Control Groups for the second node.

For more information, see the *Unified CM Telephony Call Control Group configuration* section in [Cisco Unified Contact Center Express Admin and Operations Guide](#).

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## Install Unified CCX Clients

### Before you begin

You must configure the DNS client on your local machine to access Unified CCX Editor.

If your local machine is not in the domain where Unified CCX resides, enter the hostnames in the local host file for the machines that house Unified CCX nodes.

### Procedure

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- Step 1** Select **Tools > Plug-ins**.
- Step 2** Select **Cisco Unified CCX Editor** to install Unified CCX Editor.

- Step 3** Select **Cisco Unified Real-Time Monitoring Tool for Windows** or **Cisco Unified Real-Time Monitoring Tool for Linux** as required to install Unified RTMT.
- Step 4** Select **Cisco Unified Real-Time Reporting Tool** to install Unified Real-Time Reporting Tool.

### What to do next

Add [Second Node](#) for high availability.

## Integration with Context Service

Context Service stores customer interaction data in the cloud, enabling dynamic changes that allow businesses to be flexible in how they store and use data. Often information exists across multiple applications with an ineffectual way to bring it together. Context Service enables you to get a handle on disparate data and bridge the siloes, while creating a breadcrumb or a map of the data model. Breadcrumbs help your agents to follow a customer journey and provide relevant and immediate assistance, enhancing both the customer and the agent experience.

The contact center express solution comes with an out-of-the-box integration with Context Service. With the Context Service API, you can integrate front-end, back-end, retail, or Internet of Things (IoT) applications to capture a complete view of your customer's journey.

Context Service is a cloud functionality and, as cloud applications do, evolves rapidly. For most up-to-date information, see Cisco Context Service Help Central at <https://help.webex.com/community/context-service>.

To enable Context Service in your contact center solution, follow this task flow:

| Sequence                                 | Task                                                                                  |
|------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Onboarding</b>                        |                                                                                       |
| 1                                        | Install and configure your contact center solution.                                   |
| 2                                        | Configure your firewall to work with Context Service.                                 |
| 3                                        | Work with your Cisco account partner to enable Context Service for your organization. |
| <b>Configure and Register Components</b> |                                                                                       |
| 4                                        | Register Unified CCX with Context Service.                                            |
| <b>Create scripts</b>                    |                                                                                       |
| 5                                        | Add Context Service to your Unified CCX scripts.                                      |

For details on setting up Context Service with your solution, see the configuration related information at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.