



Cisco Unified Contact Center Express License Packages

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

- [Application Availability by License Package, on page 1](#)
- [Trigger Availability by License Package, on page 1](#)
- [Subsystem Availability by License Package, on page 2](#)
- [Unified CCX Services Availability by License Package, on page 2](#)
- [Unified CCX Component Availability by License Package, on page 3](#)

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
HTTP	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 ¹				X
RmCm Subsystem	X	X	X	X
Voice Browser Subsystem	X			X
RouteAndQueue Subsystem				X

¹ 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 ²	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

² 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 ³	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

³ Available upon installation, before license package is activated.

