CONTENTS

CHAPTER 1

Introduction 1

Release Notes for Contact Center Solutions 1

Cisco Security Advisories 1

CHAPTER 2

Cisco Unified Contact Center Express 3

New Features 3

Bubble Chat Widget 3

Facebook Messenger Integration 3

Post Chat Rating 3

HTML Chat Transcript 4

Updated Features 4

Digital Channel Reporting 4

Deprecated Features 4

Important Notes 4

Removed and Unsupported Features 5

Third Party Software Impacts 10

CHAPTER 3

Cisco Unified Intelligence Center 11

New Features 11

Updated Features 11

Important Notes 11

 Deprecated Features 11

Removed and Unsupported Features 11

Third Party Software Impacts 11

CHAPTER 4

Cisco Finesse 13
CHAPTER 1

Introduction

- Release Notes for Contact Center Solutions, on page 1
- Cisco Security Advisories, on page 1

Release Notes for Contact Center Solutions

Release 11.0 introduced release note compilations for each of the contact center solutions. The compilations contain all of the release notes for one solution type and the components that you can use with that contact center. In addition to the release notes in this document, see the release note compilations for the other contact center solutions at the following links:


Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at https://tools.cisco.com/security/center/publicationListing.x.
New Features

Bubble Chat Widget

Unified CCX Administrator can now configure a new chat widget type, Bubble Chat Widget. This provides an enhanced chat experience for the users when interacting with a customer care agent. The website designers can host the new widget type on their website.

Facebook Messenger Integration

This feature integrates Facebook Messenger as a customer-side channel with Unified CCX Web Chat feature (using Cisco SocialMiner) as an out-of-box feature. Facebook users can now contact customer care of a business entity through Facebook page of the business entity.

Note

A valid CA signed certificate must be uploaded to the Tomcat certificate store of Cisco SocialMiner for the features, Bubble Chat Widget and Facebook Messenger Integration.

Post Chat Rating

The customers can rate the chat experience on a scale of 1 (worst) to 5 (best) after the chat is ended. However, this is not available for Classic Chat.
**HTML Chat Transcript**

When a chat between an agent and a customer ends, the customer now has the option to download the chat transcript as an HTML file. With releases prior to 11.6(2), the customer had the option to download the chat transcript as a PDF file.

**Updated Features**

**Digital Channel Reporting**

The Unified CCX historical reports for the digital channels would now present the following details in the respective reports:

- Type of chat contact. There are two types—One-to-One and Group Chat.
- Source. There are three types of chat source - Bubble Chat, Fb Messenger, and Other.
- Rating. Rating provided by the customer for the chat is recorded.

**Deprecated Features**

Classic Chat widget is deprecated and will be removed in a future release of Unified CCX.

**Important Notes**

- After installing Unified CCX, ensure that you install the latest ES.
  For related links and documentation see, [https://software.cisco.com/download/home/270569179](https://software.cisco.com/download/home/270569179).
  For more details on defects that are fixed, see the Caveats section in this document.
- Upgrade Unified CCX and Cisco SocialMiner in the same maintenance window and perform the upgrade on Cisco SocialMiner first, followed by Unified CCX.
- Ensure that the Cisco SocialMiner OVA template is deployed for a successful install or upgrade. The upgrade stops if no Cisco SocialMiner OVA template is deployed.
- For a refresh upgrade (RU) of Cisco SocialMiner you must initiate the upgrade from the VM console. A confirmation message related to Cisco SocialMiner OVA deployment confirmation is displayed. The Administrator must press Yes to proceed for the refresh upgrade to continue.
- After the upgrade of Unified CCX, agents and supervisors must clear the browser cache before logging in to Cisco Finesse Desktop and Cisco Unified Intelligence Center.
- To avoid a failure while switch version to 11.6(2) due to a null entry in chatwidget table see, [https://techzone.cisco.com/t5/Install-Upgrade-Administration/](https://techzone.cisco.com/t5/Install-Upgrade-Administration/)
UCCX-Switch-version-failure-to-11.6-2-due-to-Check-constraint/ta-p/1234457. Contact Cisco TAC for any issue with regards to this bug CSCvm05103.

- The Context Service SDK is updated to the version 2.0.5.

# Removed and Unsupported Features

## Chat Transcript Download in a PDF Format

The chat transcript cannot be downloaded in a PDF format from the Unified CCX 11.6(2) release onward.

## Unsupported Options on Finessse for Direct Preview Outbound

Finessse does not support Skip, Skip-Next, Skip-Close, Reject, Cancel Reservation, and Do Not Call for direct preview outbound calls.

## Unsupported Features and Configurations for Progressive and Predictive Agent Outbound

- The “Get Reporting Statistic” step is not supported for progressive and predictive agent-based outbound campaigns.

- Unified CCX does not support the translation or modification of the phone number that it uses to dial outbound calls. If any “voice translation rules” that are configured in the gateway modify the phone number, those rules are not supported.

### Note

You can use either of the following two supported methods to modify a dialed number in the gateway:

- To remove the initial digits of the phone number, use `forward-digits` or `digit-strip` in the dial-peer configuration.

- To add a prefix to the phone number, use `prefix` in the dial-peer configuration.


- For multicountry Outbound campaigns, the area code must also include the country code.

- Unified CCX dialer will dial outbound contacts only if the publisher database is in the “IN SERVICE” state.

- Finessse does not support the Do Not Call option.

- Outbound license usage is not captured in the License Utilization Cisco Unified Intelligence Center report.
• You must enable Agent AutoAnswer manually for agent-based progressive and predictive calls when you upgrade from an older Unified CCX release.

Supported Features and Configurations for Progressive and Predictive Agent Outbound

• CUBE is supported with the SIP Outbound Dialer and CPA. For more information, see the Unified CCX Compatibility related information located at:

Unsupported Configuration for IPv6

• Cisco Unified Communications Manager does not support SIP IPv6 signaling over UDP where the maximum transmission unit (MTU) is greater than 1500. To ensure that you do not experience intermittent call failure, change the transport protocol to TCP.

For more information, see the “Important Notes” section of the Release Notes for Cisco Unified Communications Manager, located at:

Also, see “CSCu071306” for details on this limitation.

• When using IPv6 and Outbound dialer, use a voice gateway IOS that contains the fix for “CSCu143754”.

Unsupported Configurations and Scenarios for Unified CCX

Configuration values in Unified CCX do not support any other language except English, unless explicitly mentioned on the administration screen.

Unified CCX does not support the following configurations:

• CTI route points with directory numbers (DNs) that are members of line groups and, by extension, that are members of hunt lists of Unified CM.

• Shared lines for CTI ports and CTI route points.

• Agent devices cannot be shared with any other Directory Number, irrespective of the configured partition. (the Agent device and Directory Number must have 1:1 relationship).

• Expansion servers, except for Automatic Speech Recognition (ASR), Text-To-Speech (TTS), SocialMiner, and MediaSense, which must be separate, dedicated servers.

• ICD call answer or ICD call transfer using any third-party attendant console desk software.

• Within the same script, using the “Place Call” step to generate a call and then placing the call, back into the same queue (creating a call loop).

• SIP REFER between a switchboard and Unified CCX if the transfer is completed after the call is answered on the Unified CCX CTI port because of media reestablishment issues.

• During TTS prompt playback, if the call is put on hold and then retrieved, the prompt does not continue from the position at which it was left.

• Use of “Consult Transfer”, “Direct Transfer”, or “Redirect” to a translation pattern that maps back to a route point.
• Use of “Consult Transfer”, “Redirect”, and “Place Call” steps to invoke or dial into "Conference Now" conferences.

• The following scenarios have issues pertaining to call control or reporting:
  • External -> Redirect to Unmonitored device -> Call Forward No Answer (CFNA) to UCCX RP
    Use of Redirect Step to an unmonitored device which then uses CFNA to a UCCX route point.
  • External -> Consult Transfer to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
  • External -> Redirect to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
  • External -> Consult Transfer to RP -> Redirect to RP -> Redirect to Unmonitored device
  • External -> Consult Transfer to RP -> Redirect to Unmonitored device

  Thus, use the Call Redirect Step in the script instead of Call Consult Transfer.

• Unified CCX doesn’t completely support E.164 numbering plan for route point directory numbers (DN).
  This limitation is because of the Unified CM limit on device name length set as 15 characters. We add "_" between the device name prefix and the DN. So we support a maximum of 13 characters in the DN as device name prefix is mandatory and hence at least one character is needed there. For example, (Device name prefix) + _ + (length of DN) = 15 ——> [1 + _ + 13] = 15.

• Cisco Unified CCX system does not support modification, addition or deletion of the CTI ports and the CTI Route Points from the Cisco Unified Communication Manager. Performing the same can lead to issues with non-contiguous DN range for which Cisco Tomcat on Unified CCX Server needs to be restarted.

• When the supervisor monitors the Team Performance report and during the time if there is any update or modification done to the team, this doesn’t get updated automatically. The supervisor should refresh the browser page or select the respective team again to view the Team Performance report.

• Use of two(2) wildcard CTI Route Points that overlap with each other is not supported. For example, Route Point 1: 123XXXX and Route Point 2: 1234XXX overlap with one another and is not supported.
  However, a wildcard CTI Route point can overlap with a full DID (best match pattern) that doesn’t contain a wildcard. For example, Route Point 1: 123XXXX and Route Point 2: 1234567 is supported.

• A discrepancy in reports is observed when a call is transferred using Cisco Jabber by multiple agents in the same call flow. Use the Cisco Finesse desktop to transfer calls.

• SIP URI dialing for CTI route points, CTI ports, and agent extensions.

• Mid Call Caller ID updates when call is routed to Unified CM via MGCP gateway.

  Note: When incoming calls are routed to Unified CM via MGCP gateway, any mid call caller ID updates are reflected only after the call is connected.

**Unsupported Actions for Unified CCX Agents**

Use of the following softkeys on a Cisco Unified IP Phone is not supported:

• Barge
Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

• Two lines on an agent phone that have the same extension but exist in different partitions.

• Unified CCX extension that is assigned to multiple devices.

• Configuring the same Unified CCX extension in more than one device profile, or configuring the same Unified CCX extension in any combination of device profiles and devices. (Configuring a Unified CCX extension in a single device profile is supported.)

• In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.

• In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.

• No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.

• The Unified CCX extension of an agent cannot be configured to forward to a Cisco Unified CCX Trigger or CTI route point.

• Configuring the Unified Communications Manager Intercom feature.

• Configuring the Hold Reversion feature.

• Agent extensions cannot be added to hunt lists or hunt groups. If an agent has only one line, the agent phone cannot be part of a hunt list or hunt group. In the case of multiple lines, none of the first four configured lines must be part of the hunt group. For more details on multiple lines support and number of monitored lines, see the Cisco Unified Contact Center Express Design Guide, located at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html.

• Call Forward All to extensions which Unified CCX does not have control over. For example, if an agent extension has Call Forward All to a PSTN extension or Directory Number on another cluster which Unified CCX is unaware of.

• All the Cisco IP Phones for Cisco Finesse IP Phone Agent currently do not support the Simplified New Call UI.
**Supported Configurations for Agent Phones**

To determine the phone devices that are supported by Cisco Finesse and for use by Cisco Finesse IP Phone agents, see the Unified CCX Compatibility related information located at:


The following configurations are supported on agent phones:

- A Unified CCX extension that is configured on a single device (but not on multiple devices).
- A Unified CCX extension that is configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
  - Configure the Unified CCX extension to a single phone (not in a device profile).
  - Associate the phone with all the agents who will use this extension.
  - Select the appropriate directory number (DN) as the Unified CCX extension for each agent.

In this configuration, only one agent at a time can be logged in.

**Note**
All agents who currently have the Unified CCX extension to be shared must log out before you configure additional agents to share that extension.

- Video is now supported if you are using Cisco Jabber for Windows as agent phone. The agent desktop where Jabber is used for Video should comply to the Cisco Jabber hardware requirements listed in the Cisco Jabber for Windows 11.0.x and 11.1.x Release Notes, located at:

**Unsupported and Supported Configurations for Remote Agents**

Unified CCX supports Cisco Expressway 8.7.1 from the release 11.5(1) onward. The current version of Cisco Expressway does not support BiB and thus the contact center cannot achieve silent monitoring and recording functionalities.

**Unsupported Features in Unified Communications Manager and Cisco Business Edition 6000**

The following Unified Communications Manager features are not supported by Unified CCX. These features are disabled by default and you should not enable them for Unified CCX. For more information about these features, see Unified Communications Manager documentation, located at:


- Block External to External Transfer.
- DSCP IP CTIManager to Application service parameter.
  You can enable this service parameter for Unified Communications Manager, but doing so does not affect Unified CCX.
- Advanced Ad Hoc Conference Enabled service parameter.
- Drop ad hoc conference when the creator leaves the conference.
• Signaling (QSIG) Path Replacement (PR).
  This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified
  Communications Manager service parameters Path Replacement Enabled and Path Replacement on
  Tromboned Calls to False.
  Because these features can be enabled per route pattern, you should turn them off for all route patterns
  in the Unified Communications Manager cluster that Unified CCX might use. Enabling these features
  for route patterns that Unified CCX does not use does not affect Unified CCX.
• Multilevel precedence and preemption (MLPP).
  You can enable this feature for devices in the cluster that do not interact with Unified CCX.
• Do not use Unified Communications Manager Administration to add or change CTI ports or route points
  that are used by Unified CCX or application users that are created by Unified CCX.

Unsupported Features in Custom Reports

The Do Not Call field is no longer available in Unified CCX 11.0(1) release onward. While upgrading to
Unified CCX 11.5(1), report will not be generated if the Do Not Call column is present in the custom report.
You can generate the report by removing the Do Not Call column from the custom reports in Unified CCX
11.5(1).

Removed Features

The link to the Troubleshooting Tips from the Cisco Unified CCX Administration web page from the Help
menu has been removed from this release.

Third Party Software Impacts

None.
CHAPTER 3

Cisco Unified Intelligence Center

- New Features, on page 11
- Updated Features, on page 11
- Important Notes, on page 11
- Deprecated Features, on page 11
- Removed and Unsupported Features, on page 11
- Third Party Software Impacts, on page 11

New Features

None.

Updated Features

None.

Important Notes

None.

Deprecated Features

None.

Removed and Unsupported Features

The stock reports that were added as Favorites would not be available as favorites after an upgrade.

Third Party Software Impacts
Cisco Finesse

New Features

Whitelist External URLs

Cross Origin Resource Sharing (CORS) support to third-party web server is disabled by default for Cisco Finesse and OpenFire. The following CLIs can be used to whitelist the external URLs by enabling CORS, for both Cisco Finesse and OpenFire and configure the allowed origin list:

- `utils finesse cors enable`
- `utils finesse cors enable_all`
- `utils finesse cors disable`
- `utils finesse cors status`
- `utils finesse cors allowed_origin list`
- `utils finesse cors allowed_origin add`
- `utils finesse cors allowed_origin delete`

Updated Features

None.
Important Notes
   None.

Deprecated Features
   None.

Removed and Unsupported Features
   None.

Third Party Software Impacts
   None.
CHAPTER 5

Cisco SocialMiner

The standalone SocialMiner features such as Facebook page, Twitter, RSS Feeds, Standalone single session chat, associated features like filters and notifications have been removed from release 12.0. However, you can still use SocialMiner interface to encrypt MR.

- New Features, on page 15
- Updated Features, on page 15
- Important Notes, on page 15
- Deprecated Features, on page 15
- Removed and Unsupported Features, on page 16
- Third Party Software Impacts, on page 16

New Features

None.

Updated Features

None.

Important Notes

Ensure that the latest ES of Cisco SocialMiner is deployed before applying the 11.6(2) language COP.

For related links and documentation, see https://software.cisco.com/download/home/283613136/type/283812550/release/11.6(2).

Deprecated Features

None.
Removed and Unsupported Features

The support for monitoring of Facebook fan pages, Twitter, and RSS feeds from SocialMiner for all Customer Journey Solutions customers is removed in Cisco SocialMiner 11.6(2) and later. This is applicable ONLY to the social media feed integration to SocialMiner. The field notice in this regard is available at, https://www.cisco.com/c/en/us/support/docs/field-notices/702/fn70274.html.

Third Party Software Impacts

None.
Caveats

• Caveat Queries by Product, on page 17

Caveat Queries by Product

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at https://www.cisco.com/cisco/psn/bssprt/bss. Enter the bug identifier in the search box, and press return or click Search.

To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

You can also choose your own filters and criteria in the tool to see a specific subset of caveats, as described in the following table.

<table>
<thead>
<tr>
<th>If you choose this in Releases</th>
<th>And you choose this in Status</th>
<th>A list of the following caveats appears</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affecting or Fixed in these Releases OR</td>
<td>Open</td>
<td>Any caveat in an open state for the release or releases you select.</td>
</tr>
<tr>
<td>Affecting these Releases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed in these Releases</td>
<td>Fixed</td>
<td>Any caveat in any release with the fix applied to the specific release or releases you select.</td>
</tr>
<tr>
<td>Affecting or Fixed in these Releases fixed</td>
<td>Fixed</td>
<td>Any caveat that is either fixed or occurs in the specific release or releases you select.</td>
</tr>
<tr>
<td>Affecting these Releases fixed</td>
<td>Fixed</td>
<td>Any caveat that occurs in the release or releases you select.</td>
</tr>
</tbody>
</table>
Severity 3 or Higher Caveats for Release 11.6(2)

Use the following links to the Bug Search Tool to view a list of Severity 3 or higher caveats for each product or component for the current release. You can focus the result set by setting more filters in the tool.

---

**Note**

If the list of caveats does not automatically appear when you open the browser, refresh the browser.

---

**Cisco Unified Contact Center Express**

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=11.6(2.10000.38)&sb=fr&bt=custV

**Cisco Unified Intelligence Center**

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=11.6(2.10000.38)&sb=fr&bt=custV

**Cisco Finesse**

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=11.6(2.10000.38)&sb=fr&bt=custV

**Cisco SocialMiner**

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=11.6(2.10000.21)&sb=fr&bt=custV