



## Preface

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## Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 12.0(1)		January 2019

## About This Guide

This guide explains features you can use in conjunction with Cisco Unified Contact Center Express. For each feature, there is a description, procedures for initial setup, and details on the functionality the feature provides.

## Audience

This guide is prepared for Contact Center administrators who configure and run the contact center, manage agents, and address operational issues.

## Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>

Document or Resource	Link
Cisco Unified CCX documentation	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Cisco Unified Intelligence Center documentation	<a href="https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
Cisco Finesse documentation	<a href="https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
Cisco SocialMiner documentation <b>Note</b> From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
Cisco Unified CCX Virtualization Information	<a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a>
Cisco Unified CCX Compatibility Information	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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