



Cisco Unified Contact Center Express Documentation Guide, Release 12.0(1)

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Documentation Guide

This documentation guide provides details of all the documents for this release of Unified Contact Center Express (Unified CCX), Release 12.0(1) and contains links to the documents.

For the latest version of all of the documents of Unified CCX, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>.

Documentation Changes

The following tables identify the documents that changed for this release. Updated documents are also listed under Collaboration in *What's New in Cisco Product Documentation* at: <https://www.cisco.com/c/en/us/td/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. To subscribe, paste this URL into your RSS reader: https://www.cisco.com/cdc_content_elements/rss/whats_new/whatsnew_rss_feed.xml

New Solution Documents in This Release

There are no new solution documents in this release.

New Documents in This Release

This table lists the Unified CCX documents that are new in this release:

Document	Notes
Cisco Unified Contact Center Express Reporting User Guide	This document describes the features that are available to a user using Unified Intelligence Center and all the fields in the Historical Reports and provides the query designs for the Historical Reports. This document also describes the fields, charts, available views, filters, and grouping for the Historical and Live Data Reports. The latest guide is located at: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html .

Documents Updated in This Release

This table lists the documents that are updated in this release.

Document	Notes
Cisco Unified Contact Center Express Administration and Operations Guide	

Document	Notes
	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Calendar Management • Contact Service Queue Configuration Web Page • Configure Agent-Based Routing • Teams Configuration • Assign Supervisor Privilege to a User • Set Up CA Certificate for Internet Explorer Browser • Audit Trail Report • Schedule Import of Contacts Using SFTP or HTTPS • Contact Service Queues Configuration • Contact Service Queues • Chat Widget Configuration • Integration of Chat Code into CustomerWebsite • HTTP Trigger Configuration • User View Submenu • Supervisor Capability View • Manage Supervisor • View Supervisor Details • Assign an Existing Team to Secondary Supervisor • Assign Advanced Supervisor Capabilities • Call Recording Through Workflow • Sign In to Cisco Finesse Administration Console • Cisco Unified Communications Operating System Administration • Obtain and Upload CA Certificate • Trust Self-Signed Certificate • Configure Context Service Settings • Desktop Chat Server Settings • Configure Call Variables Layouts

Document	Notes
	<ul style="list-style-type: none"> • Assign Call Variables Layouts • Finesse Desktop Layout XML • Default Layout XML • Update Default Desktop Layout • Horizontal Header • Customize Title and Logo in the Header • Headless Gadget Configuration • Customize Icons in Left Navigation Bar • Add Advanced Supervisor Capabilities to Finesse • Add Advanced Supervisor Capabilities for Default Desktop Layout • Add Advanced Supervisor Capabilities in Custom Desktop Layout • Add Advanced Supervisor Capabilities in Team Layout • Wrap-Up Reasons • ForceWrap-Up Reason • Workflows and Workflow Actions • Add Workflow • HTTP and HTTPS Support • show vmtools version • Desktop Properties CLIs • Signout from Media Channels
Cisco Unified Contact Center Express Installation and Upgrade Guide	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Install Unified CCX Clients • Unified CCX Upgrade Scenarios

Document	Notes
Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express	

Document	Notes
	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none">• Finesse Agent Desktop• Finesse Supervisor Desktop• Change Your State• Change Your State for Voice Channels• Change Your State for Digital Channels• Change Your State for All Digital Channels• Popover Notifications for Digital Channels• Browser Settings for Firefox• Sign In to Cisco Finesse Desktop Single Sign-On Mode• Account Locked After Five Failed Sign In Attempts• Accept Security Certificates• Accept Certificates for Live Data Gadget• Desktop Chat• Sign In to Desktop Chat• Add Contact• Edit Contact• Move Contact• Delete Contact• Edit Group• Delete Group• Chat Window• Change Your Desktop Chat State• Sign Out of Desktop Chat• Make a Call• Send DTMF• Apply Wrap-Up Reason• Force Wrap-Up• Chat and Email Control Gadget

Document	Notes
	<ul style="list-style-type: none"> • View Team Performance • View Active Call Details • View Recent Call History • View Recent State History • Change State of Agent • Monitor a Call • Barge In on a Call • Send Team Messages • Advanced Capabilities for Supervisor • Queue Management Summary • Manage Queue • Add Agents to a Queue • Status of Agents Added to a Queue • Remove Agents from a Queue • Application Management • Manage Application • Calendar Management • Manage Calendar • Modify Business Hours • Modify Custom Business Days • Modify Holidays • Outbound Campaign Management • Update Contacts • Manual Import of Contacts • Schedule Import of Contacts • Behavior of Adding and Removing Agents to CSQ

Document	Notes
Cisco Unified Contact Center Express Reporting User Guide	This document contains updated content related to: <ul style="list-style-type: none">• Dashboards• Reports• Permalinks• View Help

Document	Notes
Cisco Unified Contact Center Express Developer Guide	

Document	Notes
	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> • Advanced Supervisor Capabilities • Get Advanced Supervisor Capabilities • Add, Remove, or Modify Advanced Supervisor Capabilities • Data Structure for Outbound Campaign Management for Supervisor • Get Outbound Campaigns Managed by Supervisor • Data Structure for Application Management for Supervisor • Get Applications Managed by Supervisor • Add or Update Applications Managed by Supervisor • Get List of Applications • Get Application • Get Application with Script Parameters • Modify Application • Delete Application • Calendar • Data Structure for Calendar • Data Structure for Businessdays • Data Structure for Holidays • Data Structure for Specialdays • Create Calendar • Get Calendar • Get Calendar with Associations • Get List of Calendars • Get List of Calendars with Associations • Get List of Calendars with Summary • Modify Calendar • Modify Calendars Managed by Supervisors • Delete Calendar

Document	Notes
	<ul style="list-style-type: none"> • Get List of Campaigns • Get Campaign • Modify Campaign • Add Contacts to Campaign • Get Campaign Contacts Import Status • Calendar Details Data Structure • Calendar Messages Data Structure • Day of Week Data Structure • Resource Bundle of Locale • Data Structure for Resource Bundle of Locale • Get Resource Bundle of Locale • Get list of triggers
Cisco Unified Contact Center Express Editor Step Reference Guide	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Time of Day Step • Calendar Step
Cisco Unified Contact Center Express Getting Started with Scripts	<p>This document includes updates to the following feature:</p> <ul style="list-style-type: none"> • A Summary Process for Defining Enterprise Variables
Cisco Unified Contact Center Express CTI Protocol Developer Guide	<p>This document contains updates related to the CTI Protocol version 16. The following events are updated:</p> <ul style="list-style-type: none"> • SNAPSHOT_DEVICE_CONF • QUERY_DEVICE_INFO_CONF • CALL_ORIGINATED_EVENT • CALL_DATA_UPDATE_EVENT • END_CALL_EVENT • BEGIN_CALL_EVENT • CONFIG_DEVICE_EVENT • All Message Types Organized by ID Number

Document	Notes
Cisco Unified Contact Center Express Database Schema Guide	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Overview of Tables • Database Table Details • AgentCallDetailSnapshot • AuditReskill • AuditSkillGroup • CalendarAssociation • CCCalendar • CCHolidays • ChatScheduledSpecialDays • ContactWrapupData • DateShiftMap • DayShiftMap • SupervisorCampaignMap • SupervisorApplicationMap

Documents Not Updated in This Release

This table lists the documents that are not updated in this release.

Document	Notes
Cisco Unified CCX Getting Started with IP IVR Guide	This document does not contain any updates for this release.
Cisco Unified Contact Center Express Report Developer Guide	This document does not contain any updates for this release.
Cisco Unified Contact Center Express Expression Language Reference Guide	This document does not contain any updates for this release.

Documents Retired in This Release

This table lists the documents that are retired in this release.

Document	Notes
Cisco Unified Contact Center Express Report User Guide	From this release, this document is retired. For information on all the operations that are performed related to Unified CCX, see the <i>Cisco Unified Contact Center Reporting User Guide</i> .

Document	Notes
Cisco Unified Contact Center Express Reporting Guide	From this release, this document is retired. For information on all the fields in the Historical Reports and the query designs for the Historical Reports, see the <i>Cisco Unified Contact Center Express Reporting User Guide</i> .

Other Documentation Sources

This table lists other documentation sources that are updated in this release:

Document	Notes
Compatibility Matrix for Cisco Unified Contact Center Express 12.0(1)	Replaces the Compatibility Matrix Wiki. Updated to meet Cisco Unified Contact Center Express, Release 12.0(1) requirements. To view the page, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html .
Virtualization for Cisco Unified Contact Center Express	Updated to meet Cisco Unified Contact Center Express, Release 12.0(1) requirements. To view the page, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html .

Plan

The guides listed in this section relate to planning and designing a Unified CCX system.

Cisco Customer Contact Solutions Ordering Guide

This document describes the pricing, packaging structure and ordering for Unified CCX.

The latest guide is located at:

https://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/design/guides/UCgoList.html.

Cisco Unified Contact Center Express Solution Design Guide

This document describes system-level best practices and design guidelines for Unified CCX Solution and the solution components.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html

Release Notes for Unified Contact Center Express Solution

This document describes the new features, updated features, and caveats for Unified CCX Solution. Users should read the latest release notes before initially installing or upgrading their Unified CCX system.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html.

Open Source Used in Unified Contact Center Express

This document lists the licenses and notices for open source software that are used in Unified CCX.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_licensing_information_listing.html.

Compatibility Matrix for Unified Contact Center Express

This compatibility document lists supported product combinations for active Unified CCX product sets.

The latest compatibility information is located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>

Virtualization for Cisco Unified Contact Center Express

The virtualization document describes Unified CCX virtualization requirements, guidelines, and procedures.

The latest virtualization-related information is located at:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html

Install and Upgrade

The guides listed in this section relate to installing and upgrading Unified CCX.

Cisco Unified Contact Center Express Installation and Upgrade Guide

This document explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Getting Started with Cisco Unified IP IVR

This document describes how to install and set up Unified IP IVR.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Configure

The guides listed in this section relate to configuring a Unified CCX system. Configuration tasks are normally completed after you install the product or system.

Cisco Unified CCX Administration and Operations Guide

This document provides instructions for using the Unified CCX Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications. This document also describes all the operations that are related to Unified CCX:

- Using the Unified CCX Serviceability interface to configure, monitor, and troubleshoot Unified CCX services and components.
- Using Real-Time Monitoring Tool (RTMT) to monitor system performance and troubleshoot system problems.
- Backing up and restoring.
- Using CLI commands to configure, administer and troubleshoot Unified CCX.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR

This document describes the system administration functions through the Cisco Unified Communications operating system for Unified CCX.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Cisco Unified Contact Center Express Features Guide

This document describes Cisco Context Service, a cloud-based, omnichannel solution. Context Service captures customer interaction history and provides flexible storage of the customer interaction data across all channels (including voice, chat, email, and Internet of Things).

The latest guide is located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html>.

Port Utilization Guide for Cisco Unified Contact Center Express Solutions

This document describes all the operations using the TCP and UCP ports that are related to Unified CCX and its components.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Cisco Unified Contact Center Express CTI Protocol Developer Guide

This document describes how to use the Unified CCX CTI protocol messages, and provides the CTI protocol message definitions, and provides client application development guidelines.

The latest guide is located at:

<https://developer.cisco.com/site/contact-center-express/docs/#configuration-cti-overview>.

Cisco Unified Contact Center Express Developer Guide

This document describes all the configuration REST APIs that are available for Unified CCX.

The latest guide is located at:

<https://developer.cisco.com/site/uccxapi/documentation/>.

Cisco Unified Contact Center Express Getting Started with Scripts

This document is volume 1 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It presents the properties of Unified CCX Editor.

The latest guide is located at:

<https://developer.cisco.com/site/express-scripting/documentation/>.

Cisco Unified Contact Center Express Editor Step Reference Guide

This document is volume 2 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It describes how to use the Cisco Editor interface to create interactive scripts.

The latest guide is located at:

<https://developer.cisco.com/site/express-scripting/documentation/>.

Cisco Unified Contact Center Express Expression Language Reference Guide

This document is volume 3 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It describes the language used for evaluation expressions in Unified CCX scripts, prompt templates, and grammar templates.

The latest guide is located at:

<https://developer.cisco.com/site/express-scripting/documentation/>.

Cisco Unified Contact Center Express Report Developer Guide

This document describes the call, chat, and email detail records. It describes how to create new reports in a Standalone Cisco Unified Intelligence Center.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html

User

The guides listed in this section are for agents, supervisors, and reporting administrators of Unified CCX.

Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document describes how to use Finesse agent desktop and Finesse supervisor desktop.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Unified Contact Center Express Reporting User Guide

This document describes the features that are available to a user using Unified Intelligence Center and all the fields in the Historical Reports and provides the query designs for the Historical Reports. This document also describes the fields, charts, available views, filters, and grouping for the Historical and Live Data Reports.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Reference

The guides listed in this section are technical references related to Unified CCX.

Cisco Unified CCX Database Schema Guide

This document describes how data is organized in the Unified CCX databases.

The latest guide is located at: https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html.

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>

Related Documentation

This section provides links to the documentation of the product components that are deployed with Unified CCX.

Subject	Link
Finesse	For Cisco Finesse documentation, see: https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html .
MRCP, ASR and TTS	For Media Resource Control Protocol (MRCP), Automated Speech Recognition (ASR), and the MRCP Text-to-Speech (TTS) client components, see the Third-Party section of the latest compatibility information is located at: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html .
SocialMiner	For Cisco SocialMiner documentation, see: https://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html .

Subject	Link
Cisco Unified Communications Manager	For Cisco Unified Communications Manager documentation, see: https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html .
Cisco Unified Intelligence Center	For Cisco Unified Intelligence Center documentation, see: https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html .
Unified Workforce Optimization Workforce Management	For Cisco Unified Workforce Optimization Workforce Management documentation, see: https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html .
Unified Workforce Optimization Advanced Quality Management	For Cisco Unified Workforce Optimization Advanced Quality Management documentation, see: https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html .

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