Features Enabled for Each Product by Product Licensing

Cisco Unified Contact Center Administration Menus Enabled by Product Licensing

The word **Included** in the following table means that the related menu item is enabled for the product in that column.

Table 1: Administration Menus Enabled by Product Licensing

Unified CCX Administrator Main Menu	Menu Items	Unified IP IVR
System	Cisco Unified CM Configuration	Included
	Control Center	Included
	Datastore Control Center	Included
	System Parameters	Included
	Custom File Configuration	Included
	Alarm and Tracing	Included
	Tracing	Included
	Logout	Included

Unified CCX Administrator Main Menu	Menu Items	Unified IP IVR
Applications	Application Management	Included
	Script Management	Included
	Prompt Management	Included
	Grammar Management	Included
	Document Management	Included
	AAR Management	Included
Subsystems	Cisco Unified CM Telephony	Included
	ICM	Included
	Database	Included
	HTTP	Included
	eMail	Included
	Cisco Media	Included
	MRCP ASR/TTS	Included
Tools	Plug-ins	Included
	Real-Time Reporting	Included
	Historical Reporting	Included
	User Management	Included
	Password Management	Included
Help	Contents and Index	Included
	For this Page	Included
	Troubleshooting Tips	Included
	Cisco Unified CCX Documentation on Cisco.com	Included
	About	Included

Prompt, Spoken Name Upload, and Plug-In Options Enabled by Product Licensing

The following table lists the availability of Unified CCX options not listed in the preceding menu list.

Table 2: Prompt, Spoken Name Upload, Plug-In Options Enabled by Product Licensing

Option	Unified IP IVR
Prompt Management	Included
Spoken Name Upload	Included
Plugin Editor	Included
Plugin - HR Client(1)	Included

Cisco Unified CCX Subsystems Enabled by Product Licensing

Table 3: Subsystems Enabled by Product Licensing

Subsystem	Unified IP IVR	MRCP ASR (Add on)	MRCP TTS (Add on)
Application	Included	not applicable	not applicable
ASR	Included	Yes	not applicable
Cisco Media Termination	Included	not applicable	not applicable
Core Reporting	Included	not applicable	not applicable
Database	Included	not applicable	not applicable
eMail	Included	not applicable	not applicable
Enterprise Server Data	Not Available	not applicable	not applicable
HTTP	Included	not applicable	not applicable
ICM	Included		Yes
JTAPI Telephony	Included	not applicable	not applicable
Resource Manager and Cisco Media	Included	not applicable	not applicable
TTS	Included	not applicable	Included

Subsystem	Unified IP IVR	MRCP ASR (Add on)	MRCP TTS (Add on)
Voice Browser (VB)	Included	The Voice Browser subsystem is available only if MRCP ASR is enabled.	not applicable

Application Types Enabled by Product Licensing

Table 4: Application Types Enabled by Product Licensing

Application Type	Unified IP IVR
Cisco Script Application	Included
Busy	Included
Ring No Answer	Included
ICM Post Routing	Included
ICM Translation Routing	Included

Editor Steps Enabled by Product Licensing

The following table lists the Unified IP IVR packages with the Step Editor steps enabled in each.

Table 5: Editor Steps Enabled by Product Licensing

Unified CCX Script Step	Unified IP IVR
General[1]	Included
Session	Included
Contact	Included
Call Contact[2]	Included
Email Contact	Included
HTTP Contact	Included
Media	Included
User	Included
Prompt	Included
Grammar	Included

Unified CCX Script Step	Unified IP IVR
Document	Included
Database	Included
ACD	Not Available
Intelligent Contact Management (ICM)	Included
CM Telephony	Included

[1] The "Get Reporting Statistic" step is not available in Unified IP IVR.
[2] The "Place Call" step is not available to Unified IP IVR.

Historical Reports Enabled by Product Licensing

From Unified CCX 10.0(1), access the Historical reports using Unified Intelligence Center. Historical Reporting Client (HRC) is not available.

The following table lists the historical reports that come with Unified IP IVR.

Table 6: Historical Reports Enabled by Product Licensing

Report Name	Report Description
Application Performance Analysis Report	Summary information about calls received by each Unified IP IVR application.
Detailed Call by Call CCDR Report	Detailed information about each call received by the Unified IP IVR system.
Traffic Analysis Report	Summary information about calls received by the Unified IP IVR system during each day in the report range.

Real-Time Reports Enabled by Product Licensing

The following table lists the real-time reports that come with Unified IP IVR.

Table 7: Real-Time Reports Enabled by Product Licensing

Report Name	Report Description
Application Administration	Displays Overall Application Engine Activity.
Application Activity	Monitors Activity by Application.
Application Task	Monitors Activity by Task.

For how to run real-time reports and for full description of the preceding reports, see the *Cisco Unified Contact Center Express Administration and Operations Guide* .