Preface

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Change History

Change	See	Date
Initial Release of Document for Release 12.5(1) SU1		**January 2021**
Changed Cisco WFO to Webex WFO and Advanced Quality Management to Quality Management	Contact Center Express Solutions Overview>Unified CCX Licensing Contact Center Express Solutions Overview>Features>Webex Quality Management and Compliance Recording Contact Center Express Solutions Overview>Features>Agent Interfaces>Cisco Finesse Agent Desktop Features Contact Center Express Solutions Overview>Features>Inbound Voice Contact Center Express Solutions Overview>Features>Unified CCX Outbound Dialer>Direct Preview Outbound Contact Center Express Solutions Overview>Features>Recording Contact Center Express Solutions Overview>Features>Webex Quality Management and Compliance Recording CiscoWebex Experience Management	
Added info about secure JTAPI connection between CUCM and Unified CM Telephony and RmCm	Solution Security>Secure Real-Time Protocol (Secure RTP or SRTP)	
Added **Agent Device Selection**	Contact Center Express Solutions Overview > Features > Agent Device Selection	

About This Guide

This guide provides design considerations and guidelines for deploying Cisco Unified Contact Center Express (Unified CCX). This guide assumes that you are familiar with basic contact center terms and concepts.

Audience

This guide is primarily for contact center designers and system administrators.

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Express Installation Guide*.

`window` font	Window font, such as Courier, is used for the following:
	
	• Text as it appears in code or information that the system displays. Example:
	
	`<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example:
	`tserver.properties.`
	
	• Directory paths. Example:
	
	`C:\Program Files\Adobe`

Convention	Description
string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[ ]	Optional elements appear in square brackets.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco Unified CCX documentation	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified Intelligence Center documentation	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse documentation	https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Cisco Customer Collaboration Platform documentation **Note** From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Document or Resource	Link
Cisco Unified CCX Virtualization Information	https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html
Cisco Unified CCX Compatibility Information	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

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.

Documentation Feedback

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