



## Preface

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## Change History

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

Change	See	Date
Added information about the availability of case-insensitive login IDs for agents and supervisors	Unified CCX Administration Web Interface > Access Unified CCX Administration Web Interface  Cisco Unified Contact Center Express Supervisor and User Options Plug-Ins > Unified CCX Supervisor Web Interface > Access Unified CCX Supervisor Web Page  System Menu > Single Sign-On (SSO)	<b>October 2021</b>

Change	See	Date
Added information about the availability of team settings to override global settings	System Menu>System Parameters>Agent Settings	July 2021
Added information about the Team Settings section	Subsystems Menu>RmCmMenu>Teams Configuration>Create Teams Subsystems Subsystems Menu>RmCmMenu>Teams Configuration>Modify Teams	
Added information about the availability of the <b>Change Agent State to Not Ready when Agent Busy on Non ACD Line</b> setting in the Supervisor Capability View menu	Tools Menu>User Management Menu>Supervisor Capability View Tools Menu>User Management Menu>Supervisor Capability View>View Supervisor Details	

Change	See	Date
<b>Initial Release of Document for Release 12.5(1) SU1</b>		<b>January 2021</b>
Removed the <b>utils uccx notification service log</b> command	Command Line Interface>Utils Commands	
Removed the <b>set cuic trace</b> and <b>show cuic trace</b> commands	Command Line Interface>Cisco Unified Intelligence Center Commands	
Included Syslog Support for Critical Cisco Finesse Log Messages	Real-Time Monitoring > Tools > Syslog Support for Critical Cisco Finesse Log Messages	
Removed the <b>Cisco Finesse Trace Logging</b> section	Command Line Interface>Cisco Finesse Commands	
Included Finesse Log Configuration	Command Line Interface > Cisco Finesse Commands > Finesse Log Configuration	
Included Connected Agents	Cisco Finesse>Cisco Finesse Administration Console>Manage Connected Agents>Connected Agents  Command Line Interface > Cisco Finesse Commands > ConnectedUsersInfo	
Included Multi-Tab Gadget		

Change	See	Date
	<p>Cisco Finesse&gt;Cisco Finesse Administration Console&gt;Manage Desktop Layout&gt;Gadgets and Components&gt;Multi-Tab Gadgets</p> <p>Cisco Finesse&gt;Cisco Finesse Administration Console&gt;Manage Desktop Layout&gt;Gadgets and Components&gt;Call Control Gadget in Multi-Tab</p> <p>Cisco Finesse&gt;Cisco Finesse Administration Console&gt;Manage Desktop Layout&gt;Default Layout XML</p> <p>Cisco Finesse&gt;Cisco Finesse Administration Console&gt;Manage Desktop Layout&gt;Configure Multi-Tab Gadget Layout</p> <p>Cisco Finesse&gt;Cisco Finesse Administration Console&gt;Manage Desktop Layout&gt;Drag-and-Drop and Resize Gadget or Component</p> <p>Command Line Interface&gt;Cisco Finesse Commands&gt;Desktop Properties&gt;Maximum Number of Visible Multi-Tab Gadget Tabs, Non-Page Level Gadgets Preceding Page-Level Gadgets in a Multi-Tab Gadget, Notifications from Call Control in Multi-Tab Gadgets</p>	
<p>The procedure to set up certificates in Chrome is updated with Edge Chromium</p>	<p>Unified CCX System Management&gt;Set Up Certificates&gt;Set Up CA Certificate for Chrome and Edge Browsers</p> <p>Cisco Finesse&gt;Cisco Finesse Administration Console&gt;Getting Started&gt;Administration Tools&gt;Cisco Finesse Administration Console&gt;Sign In to Cisco Finesse Administration Console</p>	
<p>Added the command <b>set cuic properties report-query-timeout</b></p>	<p>Command Line Interface&gt;Cisco Unified Intelligence Center Commands</p>	

Change	See	Date
Updated SRTP with the information related to RmCm provider user	System Menu>System Parameters	
Added information related to Data Check and Data Resync when SRTP is selected	Telephony and Media Provision>Provision Unified CM Telephony Subsystem>Synchronize Unified CM Telephony Data	
Added information related to data synchronization	System Menu>System Parameters	
Added info about restoring from a backup when SRTP is enabled and disabled	Backup and Restore>Restore Scenarios	
Introduced setting of webapp session timeout	Unified CCX Administration Web Interface>Access Unified CCX Administration Web Interface	
Added the commands <b>show webapp session timeout</b> , <b>show cli session timeout</b> , <b>set webapp session maxlimit</b> , and <b>set webapp session timeout</b>	Command Line Interface>Show commands Command Line Interface>Set Commands	
Updated Agent ID details to support 64 characters	Provision Unified CM for Unified CCX>Unified Communications Manager for Unified CCX Configuration>Unified Communications Manager Users as Unified CCX Agents	
Added a note about secure JTAPI connection for the SRTP field	System Menu>System Parameters	
Added information about custom logon message	Unified CCX Administration Web Interface>Access Unified CCX Administration Web Interface  Command Line Interface>Cisco Finesse Commands>Desktop Properties>Security Banner Message for Desktop Users  Command Line Interface>Cisco Finesse Commands>Service Properties>Security Banner Message for Administrators	

Change	See	Date
Removed Cisco Unified Intelligence Center Services and added a note about CUIC CLI	Cisco Unified CCX Serviceability>Traces>Component Trace Files	
Added the commands <b>utils cuic logging list</b> , <b>utils cuic logging config set</b> , <b>utils cuic logging update</b> , <b>utils cuic logging config show</b> , <b>utils cuic logging reset</b> , <b>utils cuic logging config clear</b> , <b>utils cuic session list</b> , and <b>utils cuic session delete</b>	Command Line Interface>Cisco Unified Intelligence Center Commands	
Updated the description of <b>Authorization Status</b> and <b>Status</b> fields with <b>Added Authorized - Reserved</b> and <b>Not Authorized - Reserved</b>	System Menu>License Information>Smart License Management	
Added the fields <b>Reserved Count</b> , <b>License Control</b> , <b>Current License Type</b> , <b>Overage Allowance</b> , and <b>I have purchased High Availability License</b>	System Menu>License Information>Smart License Management	
Added information about the points to be considered before enabling FIPS	Command Line Interface>Utils Commands>utils fips	
Added the new alerts <b>EmailOAuthConnectionFailed</b> and <b>EmailAuthenticationFailed</b>	Real-Time Monitoring>Tools>Alerts>Unified CCX Alerts	
Added the new fields <b>Authentication Type</b> and <b>Private Key</b>  Added a note for <b>Email password</b> field	Subsystems Menu>Chat and Email Menu Options>Contact Service Queues	
Added information about accessibility support for visually challenged	Subsystems Menu>Chat and Email Menu Options>Chat Widgets	
Updated Localize Accessibility Messages	Subsystems Menu>Chat and Email Menu Options>Chat Widgets>Chat Widget Configuration>Integration of Chat Code into CustomerWebsite>Localize Accessibility Messages	

Change	See	Date
Added a new topic to list Specific License Reservation commands	Command Line Interface>Specific License Reservation Commands	
Added the new field <b>HTTP</b>	Subsystems Menu>Chat and Email Menu Options>Mail Server Configuration	
Included Agent Device Selection	System Menu>System Parameters	
Included Auto Answer	Provision of Unified CCX>Teams Configuration Subsystems Menu>RmCm Menu>Teams Configuration	

## About This Guide

Cisco Unified Contact Center Express (Unified CCX), a member of the Cisco Unified Communications family of products, manages customer voice contact centers for departments, branches, or small to medium-size companies planning to deploy an entry-level or mid-market contact center solution.

The *Cisco Unified CCX Administration Guide* provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications.

This guide shows you how to implement the following two systems that integrate with the Unified CCX:

- Cisco Unified Contact Center Express (Unified CCX)
- Cisco Unified IP IVR

This guide also includes a reference section that describes all the menus and menu options of the Unified CCXAdministration web interface.

This guide will help you to:

- Perform initial configuration tasks
- Administer applications such as the Unified CCXEngine and other components of the CiscoUnified Communications family of products
- Familiarize yourself with the menus and menu options of the Unified CCXAdministration web interface

## Audience

The *Cisco Unified CCX Administration Guide* is written for business analysts and application designers who have the domain-specific knowledge required to create multimedia and telephony customer response applications. Experience or training with Java is not required but is useful for making best use of the capabilities of the Cisco Unified Communications family of products.

# Conventions

This manual uses the following conventions.

Convention	Description
<b>boldface font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or information that the system displays. Example: <code>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li> <li>• File names. Example: <code>tserver.properties.</code></li> <li>• Directory paths. Example: <code>C:\Program Files\Adobe</code></li> </ul>
string	<p>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.</p>
[ ]	<p>Optional elements appear in square brackets.</p>



Convention	Description
{ 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: <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>
^	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	<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>
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 Customer Collaboration Platform 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/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 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>

Document or Resource	Link
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>.

## Documentation Feedback

To provide your feedback for this document, send an email to:

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