Cisco Unified Contact Center Express

- New Features, on page 1
- Updated Features, on page 2
- Deprecated Features, on page 4
- Important Notes, on page 4
- Removed and Unsupported Features, on page 6
- Third Party Software Impacts, on page 11

New Features

Specific License Reservation

Devices (Product Instances of Unified CCX) that are registered with Smart Licensing have to share the license information with Cisco Smart Software Manager (Cisco SSM) or Cisco SSM On-Prem at regular intervals. Customer deployments that cannot share license utilization data with Cisco SSM or Cisco SSM On-Prem on a periodic basis due to regulatory reasons can use the Specific License Reservation feature. Cisco offers license reservation as an on-request configuration for such product instances. You can reserve licenses (including add-on licenses) for your product instance on Cisco SSM or Cisco SSM On-Prem. Specific License Reservation can be enabled by using Unified CCX CLI. For more information about Specific License Reservation, see *Cisco Unified Contact Center Express Features Guide, Release 12.5.1 SU1*.

Overage Allowance

With Overage Allowance setting, you can limit the license consumption up to the purchased quantity or allow the over consumption of the licenses. By default, Overage Allowance is enabled in AppAdmin. For more information on using Overage Allowance, see the *Smart License Management* section in *Cisco Unified Contact Center Express Administration and Operations Guide Release*.

Agent Device Selection

Administrators can enable or disable the **Agent Device Selection** feature. This feature allows agents to select a preferred device while logging on to Finesse desktop.

Agents now have the option to switch to the device based on where they are working, across shifts in an office, moving from one office to another across various locations, or working from home.

Agents' primary and secondary extensions can be shared with multiple devices. When an extension is shared with multiple devices, agents must ensure that they use the device that was selected while logging on to Finesse desktop (active device).

Note If multiple devices with same directory number are registered and **Agent Device Selection** feature is not enabled, agents will not be able to log on to Finesse desktop.

For more information about how to enable or disable the feature, see the section *System Parameters* in *Cisco Unified Contact Center Express Administration and Operations Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

For more information on active device selection, see the section *Select Active Device* in *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Auto Answer

The Unified CCX administrator can configure the Auto Answer functionality for a team. For all the agents for whom this feature is configured, a call to their IPCC extension is Auto Answered, if they are in Ready state in the Finesse desktop. The calls to non-IPCC extensions will not be Auto Answered by Unified CCX.

For more information on configuring Auto Answer, see the section *Team Configuration* in *Cisco Unified Contact Center Express Administration and Operations Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

Team Level Setting for Change Agent State to Not Ready when Agent Busy on Non ACD Line

The Unified CCX administrator can configure **Change Agent State to Not Ready when Agent Busy on Non ACD Line** for a team. The options at the team level can be selected to override the global level setting.

For more information on configuring this feature, see the section *Team Configuration* in *Cisco Unified Contact Center Express Administration and Operations Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

Note To configure **Change Agent State to Not Ready when Agent Busy on Non ACD Line** at a team level, you must install UCCX 12.5(1) SU1 ES01

Updated Features

Some of the general updates are as follows:

- Custom Logon Message that is configured in Cisco Unified OS Administration is now available for the following applications:
  - Cisco Unified CCX Administration

- Cisco Identity Service Management
- Cisco Finesse Administration
- Cisco Unified Intelligence Center
- Finesse Desktop
- Disaster Recovery System
- Cisco Unified CCX Serviceability
- Cisco Unified OS Administration

- Unified CCX now supports Agent ID with 64 alphanumeric characters.
- When SRTP is enabled, a secure JTAPI connection is established between RmCm Subsystem (in addition to the existing Unified CCX Subsystem) and Unified CM.
- A more secure authetication type OAuth 2.0 has been introduced for configuring Gmail mail server. You can use either Basic and OAuth 2.0 authentication type to configure Gmail mail server.
- The Bubble Chat interface is enhanced to support accessibility for the visually challenged. To use this feature, users must configure Job Access With Speech (JAWS) and enable Accessibility mode in their system. For more information, see the *Cisco Unified Contact Center Express Features Guide, Release 12.5.1 SU1* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html.
- User IDs of agents and supervisors are case-sensitive when logging into the Unified CCX Administration web interface. To make them case-insensitive, you must install 12.5(1) SU1 ES02.
- Unified CCX supports conversational IVR with Nuance Server 11.0.8 in Release 12.5(1) SU1 ES02.

Cisco Webex Experience Management Post-Call Survey

Cisco Webex Experience Management is the platform for Customer Experience Management (CEM) , integrated with powerful tools that allow you to see your business from your customers' perspective. Experience Management powers customer journey mapping, text analytics, and predictive modeling using the feedback collected from customers via different channels such as email, SMS, and IVR.

After enabling Experience Management in Unified CCX:

- Administrators can configure IVR, SMS, or email post-call surveys to collect feedback directly from customers. Configure the IVR survey when an inline survey has to be played to the customer at the end of a call. Configure the SMS or email survey when a survey link has to be sent to the customer after a call allowing them to provide feedback at their convenience.
- Administrators can configure and add gadgets that can be viewed on the Finesse desktop. The Customer Experience Journey gadget displays the feedback provided by the customer across all the previous interactions. The Customer Experience Analytics gadget displays the performance of teams managed by the supervisor or the aggregated feedback data from all the customers about the agent.
- Agents and supervisors can view pulse of the customers through industry standard metrics such as NPS, CSAT, and CES or other KPIs.

For information about how to enable and configure Experience Management, see *Cisco Webex Experience Management* chapter in the Cisco Unified Contact Center Express Features Guide

For information about the design considerations for triggering a post-call survey, see *Cisco Webex Experience Management* chapter in the Solution Design Guide for Cisco Unified Contact Center Express

Deprecated Features

Deprecated features are fully supported. However, there is no additional development for deprecated features. These features may be scheduled to be removed in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

Customer Journey Analyzer

The trial of Customer Journey Analyzer feature has been concluded. This feature is not available from release 12.5(1) SU1.

Internet Explorer 11

Support for Internet Explorer version 11 is deprecated.

Important Notes

- Before upgrading to Unified CCX 12.5(1) SU1, you must install the following COP files:
  - Unified CCX - ucos.keymanagement.cop.sgn
  - CCP - ciscoccp.keymanagement.cop.sgn, if upgrading from CCP 12.5(1)
  - SocialMiner - ciscosm.keymanagement.cop.sgn, if upgrading from SocialMiner 11.6(2) or 12.0(1)
- Unified CCX now supports Chromium-based Microsoft Edge and does not support the earlier versions of Edge. For the list of browsers and operating systems that are supported, see Unified CCX Software Compatibility Matrix.
- FIPS 140-2 mode is supported only on releases that have been through FIPS compliance.
- In a HA setup, FIPS 140-2 mode must be first enabled or disabled on the publisher and then on the subscriber. Before enabling or disabling FIPS 140-2 mode on the subscriber, ensure that all the services are running on the publisher.
- Ensure that SRTP is disabled before enabling or disabling FIPS 140-2 mode in Unified CCX. You can enable SRTP after enabling or disabling FIPS 140-2 mode in Unified CCX.
- When FIPS 140-2 mode is enabled or disabled, the keys and certificates are regenerated, and the Unified CCX server reboots. While rebooting, the system performs the cryptographic modules integrity check, and runs certification self-tests.
- Back up the system before and after enabling FIPS 140-2 mode.
- When SRTP is disabled on your system and if you are restoring from a backup that was taken when SRTP was enabled, you must disable SRTP in the System Parameters page after the restore.

- When SRTP is enabled on your system and if you are restoring from a backup that was taken when SRTP was disabled, you must disable and enable SRTP again in the System Parameters page after the restore.
- You can localize most of the messages by using Unified CCX Administration. However, some of the accessibility messages that are read by the screen reader on Bubble Chat interface have to be localized in the HTML code snippet.
- An SRTP-enabled HA setup requires distinct RmCm provider users. So, the system generates a separate RmCm Provider User Id with suffix "**_ccxsub**" for the subscriber node.
- Associate devices and device profiles only with the RmCm Provider User that is configured in the Cisco Unified CM Configuration page (primary RmCm user).
- Agent desktops must be synchronized with NTP server so that the time in the auto incrementing fields of Live Data reports match the server time.
- From Unified CCX Release 12.5(1), the 300 agent deployment model is not supported. Deployments that require more than 100 agents have to use the 400 agent OVA profile. The vRAM required for the 400 agent OVA profile has increased from 16GB to 20GB. Customers who want to use Cloud Connect services with the BE6000 must increase the vRAM from 10GB to 14GB. For information about Resource Requirements, refer to the Virtualization Wiki.

Note As the OVA profile is changed for 400 agent model deployments, if you do not change the OVA settings, upgrade fails at Switch Version. For fresh install, new OVA must be used for deployment. For more information, see *Cisco Unified Contact Center Express Design Guide*.

Caution Ensure that the reservation of CPU and memory adhere to the specification mentioned in the Virtualization Wiki.

- After upgrading Unified CCX, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.
  - For information about the list of CAs that Cisco supports, see Cisco Trusted External Root Bundle in https://www.cisco.com/security/pki.
  - For information about adding a certificate, see the procedure from step 5 onwards under *Obtain and Upload CA Certificate* section in Cisco Unified Contact Center Express Administration and Operations Guide.
- You can download Chat Transcript in only HTML format.
- You can configure the maximum number of concurrent sessions for a user of the following applications: Cisco Identity Service Management, Disaster Recovery System, Cisco Unified CCX Administration, Cisco Finesse Administration, Cisco Unified Serviceability, Cisco Unified CCX Serviceability, Cisco Unified OS Administration, and Cisco Unified Intelligence Center.

  If a user reaches the configured limit, further login attempts are rejected. The maximum number of concurrent sessions is configured by using the **set webapp session maxlimit** command. For more information about this command, see the Command Line Interface chapter in the *Cisco Unified Contact*

Center Express Administration and Operations Guide at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

Removed and Unsupported Features

Removed Features

- Classic Chat feature has been removed. The configuration of the Classic Chat in the previous release will not be migrated during an upgrade to this release. Customers must configure the Bubble Chat widget available in the Cisco Unified CCX Administration.

Unsupported Features

From Unified CCX release 12.5(1) SU1, the following commands are not supported:

- utils uccx notification-service log
- utils uccx notification-service log disable
- utils uccx notification-service log enable
- utils uccx notification-service log status

Chat Transcript Download in a PDF Format

The chat transcript cannot be downloaded in a PDF format.

Mobile Skill Manager

Mobile Skill Manager is not supported.

TLS

TLS 1.0 and 1.1 are not supported.

Cisco Context Service

Cisco Context Service is not supported.

Unsupported Options on Finesse for Direct Preview Outbound

Finesse does not support Skip, Skip-Next, Skip-Close, Reject, Cancel Reservation, and Do Not Call for direct preview outbound calls.

Unsupported Features and Configurations for Progressive and Predictive Agent Outbound

Unsupported Features and Configurations for Progressive and Predictive Agent Outbound

- The “Get Reporting Statistic” step is not supported for progressive and predictive agent-based outbound campaigns.

- Unified CCX does not support the translation or modification of the phone number that it uses to dial outbound calls. If any "voice translation rules" that are configured in the gateway modify the phone number, those rules are not supported.

Note You can use either of the following two supported methods to modify a dialed number in the gateway:

- To remove the initial digits of the phone number, use **forward-digits** or **digit-strip** in the dial-peer configuration.
- To add a prefix to the phone number, use **prefix** in the dial-peer configuration.

- For Outbound campaigns outside North America, additional configuration is required to add the area-code-to-time-zone mapping. For more information, see the *Cisco Unified Contact Center Express Administration and Operations Guide*, located at https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
- For multi-country Outbound campaigns, the area code must also include the country code.
- Unified CCX dialer will dial outbound contacts only if the publisher database is in the "IN SERVICE" state.
- Finesse does not support the Do Not Call option.
- If you are not on Smart Licensing, outbound license usage is not captured in the License Utilization Cisco Unified Intelligence Center report.
- You must enable **Agent AutoAnswer** manually for agent-based progressive and predictive calls when you upgrade from an older Unified CCX release.

Unsupported Configuration for IPv6

- Cisco Unified Communications Manager does not support SIP IPv6 signaling over UDP where the maximum transmission unit (MTU) is greater than 1500. To ensure that you do not experience intermittent call failure, change the transport protocol to TCP.

  For more information, see the "Important Notes" section of the *Release Notes for Cisco Unified Communications Manager*, located at:

  https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html

  Also, see "CSCuo71306" for details on this limitation.
- When using IPv6 and Outbound dialer, use a voice gateway IOS that contains the fix for "CSCul43754".

Unsupported Configurations and Scenarios for Unified CCX

Unified CCX does not support the following configurations:

- CTI route points with directory numbers (DNs) that are members of line groups and, by extension, that are members of hunt lists of Unified CM.

- Shared lines for CTI ports and CTI route points.
- ICD call answer or ICD call transfer using any third-party attendant console desk software.
- Within the same script, using the “Place Call” step to generate a call and then placing the call, back into the same queue (creating a call loop).
- SIP REFER between a switchboard and Unified CCX if the transfer is completed after the call is answered on the Unified CCX CTI port because of media reestablishment issues.
- During TTS prompt playback, if the call is put on hold and then retrieved, the prompt does not continue from the position at which it was left.
- Use of “Consult Transfer”, “Direct Transfer”, or “Redirect” to a translation pattern that maps back to a route point.
- Use of “Consult Transfer”, “Redirect”, and “Place Call” steps to invoke or dial into "Conference Now" conferences.
- The following scenarios have issues:
  - External -> Redirect to Unmonitored device -> Call Forward No Answer (CFNA) to UCCX RP

    Use of Redirect Step to an unmonitored device which then uses CFNA to a UCCX route point.
  - External -> Consult Transfer to RP ->Consult Transfer to RP -> Redirect to Unmonitored device
  - External -> Redirect to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
  - External -> Consult Transfer to RP -> Redirect to RP -> Redirect to Unmonitored device
  - External -> Consult Transfer to RP -> Redirect to Unmonitored device

    Thus, use the Call Redirect Step in the script instead of Call Consult Transfer.
- Unified CCX doesn't completely support E.164 numbering plan for route point directory numbers (DN).

  This limitation is because of the Unified CM limit on device name length set as 15 characters. We add "_" between the device name prefix and the DN. So we support a maximum of 13 characters in the DN as device name prefix is mandatory and hence at least one character is needed there. For example, (Device name prefix) + '_' + (length of DN) = 15 ==> [(1 + '_' + 13) = 15].
- Cisco Unified CCX system does not support modification, addition or deletion of the CTI ports and the CTI Route Points from the Cisco Unified Communication Manager. Performing the same can lead to issues with non-contiguous DN range for which Cisco Tomcat on Unified CCX Server needs to be restarted.
- When the supervisor monitors the Team Performance report and during the time if there is any update or modification done to the team, this doesn't get updated automatically. The supervisor should refresh the browser page or select the respective team again to view the Team Performance report.
- Use of two(2) wildcard CTI Route Points that overlap with each other is not supported. For example, Route Point 1: 123XXXX and Route Point 2: 1234XXX overlap with one another and is not supported.

  However, a wildcard CTI Route point can overlap with a full DID (best match pattern) that doesn't contain a wildcard. For example, Route Point 1: 123XXXX and Route Point 2: 1234567 is supported.
- A discrepancy in reports is observed when a call is transferred using Cisco Jabber by multiple agents in the same call flow. Use the Cisco Finesse desktop to transfer calls.

- SIP URI dialing for CTI route points, CTI ports, and agent extensions.
- Mid Call Caller ID updates when call is routed to Unified CM via MGCP gateway.

Note When incoming calls are routed to Unified CM via MGCP gateway, any mid call caller ID updates are reflected only after the call is connected.

Unsupported Actions for Unified CCX Agents

Use of the following softkeys on a Cisco Unified IP Phone is not supported:

- Barge
- cBarge
- DND
- GPickup
- iDivert
- Conference Now
- Park
- Pickup

Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- While signing in to the Finesse desktop, the agent chooses one of the devices that share the same extension. The selected device becomes the active device for that session on Finesse desktop. Any actions on the inactive agent devices are not supported on Finesse desktop during that session.
- Silent Monitoring by supervisors who are logged in with Extend and Connect.
- In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.
- In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent cannot be configured to forward to a Cisco Unified CCX Trigger or CTI route point.
- Configuring the Unified Communications Manager Intercom feature.
- Configuring the Hold Reversion feature.

- Agent extensions cannot be added to hunt lists or hunt groups. If an agent has only one line, the agent phone cannot be part of a hunt list or hunt group. In the case of multiple lines, none of the first four configured lines must be part of the hunt group. For more details on multiple lines support and number of monitored lines, see the *Cisco Unified Contact Center Express Design Guide*, located at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html.
- Call Forward All to extensions which Unified CCX does not have control over. For example, if an agent extension has Call Forward All to a PSTN extension or Directory Number on another cluster which Unified CCX is unaware of.
- All the Cisco IP Phones for Cisco Finesse IP Phone Agent currently do not support the Simplified New Call UI.

Supported Configurations for Agent Phones

To determine the phone devices that are supported by Cisco Finesse and for use by Cisco Finesse IP Phone agents, see the Unified CCX Compatibility related information located at: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html.

The following configurations are supported on agent phones:

- A Unified CCX extension that is configured on a single device (but not on multiple devices).
- A Unified CCX extension that is configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
  - Configure the Unified CCX extension to a single phone (not in a device profile).
  - Associate the phone with all the agents who will use this extension.
  - Select the appropriate directory number (DN) as the Unified CCX extension for each agent.

    In this configuration, only one agent at a time can be logged in.

Note All agents who currently have the Unified CCX extension to be shared must log out before you configure additional agents to share that extension.

- Video is now supported if you are using Cisco Jabber for Windows as agent phone. The agent desktop where Jabber is used for Video should comply to the Cisco Jabber hardware requirements listed in the *Cisco Jabber for Windows 11.0.x and 11.1.x Release Notes* , located at:

  https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/Windows/11_0/RN/JABW_BK_C5E7828C_00_cisco-jabber-windows-11-release-notes.html.

Unsupported and Supported Configurations for Remote Agents

Unified CCX supports Cisco Expressway 8.7.1. The current version of Cisco Expressway does not support BiB and thus the contact center cannot achieve silent monitoring and recording functionalities.

Unsupported Features in Unified Communications Manager and Cisco Business Edition 6000

The following Unified Communications Manager features are not supported by Unified CCX. These features are disabled by default and you should not enable them for Unified CCX. For more information about these features, see Unified Communications Manager documentation, located at:

https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

- Block External to External Transfer.
- DSCP IP CTIManager to Application service parameter.

  You can enable this service parameter for Unified Communications Manager, but doing so does not affect Unified CCX.
- Advanced Ad Hoc Conference Enabled service parameter.
- Drop ad hoc conference when the creator leaves the conference.
- Signaling (QSIG) Path Replacement (PR).

  This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified Communications Manager service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.
- Forced Authorization Code and Client Matter Code.

  Because these features can be enabled per route pattern, you should turn them off for all route patterns in the Unified Communications Manager cluster that Unified CCX might use. Enabling these features for route patterns that Unified CCX does not use does not affect Unified CCX.
- Multilevel precedence and preemption (MLPP).

  You can enable this feature for devices in the cluster that do not interact with Unified CCX.
- Do not use Unified Communications Manager Administration to add or change CTI ports or route points that are used by Unified CCX or application users that are created by Unified CCX.

Unsupported Features in Custom Reports

- The **Do Not Call** field is no longer available. While upgrading, report will not be generated if the **Do Not Call** column is present in the custom report. You can generate the report by removing the **Do Not Call** column from the custom reports.
- A Custom report that was created from a Unified CCX Stock Report may not work as expected if the report definition of the original Stock Report is modified in the new release.

Third Party Software Impacts

See the Unified CCX Compatibility related information located at:
https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html
for information on third-party software.