



# Documentation Guide

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## Overview

This documentation guide provides details of all the documents for this release of Unified Contact Center Express (Unified CCX), Release 12.5(1) SU3 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>.

## Document Changes

The following tables identify the documents that changed for this release.

### New Solution Documents in This Release

There are no new solution documents in this release.

### New Documents in This Release

There are no new Unified CCX documents in this release.

### Documents Updated in This Release

The following table lists the documents that are updated for this release.

Document	Notes
<i>Cisco Unified Contact Center Express Administration and Operations Guide</i> ( <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html</a> )	Updates to this document are as follows: Added the <b>license smart hostname enable</b> and <b>license smart hostname disable</b> commands

Document	Notes
<i>Cisco Unified Contact Center Express Features Guide</i> ( <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html</a> )	<p>Updates to this document are as follows:</p> <ul style="list-style-type: none"> <li>• Added information about the type of license consumed by agents (Standard or Premium), irrespective of their configuration</li> <li>• Added information that product instance reports license usage to CSSM every 8 hours, instead of 15 minutes</li> <li>• Added information that if CSSM reports Out of Compliance, the product instance immediately transitions to Out of Compliance state, without any waiting time</li> <li>• Added information that peak license usage is reported to CSSM every 8 hours, instead of 15 minutes</li> <li>• Added information that license consumption is recomputed every 8 hours, instead of 15 minutes</li> <li>• Added information about License Control not applicable for License Reservation</li> </ul>
<i>Cisco Unified Contact Center Express Installation and Upgrade Guide</i> ( <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html</a> )	Added details about preupgrade COP files

### Documents Not Published for 12.5(1) SU3

The following guides are not published for 12.5(1) SU3 because there were no updates in this release.

Document	Notes
<i>Cisco Unified Contact Center Express Reporting User Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html</a>
<i>Cisco Unified Contact Center Express Database Schema Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html</a>
<i>Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html</a>
<i>Cisco Unified Contact Center Express Report User Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html</a>
<i>Cisco Customer Collaboration Platform Documentation Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-documentation-roadmaps-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-documentation-roadmaps-list.html</a>

Document	Notes
<i>Cisco Customer Collaboration Platform Installation and Upgrade Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html</a>
<i>Solution Design Guide for Cisco Unified Contact Center Express</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html</a>
<i>Port Utilization Guide for Cisco Unified Contact Center Express Solution</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-and-configuration-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-and-configuration-guides-list.html</a>
<i>Cisco Unified Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html</a>
<i>Cisco Unified Contact Center Express Database Schema Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-technical-reference-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-technical-reference-list.html</a>

#### Documents Retired in This Release

None

#### 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 12.5(1) SU3	Updated to meet Cisco Unified Contact Center Express, Release 12.5(1) SU3 requirements.  To view the page, see <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> .

## 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](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](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](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/c/en/us/about/legal/open-source-documentation-responsive.html?flt0\\_general-table0=Unified%20contact%20center%20express&flt1\\_general-table0=12.5\(1\)#~documentation](https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=Unified%20contact%20center%20express&flt1_general-table0=12.5(1)#~documentation).

### **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](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](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](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.
- Using the TCP and UCP ports.

The latest guide is located at:

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

### **Cisco Unified Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR**

This document describes the system administration functions through the Cisco Unified Operating System for Unified CCX.

The latest guide is located at:

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

### **Cisco Unified Contact Center Express Features Guide**

This document describes Cisco Webex Experience Management. The Cisco Webex Experience Management is a cloud service to configure surveys.

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](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/docs/contact-center-express/#!/previous-documentation-pdfs>.

### **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/docs/contact-center-express/>

### **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/docs/contact-center-express/>

### **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/docs/contact-center-express/>

### **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/docs/contact-center-express/>

### **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 by using 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](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](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](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](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: <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> .

Subject	Link
MRCP, ASR and TTS	<p>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:</p> <p><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>.</p>
SocialMiner	<p>For Cisco SocialMiner documentation, see:</p> <p><a href="https://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html</a>.</p>
Cisco Unified Communications Manager	<p>For Cisco Unified Communications Manager documentation, see:</p> <p><a href="https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html</a>.</p>
Cisco Unified Intelligence Center	<p>For Cisco Unified Intelligence Center documentation, see:</p> <p><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>.</p>
Unified Workforce Optimization Workforce Management	<p>For Cisco Unified Workforce Optimization Workforce Management documentation, see:</p> <p><a href="https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html">https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html</a>.</p>
Unified Workforce Optimization Advanced Quality Management	<p>For Cisco Unified Workforce Optimization Advanced Quality Management documentation, see:</p> <p><a href="https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html">https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html</a>.</p>