Subsystems Menu

Unified CM Telephony Menu

The Unified CCX system uses the Unified CM Telephony subsystem of the Unified CCX Engine to send and receive call-related messages from the Unified CM Computer Telephony Interface (CTI) Manager.

To access the Unified CM Telephony Configuration web pages, choose **Subsystems** > **Cisco Unified CM Telephony** from the Unified CCXAdministration menu bar.

The Unified CM Telephony Configuration menu contains the following submenu options:

- **Unified CM Telephony Provider**—Choose this option to enter Unified CM Telephony provider information.

- **Unified CM Telephony Call Control Group Configuration**—Choose this option to configure CTI port groups for applications.

- **Unified CM Telephony Trigger Configuration**—Choose this option to configure Unified CM Telephony triggers for applications.

- **Data Synchronization**—Choose this option to check and synchronize data components like Unified CM Telephony Users (JTAPI Application Users), Unified CCX Triggers/Route points, and Call Control Groups between Unified CCX and Unified CM.

- **Cisco JTAPI Resync**—Choose this option to resynchronize Cisco JTAPI Client versions.

- **Advanced Settings**—Choose this option to configure advanced settings for the Cisco Unified CM Telephony client.

Unified CM Telephony Provider Configuration

To access this configuration area, choose **Subsystems** > **Cisco Unified CM Telephony** > **Provider** from the Unified CCX Administration menu bar. The Cisco Unified CM Telephony Provider web page opens.

Use the Unified CM Telephony Provider Configuration web page to view and modify the primary and secondary location of your Unified CM Telephony provider, and user prefix.

Unified CM Telephony Call Control Group Configuration

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Call Control Group** from the Unified CCXAdministration menu bar to access the Unified CM Telephony Call Control Group list web page. Use the Unified CM Telephony Call Control Group Configuration web pages to display, add, modify, and delete information about the call control group.

To add a new Unified CM Telephony Call Control Group, click the **Add New** icon or button on the Unified CM Telephony Call Control Group Configuration web page.

To modify an existing Unified CM Telephony Call Control Group, click any hyperlink within the Ports List table entry; the Cisco Unified CM Telephony Call Control Group Configuration web page opens.

Unified CM Telephony Triggers Configuration

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Triggers** from the Cisco Unified CCX Administration menu bar to configure Unified CM Telephony Triggers.

The Cisco Unified CM Telephony Trigger Configuration web page opens where you can view, add, modify, and delete Unified CM Telephony triggers. To add a Unified CM Telephony trigger, click the **Add New** icon or button. The Cisco Unified CM Telephony Trigger Configuration web page opens.

Note 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.

Synchronize Unified CM Telephony Data

You can configure the telephony data synchronization through a new web page called Cisco Unified CM Telephony Data Synchronization.

The data synchronization process ensures that the data components such as Unified CM Telephony Users (JTAPI Application Users), Unified CCX Triggers/Route points, Call Control Groups between Unified CCX and Unified CM, and SRTP are synchronized without any inconsistency.

The **Data Check** option displays if the selected data components are synchronized between Unified CCX and Unified CM. If you find any inconsistency, use the **Data Resync** option to rectify the issue.

To check and synchronize the JTAPI data components between Cisco Unified CM and Cisco Unified CCX, perform the following steps:

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Caution It is important that you plan to perform this task during off peak hours to avoid hampering routine contact center operations.

Step 1 From the Unified CCXAdministration menu bar, choose **Subsystems** > **Cisco Unified CM Telephony** > **Data Synchronization**.

The Cisco Unified CM Telephony Data Synchronization page appears.

Step 2 Choose the desired components by selecting the corresponding check box:

- Call Control Group(s)

- Trigger(s)

- CM Telephony User(s)

- SRTP

Step 3 Click **Data Check** or **Data Resync**. When you click **Data Check** or **Data Resync**, a confirmation message dialog box appears prompting you to either proceed or cancel. Click **OK** to continue.

Note After you click **OK** in the confirmation message for Data Check or Data Resync, you are not allowed to cancel the process.

Step 4 The Cisco Unified CM Telephony Data Synchronization web page continues to update until the Data Check or Data Resync process is complete. On completion of the Data Check or Data Resync process, the result is displayed in the same web page in a tree structure. The result for each selected component is displayed in collapsed format with a tick mark if no mismatch is found. Click the arrow that is next to each selected component to expand and view the detailed results.

If any mismatch is found in the elements of the selected component, the results for those components are displayed automatically in an expanded format.

Note
- If you had multiple device pools (for Call Control Groups) in your older versions of Unified CCX setup, performing Data Resync after an upgrade merges all multiple device pools to a single default device pool. However, you can manually assign a different device pool to the Call Control Group if the default device pool is not the intended one.

- When you select **SRTP** and click **Data Check**,
    - The status of secure JTAPI configuration for subsystems JTAPI and RmCm is displayed under sections **CM Telephony** and **RmCm** respectively.
    - In a HA setup, the status of devices and device profiles that are associated with the primary RmCm user and the system-generated RmCm user is displayed under subsections **RmCm Devices** and **RmCm Device Profiles** respectively.

- When you select **SRTP** and click **Data Resync**,
    - The secure JTAPI configuration for subsystems JTAPI and RmCm are re-synchronized as per Unified CCX SRTP configuration and the status is displayed in the respective subsections.
    - In a HA setup, if devices and device profiles do not match between the primary RmCm user and system-generated RmCm user, the system-generated RmCm user is synchronized with the devices and device profiles that are configured for primary RmCm user.

Unified CM Telephony Cisco JTAPI Resync

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Cisco JTAPI Resync** from the Cisco Unified CCX Administration menu bar to resynchronize the JTAPI client version on the Unified CCX with the JTAPI version on the Unified CM. You can view the status of Cisco JTAPI client resynchronization in this web page.

If the Unified CCX detects a mismatch, the system downloads and installs the compatible or JTAPI client required installer version. Restart the Unified CCX Engine to view these configuration changes.

The JTAPI client update happens only on the local node and not on the second node in case of High Availability deployment.

Unified CM Telephony Advanced Settings

Choose **Subsystems** > **Cisco Unified CM Telephony** > **Advanced Settings** from the Cisco Unified CCX Administration menu bar to configure advanced settings for the Unified CM Telephony Client.

Use the Unified CM Telephony Advanced Settings web page to update the following information:

- Periodic Wakeup Interval (seconds): Select the check box before Enable Periodic Wakeup prior to updating the existing value in this field.

- Queue Size Threshold: Select the check box before **Enable Queue Stats** prior to updating the existing value in this field.

- CTI Request Timeout (sec)

- Provider Open Request Timeout (sec)

- Provider Retry Interval (sec)

- Server Heartbeat Interval (sec)

- Route Select Timeout (ms)

- Post Condition Timeout

- Use Progress As Disconnect

Click the **Update** icon that displays in the toolbar in the upper left corner of the window or the **Update** button that displays at the bottom of the window to save the changes. Restart the Unified CCX Engine to view these configuration changes.

In case of High Availability deployment, the changes are propagated to the second node. If the second node cannot be contacted, an alert message indicating that the update has failed on the remote node is displayed.

RmCm Menu

Use the RmCm Configuration web page to configure skills groups, resources, resource groups, Contact Service Queues (CSQs), and RM (Resource Manager) Unified CM Telephony providers. To access the Unified CCX Configuration web page, choose **Subsystems** > **RmCm** from the Unified CCXAdministration menu bar.

The RmCm menu contains the following submenu options:

- **Skills**—Click this submenu to create skills. This option is available only with the Unified CCX Enhanced and Unified CCX Premium license packages.

- **Resources**—Click this submenu to assign a resource group and skills to agents.

- **Resource Groups**—Click this submenu to create resource groups.

- **Contact Services Queues (CSQs)**—Click this submenu to configure CSQs.

- **RmCm Provider**—Click this submenu to configure the RM (Resource Manager) Unified CM Telephony provider for the RmCm subsystem.

- **Assign Skills**—Click this submenu to assign skills and a resource group to agents in bulk.

- **Agent Based Routing Settings**—Click this submenu to send a call to a specific agent, rather than to any agent available in a CSQ.

- **Teams**—Click this submenu to create or associate teams with various agents, CSQs, and supervisors.

Skill Configuration

Use the Skills page to add, modify, or delete skill.

Choose **Subsystems** > **RmCm** > **Skills** from the Unified CCXAdministration menu bar to access the Skills summary web page.

Add New Skill

Use the Skill Configuration area to add a new skill name.

Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to access the Skill Configuration area.

Modify Skills

Click the required skill in the Skill name column on the Skill Configuration web page to access the Skill Configuration area.

Click the **Open Printable Report of this Skill Configuration** icon to view a list of the resources associated with that skill.

Resources Configuration

Use the Resources Configuration area to assign a resource group, to assign skills to a resource, and to assign an alias to the agent. When the agent is on chat, the alias of the agent is displayed to the customer.

To access this configuration area, choose **Subsystems** > **RmCm** > **Resources** from the Unified CCXAdministration menu bar. The main area of the Resources area of the Unified CCX Configuration web page contains a list of resources (if configured).

Click the **Open Resources Summary Report** icon to open the Resources Summary Report in a new window. For each resource, this report lists the resource groups associated with the resource, the Unified CCX extension of the resource, and the number of CSQs and team to which the resource is assigned.

Note The alias is not available in the Cisco Agent Desktop. It is only available with the Finesse Agent Desktop.

Modify Resource

Use the Resource Configuration area to modify resource configuration.

To access the Resource Configuration area, click any of the required resource in the Resource area of the Unified CCX Configuration summary web page.

Click the **Open Printable Report of this Resource Configuration** icon to open a Resource Report for the agent. The Resource Report lists each agent resource ID, resource name, Unified CCX extension, resource group, automatic available status, skills, CSQs, and team.

Resource Group Configuration

Use the Resource Group Configuration web page to display and modify the names of existing resource groups and to add new resource groups.

Choose **Subsystems** > **RmCm** > **Resource Groups** from the Unified CCXAdministration menu bar to access the Resource Groups web page.

Add New Resource Group

Use the Resource Configuration area to enter resource group name in the Resource Group Name field.

Add a new Resource Groups by clicking **Add New** icon or button in the Resource Group area of the Unified CCX Configuration web page.

Modify Existing Resource Groups

Use the Resource Modification page to change or update the resource group name into the Resource Group Name field.

Modify an existing Resource Group by clicking the required resource group in the Resource Groups area. In the Resource Group Configuration area, change the Resource Group and update.

Click the **Open Printable Report of this Resource Group Configuration** icon to view a list of the available resources for this resource group.

Contact Service Queues Configuration

Use the Contact Service Queues area of the Unified CCX Configuration web page to display existing CSQs, delete a CSQ, and add a new CSQ.

To access the Contact Service Queues area, choose **Subsystems** > **RmCm** > **Contact Service Queues** from the Unified CCXAdministration menu.

Note When all the CSQs assigned to the teams associated to the Supervisor are deleted, the Advanced Supervisor Capability of Queue Management is removed for the Supervisor.

Add a CSQ

Use the Contact Service Queues Configuration area to add a new CSQ.

To access the Contact Service Queues Configuration area, click the **Add New** icon or button in the Contact Service Queues area of the Unified CCX Configuration web page.

To open the Contact Service Queue Report for the required CSQ, click the **Open Printable Report of this CSQ Configuration** icon from the Contact Service Queues Configuration area.

RmCm Provider Configuration

Use the RmCm Provider area of the Unified CCX Configuration web page to identify the Unified CM Telephony user for the Resource Manager.

Choose **Subsystems** > **RmCm** > **RmCm Provider** from the Unified CCXAdministration menu bar to access the RmCm Provider web page.

Skills Configuration Assignment

Use the Assign Skills area of the Unified CCX Configuration web page to modify an existing resource group and skill configuration or to assign new resource groups and skills to all or selected agents.

Choose **Subsystems** > **RmCm** > **Assign Skills** from the Unified CCXAdministration menu bar to access this configuration area.

This web page also contains the following icons and buttons:

- **Add Skill**—to add new skills or resource groups to all or selected agents.

- **Remove Skill**—to remove skills of all or selected agents.

Add Skills

When you click the **Add Skill** button in the Assign Skills area of the Unified CCX Configuration web page, the Add Skill area opens. Use the Add Skill area to add a resource group and skills to the selected agents.

Remove Skills

When you click the **Remove Skill** button in the Assign Skills area of the Unified CCX Configuration web page, the Remove Skill area opens. Use the Remove Skill area to remove skills of all or selected agents.

Agent Based Routing Settings Configuration

Use the Agent Based Routing Settings area of the Unified CCX Configuration web page to configure Automatic Work and Wrapup Time.

Choose **Subsystems** > **RmCm** > **Agent Based Routing Settings** from the Unified CCXAdministration menu bar to access this configuration area.

Teams Configuration

Use the Teams area of the Unified CCX Configuration web page to create or associate teams with various agents, CSQs, and supervisors.

Choose **Subsystems** > **RmCm** > **Teams** from the Unified CCXAdministration menu bar to access this configuration area.

Assign Supervisor Privilege to a User

Perform the following procedure to assign supervisor privilege to a user.

Step 1   From the Unified CCX Administration menu, choose **Tools > User Management > User View**.

The User Configuration page displays the list of all users.

Step 2   Click the user to whom you want to assign supervisor capability.

The User Configuration page displays information about that user. In the Capabilities section, the left pane displays the list of assigned capabilities and the right pane displays the list of capabilities.

Step 3   Using the left arrow, assign Supervisor capability.

Step 4   Click **Update** to save your changes.

Agents, who have logged in must logout and login again to use supervisor specific features.

For agents with chat or email skill, who have logged in, it may take maximum of 30 mins to reflect the change.

Create Teams

Use the Teams area of the RmCm Configuration web page to create or associate teams with various agents, CSQs, and supervisors.

Step 1   From the Unified CCXAdministration menu bar, choose **Subsystems** > **RmCm** > **Teams**.

Step 2   Click **Add New** icon that displays in the tool bar in the upper left corner of the window or the **Add New** button at the bottom of the window.

The Team Configuration page appears.

Step 3   Enter the **Team Name**.

Step 4   Select the **Primary Supervisor** from the drop-down list.

Step 5   (Optional) Select the secondary supervisor name from the **Available Supervisors** list and use the arrow icon to move it into the **Secondary Supervisors** list.

Step 6   (Optional) To add an agent to this team, select an agent name in the **Available Resources** list and use the arrow icon to move it into the **Assigned Resources** list.

Step 7   (Optional) Select the CSQ name in the **Available CSQs** list and use the arrow icon to move it into the **Assigned CSQs** list to add the CSQ to this team.

Step 8   In the **Team Settings** section, specify the following information:

Parameter Name	Parameter Value	Global Settings
Change Agent State to Not Ready when Agent Busy on Non ACD Line	Radio button that enables the agent state to change from the Ready state to the Not Ready state when the monitored Non ACD lines are used for Incoming or Outgoing calls. The options are: • Enable—Enables the state change of the agent in the team. • Disable (default)—Disables any state change of the agent in the team. • Allow team settings to override global settings—A check box to override the global settings. The global settings is available at **System** > **System Parameters** > **Agent Settings**. **Note** When you select the check box, a popup message reminds you that your team settings are different from the global settings. Click **OK** to proceed or **Cancel** to discard the changes. When you click OK, the team level settings override the global settings.	Displays the global settings.
Auto Answer	Enables the incoming calls to be auto answered. The options are: • Enable with Zip tone—For agents, belonging to the team, all the incoming calls to the IPCC extension is auto answered provided the agent is in the Ready state in the Cisco Finesse desktop. A zip tone plays to alert the agent. • Enable without Zip tone—For agents, belonging to the team, all the incoming calls to the IPCC extension is auto answered provided the agent is in the Ready state in the Cisco Finesse desktop. The zip tone does not play to alert the agent. • Disable (Default)—Auto answer is not enabled.	

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.

• This functionality is applicable only for the agents and not for the supervisors of the team.

Step 9   Click **Save** to apply changes or **Cancel** to exit.

Modify Teams

Use the Teams area to modify the supervisors, agents, CSQs, or auto answer configuration on an existing Team.

Step 1   From the Unified CCXAdministration menu bar, choose **Subsystems** > **RmCm** > **Teams**.

Step 2   Click a name in the **Team Name** column.

The Team Configuration page appears.

Step 3   Select the **Primary Supervisor** from the drop-down list.

Step 4   (Optional) Select the secondary supervisor name from the **Available Supervisors** list and use the arrow icon to move it into the **Secondary Supervisors** list.

To remove the secondary supervisor name from this team, select the supervisor name in the **Secondary Supervisors** list and use the arrow icon to move it into the **Available Supervisors** list. This supervisor now belongs to the default team.

Step 5   (Optional) Select an agent name in the **Available Resources** list and use the arrow icon to move it into the **Assigned Resources** list to add an agent to this team.

To remove an agent from this team, select an agent name in the **Assigned Resources** list and use the arrow icon to move it into the **Available Resources** list. This agent now belongs to the default team.

Step 6   (Optional) Select the CSQ name in the **Available CSQs** list and use the arrow icon to move it into the **Assigned CSQs** list to add the CSQ to this team.

To remove a CSQ from this team, select a CSQ name in the **Assigned CSQs** list and use the arrow icon to move it into the **Available CSQs** list. This CSQ now belongs to the default team.

Step 7   In the **Team Settings** section, specify the following information:

Parameter Name	Parameter Value	Global Settings
Change Agent State to Not Ready when Agent Busy on Non ACD Line	Radio button that enables the agent state to change from the Ready state to the Not Ready state when the monitored Non ACD lines are used for Incoming or Outgoing calls. The options are: • Enable—Enables the state change of the agent in the team. • Disable (default)—Disables any state change of the agent in the team. • Allow team settings to override global settings—A check box to override the global settings. The global settings are available at **System** > **System Parameters** > **Agent Settings**. **Note** When you select the check box, a popup message reminds you that your team settings are different from the global settings. Click **OK** to proceed or **Cancel** to discard the changes. When you click OK, the team level settings override the global settings.	Displays the global settings.

Parameter Name	Parameter Value	Global Settings
Auto Answer	Enables the incoming calls to be automatically answered. The options are: • Enable with Zip tone—For agents, belonging to the team, all the incoming calls to the IPCC extension is auto answered provided the agent is in the Ready state in the Cisco Finesse desktop. A zip tone plays to alert the agent. • Enable without Zip tone—For agents, belonging to the team, all the incoming calls to the IPCC extension is auto answered provided the agent is in the Ready state in the Cisco Finesse desktop. The zip tone does not play to alert the agent. • Disable (Default)—Auto answer is not enabled.	

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.

Step 8 Click **Save** or **Update** to apply changes, **Cancel** to exit or **Delete** to delete this team.

Delete a Team

Use the Teams area of the RmCm Configuration web page to delete an existing Team.

Step 1 From the Unified CCXAdministration menu bar, choose **Subsystems** > **RmCm** > **Teams**.

The Teams web page opens.

Step 2 Click the **Delete** icon beside the Team Name icon you want to delete.

The system prompts you to confirm the delete.

Step 3 Click **OK**.

Chat and Email Menu Options

Tip • The **Chat** option is available with Unified CCX Premium license package when Cisco Finesse is not activated .

• The **Chat and Email** option is available with Unified CCX Premium license package when you activate Cisco Finesse.

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Tip • The **Chat and Email** option is available with Unified CCX Premium license package.

To access either of these menu options, choose **Subsystems** > **Chat and Email** as applicable.

The Chat and Email menu contains the following submenu options:

- **Customer Collaboration Platform Configuration**—Choose this option to configure the Customer Collaboration Platform parameters. This page also displays the overall health of Customer Collaboration Platform.

- **Mail Server Configuration**—Choose this option to configure the mail server. This page is available on the Unified CCX node with a premium license.

- **Contact Service Queues**—Choose this option to configure chat and Email CSQs. You can configure the email CSQs on the Unified CCX node with a premium license.

- **Predefined Responses**—Choose this option to define the chat and email predefined responses that are available in the Manage Chat and Email gadget on the Finesse Agent Desktop.

- **Channel Parameters**—Choose this option to configure channel parameters.

- **Chat Widget**—Choose this option to configure and manage chat widgets.

- **Teams**—Choose this option to configure teams.

Customer Collaboration Platform Configuration

Use the **CCP Configuration** web page to configure Cisco Customer Collaboration Platform. You must configure information only on this web page to enable the chat and email features.

Cisco Unified CCX does not support custom configuration changes on the chat and email campaigns or feeds from the Customer Collaboration Platform administration page.

This option is available only with the Unified CCX Premium license package. The email feature support for Unified CCX depends on the Customer Collaboration Platform version. For information about feature compatibility, 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.

Any configuration change using Customer Collaboration Platform Administration interface is not supported.

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Note On a high availability setup, after the **Add to Cluster** operation is successful, the following message is displayed:

```
In case of HA, configure the CCP on secondary node after adding to cluster
in the secondary node.
```

Every time you navigate to this page, the state of feeds, campaigns, and notifications rules are validated for chat and email, the connectivity to the email server is checked, and the web page shows the appropriate status. Icons are used as visual indicators to display the status of each service. Hover the cursor over the icon to display a tool tip that explains the reason for the current state. As part of validation, Unified CCX checks the following:

- **CCP XMPP Service**

  Unified CCX checks the connectivity with the Customer Collaboration Platform XMPP service. If the XMPP service is down, the following message is displayed:

  ```
  CCP XMPP service is not accessible. Check the logs for more details.
  ```

- **CCP Runtime Service**

  Unified CCX checks the connectivity with the Customer Collaboration Platform runtime service. If the runtime service is down, the following message is displayed:

  ```
  CCP runtime service is not accessible. Check the logs for more details.
  ```

- **CCP Tomcat Service**

  Unified CCX checks the connectivity with the Customer Collaboration Platform Tomcat service. If the Tomcat service is down, the following message is displayed:

  ```
  Unable to communicate to the CCP on the IP address(Hostname) provided.
  Please verify whether CCP is running on this IP address(Hostname) or
  check the network connection and make sure that CCP is reachable from
  CCX.
  ```

- **CCP Status**

  - **Feeds**

    Unified CCX validates the status of the intended chat and email feeds in Customer Collaboration Platform.

    - ✅—All the feeds are operating as usual in Customer Collaboration Platform.

    - ⊖—One or more feeds mismatches with Customer Collaboration Platform.

    - ❌—All the feeds are missing in Customer Collaboration Platform.

  - **Campaigns**

    Unified CCX validates the status of the intended chat and email campaigns in Customer Collaboration Platform.

    - ✅—All the campaigns are operating as usual in Customer Collaboration Platform.

    - ⊖—One or more campaigns mismatches with Customer Collaboration Platform.

    - ❌—All the campaigns are missing in Customer Collaboration Platform.

  - **Notifications**

    Unified CCX validates the status of the intended chat and email notifications in Customer Collaboration Platform.

    - ✅—All the notifications are operating as usual in Customer Collaboration Platform.

- ⊖—One or more notifications mismatches with Customer Collaboration Platform. This status icon also appears after configuration, when no chat and email contact is injected yet. The status will change to normal after successful injection of chat and email contact.

- ✖—All the notifications are missing in Customer Collaboration Platform.

- **Email Cache**

  Unified CCX checks and alerts the user about the email cache.

  - ✔—Email cache is operating as usual.

  - ✔—Unable to cache emails. No new emails will be fetched.

  - **Not Applicable**— Customer Collaboration Platform version is not compatible.

- **Email Server**

  Unified CCX checks the connectivity with the email server.

  - ✔—Email server is operating as usual.

  - **Not Configured**—Channel provider is not configured.

  - **Not Applicable**—The following are the reasons for the current state:

    - Cisco Finesse is not active.

    - Email CSQ is not configured.

    - Customer Collaboration Platform version is incompatible with the Email feature.

  - ✖—Unable to reach the email server.

- **CCP Chat Gateway**

  This indicates the status of the Customer Collaboration Platform Chat Gateway and the Channel that is integrated.

  - **CCP Chat Gateway**

    - ✔ — The gateway is operating as usual and is configured with a channel.

    - ✖ — The gateway is not in an operating state as it is either Unreachable or configurations are incorrect.

    - **Not Configured** — The gateway is not configured and no channels are configured.

    - **Not Applicable**—The following are the reasons for the current state:

      Cisco Finesse is not active.

      Customer Collaboration Platform version is incompatible or is not configured.

- **Facebook Messenger Integration** — This indicates whether the channel is enabled. It also indicates the last failure recorded in the channel. This helps to determine any intermittent or permanent errors.

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email > CCP Configuration** as applicable.

The **Configuration** web page appears.

Note You must perform the following actions:

- In the Unified CCX, upload Customer Collaboration Platform certificate to the Unified CCX Tomcat trust store using the Cisco Unified OS Administration interface. You can also use the `set cert import trust tomcat` CLI.

- In the Customer Collaboration Platform, upload Unified CCX certificate to the Customer Collaboration Platform Tomcat trust store using the Cisco Unified OS Administration interface.

Unified CCX and Customer Collaboration Platform servers must have DNS entries. Customer Collaboration Platform must be accessible to Unified CCX by hostname. If the entries are not valid, an error is displayed.

Step 2 Specify the following fields for Customer Collaboration Platform:

Field	Description
IP Address / Host Name	IP address or fully qualified domain name of the Customer Collaboration Platform server. For example, 192.168.1.5 or host.example.com.
User Name	Username of the Customer Collaboration Platform administrator.
Password	Password of the Customer Collaboration Platform administrator.

Note When the Customer Collaboration Platform application password is reset, ensure that the new password is first updated in Unified CCX and then reset the password in Customer Collaboration Platform. This prevents the account getting locked due to the authentication attempts from Unified CCX with old password.

Step 3 Click **Save** to save the changes.

Note
- After saving a valid Customer Collaboration Platform configuration, you cannot change the **IP Address / Host Name** details. If you want to change the configuration, delete the existing configuration and create a new one.

- If you see an error message, click **Save** to re-create feeds, campaigns, and notifications for chat and email in Customer Collaboration Platform.

- When Unified CCX hostname is changed or when a new Unified CCX node is added, the Customer Collaboration Platform Configurations must be saved again. This enables the change to take effect to re-create all the notifications for email and chat in Customer Collaboration Platform.

Delete Customer Collaboration Platform Configuration

To delete the Customer Collaboration Platform configuration from the Unified CCX Administration interface, perform the following:

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Important
- Ensure that the Customer Collaboration Platform configuration delete operation is performed during maintenance window.

- Ensure that the **Customer Collaboration Platform** configuration hostname is deleted manually from **Desktop Layout** in Cisco Finesse Administration.

Step 1 On the **Customer Collaboration Platform Configuration** page, click **Delete**. A confirmation dialog box appears.

Step 2 Click **OK** to delete the Customer Collaboration Platform configuration.

This deletes the Customer Collaboration Platform configuration data from the Unified CCX configuration database. In addition, it deletes the configurations such as Feeds, Campaigns, Notifications, and Webhooks (that were created by Unified CCX) from the Customer Collaboration Platform application.

Note If you select **Delete all Associated Chat and Email CSQs** check box in the confirmation dialog box, all the chat and email CSQs are also deleted from the Unified CCX configuration database.

Result: When the Customer Collaboration Platform configuration is deleted from both Unified CCX and Customer Collaboration Platform application, the following message is displayed: `CCP configuration has been deleted successfully.` However, due to connectivity issues, if the Customer Collaboration Platform configuration is deleted in Unified CCX but not deleted in Customer Collaboration Platform application, the following message is displayed: `CCP configuration has been deleted successfully from UCCX. Ensure that the related configurations are deleted manually from the the CCP application as well.`

Step 3 Restart the Unified CCX engine on both the nodes.

Step 4 Click **Cancel** to cancel this operation.

What to do next

When CCP configuration is not deleted in the Customer Collaboration Platform application.

Access Customer Collaboration Platform application: By default, access to Customer Collaboration Platform administration user interface is restricted. Administrator can provide access by using the allowed list of client's IP addresses and revoke by removing the client's IP from the allowed list. For any modification to whitelist to take effect, Cisco Tomcat must be restarted.

Whitelist administrator user interface: Use the `utils whitelist admin_ui add` command to use the allowed list the client's IP address, with which you want to access the Customer Collaboration Platform application. **For example:** `admin:utils whitelist admin_ui add 10.XXX.XX.XX.`

Delete Campaign: In the Customer Collaboration Platform application, select the **Configuration** tab. Select the checkbox to the left of one or more campaign names and click **Delete**. Click **OK** in the confirmation window to confirm the deletion of the selected campaigns.

Delete Feeds: In the Customer Collaboration Platform application, select the **Configuration** tab. Select the checkbox to the left of one or more feed names and click **Delete**. Click **OK** in the confirmation window to confirm the deletion of the selected feeds.

Delete Notifications: In the Customer Collaboration Platform application, select the **Administration** tab. Select the checkbox to the left of one or more notification names and click **Delete**. Click **OK** in the confirmation window to confirm the deletion of the selected notifications.

Reinject Email Contacts

Emails may be parked in Customer Collaboration Platform due to component failures or if the email server is down or not reachable. You can ensure that these emails are attended to when the services are restored by reinjecting the email contacts.

Note   The latest 200 unread or reserved, social email contacts across the email CSQs are reinjected.

To reinject the email contacts back to Unified CCX, click **Subsystems** > **Chat and Email CCP Configuration** > **Reinject**.

Note   The **CCP Configuration** web page is reloaded, but the configuration is not updated.

Chat Transcripts

You can search and retrieve stored chat transcripts. You can search by username (chat.agentName) and alias (chat.agentNickname). For more information on how to perform a default search or a field-specific search, see the "Search" section of the *Cisco Customer Collaboration Platform User Guide* or the Customer Collaboration Platform interface online help.

For information on how to change chat storage space and calculate the disk space that you need to store data for a specific duration, see the online help that is available for the Customer Collaboration Platform interface or see the *Cisco Customer Collaboration Platform User Guide*, located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Mail Server Configuration

Use the **Mail Server Configuration** web page to configure the mail server. This web page is available on the Unified CCX node with a premium license.

Before you begin

- Create accounts and email addresses that must be used for CSQ creation.

- **Local Exchange Server**

  - Run the commands **set-service msExchangeIMAP4 -startuptype automatic**, and **start-service msExchangeIMAP4** on Microsoft Exchange to set the Microsoft Exchange IMAP4 service to start automatically.

- Run the command **set-service msExchangeIMAP4BE -startuptype automatic**, and run **start-service msExchangeIMAP4BE** command (for Microsoft Exchange 2013) on Microsoft Exchange to set the Microsoft Exchange IMAP4 Back End service to start automatically.

- **Gmail**

  - Two types of authentication, **Basic** and **OAuth 2.0** are available for Gmail. **OAuth 2.0** is more secure.

  - You can select the authentication type while configuring a CSQ.

  - To use OAuth, you have to create a service account in the Google Cloud server. While creating a service account, you must download the JSON file that has the Private Key details, which must be uploaded while configuring a Contact Service Queue (CSQ). For more information on creating a service account, see https://developers.google.com/identity/protocols/oauth2/service-account.

  - To authorize a service account for accessing emails, ensure that "*https://mail.google.com/*" is entered in **API Scopes**.

- **Microsoft Office 365**

  - **OAuth 2.0** authentication is used to read emails and **Basic** authentication is used to send emails.

  - Create the Azure application for **OAuth 2.0** for authentication, and get the Tenant ID, Client ID, and Client secret from the Azure application. For more information on creating the Azure application see https://docs.microsoft.com/en-us/exchange/client-developer/legacy-protocols/how-to-authenticate-an-imap-pop-smtp-application-by-using-oauth#use-client-credentials-grant-flow-to-authenticate-imap-and-pop-connections.

  - Create the service principal for the Azure application. The service principal must have "FullAccess" (access rights) of the mailbox to read the email.

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Note   Microsoft Office 365 option is available from 12.5(1)SU2 ES03 onwards.

Step 1   From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Mail Server Configuration**. The **Mail Server Configuration** web page opens.

Step 2   Complete or modify the following fields for the mail server:

Field	Description
Mail Server Settings	

Field	Description
Mail Server	Choose the mail server that is required to be configured from the listed options: • MS Exchange Server / Office 365 • Gmail **Note** You must not perform any automatic or manual operations on the emails from the mail server. For example, create rules, move the emails manually to a different location, delete emails from the mail server, and so on. Unified CCX must be connected to a dedicated mail server. Ensure that the email account is not shared.
IMAP Folder Structure	
Sent Items Folder Name	The name of the sent items folder of the respective mail server that is configured. **Note** All the listed mail servers have the default folder names prepopulated for all the IMAP folders in English locale. These folder names can be edited and can have custom values.
Incoming (Secure IMAP)	
Host Name	Fully qualified domain name (FQDN) of the incoming (IMAP) server. Do not enter the IP address.
Port Number	Port number that is used to connect to the IMAP server. The default port number is 993.
Outgoing (Secure SMTP)	
Host Name	FQDN of the outgoing (SMTP) server. Do not enter the IP address.
Port Number	Port number that is used to connect to the SMTP server. The default port number is 587.
Proxy Settings	
HTTP	Choose the **Enable** or **Disable** radio button to use HTTP proxy for Mail Server connectivity. By default the **Disable** option is selected and **Enable** option is disabled. To enable **HTTP**, configure **Http** in **Proxy Parameters** section of **System Parameters** page. **Note** If Customer Collaboration Platform is able to access internet directly, HTTP proxy configuration is not required. Else, HTTP proxy configuration is required to invoke cloud services of mail servers (Gmail) to get the OAuth token. The OAuth token is used in SMTP/IMAP operations.
SOCKS	Choose the **Enable** or **Disable** radio button to use socks proxy for Mail Server connectivity. By default the **Disable** option is selected and **Enable** option is disabled. To enable **SOCKS**, configure **SOCKS Proxy** in **System Parameters** page.
Description	Description of the mail server.

Step 3   Click **Update** to save the changes.

Contact Service Queues

Before you begin

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Note   Microsoft Office 365 option is available from 12.5(1)SU2 ES03 onwards.

To change the Microsoft Office 365 authentication from **Basic** to **OAuth 2.0**, update the mail server selection to Microsoft Office 365, and then edit the email CSQ where the OAuth details must be filled.

- You must create a skill before creating a CSQ. For information about creating a skill, see *Skill Configuration* section in the Cisco Unified Contact Center Express Administration and Operations Guide.

- Before creating an email CSQ, you must have configured the mail server.

Step 1   From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Contact Service Queues** as applicable.

The Contact Service Queues (CSQs) web page opens and displays the information for existing chat and email CSQs if any.

Step 2   To add a new chat or email CSQ, click the **Add New** icon that appears in the toolbar in the upper left corner of the window or the **Add New** button that appears at the bottom of the window.

The Contact Service Queue Configuration web page opens.

Step 3   Specify the following fields:

Field Name	Description
CSQ Name	Name for the CSQ.

Field Name	Description

Resource Selection Criteria	Resource selection criteria chosen for the chat CSQ.
	
	 • **Longest Available**—Selects the agent who has been in the Available state for the longest amount of time.
	
	 • **Most Skilled**—Used for expert agent chat distribution. Selects the agent with the highest total competency level. The total competency level is determined by adding the agent's competency levels for each assigned skill that is also assigned to the CSQ.
	
	     • Example 1: If Agent1 is assigned Skill1(5), Skill2(6), and Skill3(7) and CSQ1 specifies Skill1(min=1) and Skill3(min=1), the total competency level for Agent1 for CSQ1 is 12.
	
	     • Example 2: If Agent1 is assigned Skill1(5) and Skill2(6), and Skill3(7) and CSQ1 specifies Skill1(min=1), only, the total competency level for Agent1 for CSQ1 is 5.
	
	 Note • To change the competence level for an already configured agent, change the agent skill level and save the CSQ.
	
	     • If two agents score equal in the primary selection criteria, the agent who was updated first will be assigned to the incoming chat until the maximum chats threshold is reached.

Table 1: CSQ Type—Chat

Field Name	Description
CSQ Type	Choose Chat.

Table 2: CSQ Type—Email

Field Name	Description
CSQ Type	Choose Email. **Note** You can create up to 100 email CSQs. If you exceed the limit, the following error is displayed: ```Cisco Unified CCX supports a maximum of 100 Email CSQs. Exceeded maximum limit for Email CSQs.```
Mail Server	Fully Qualified Domain Name (FQDN) of email server. This field displays the mail server that you configured.

Field Name	Description
Authentication Type	The type of authentication that is used to access the configured email account. **Basic** is used to access both types of email, Office 365 and Gmail by using username and password. By default, this option is selected. **OAuth** is used to access Gmail by using the **OAuth Private Key** file that is downloaded from the Gmail mail server. Supports OAuth 2.0 protocol. **Note** This field is displayed only when you have configured Gmail mail server.
Email username	The email address to which emails are sent or retrieved.
Email password	Password for the email account. **Note** This field is mandatory when the email server type is Microsoft Office 365 or Microsoft Exchange. This field is optional when the email server type is Gmail.
Private Key	The JSON file that contains the OAuth Private Key, which is generated while creating Service Account in Google Cloud server. Click **Upload** to select the file. **Note** This field is displayed only when **Authentication Type** is **OAuth**.
Tenant ID	This is the Azure cloud tenant ID. **Note** This field is displayed when Microsoft Office 365 is selected as the email server.
Client ID	This is the Azure cloud application client ID. **Note** This field is displayed when Microsoft Office 365 is selected as the email server.
Client secret	This is the Azure cloud application client secret. **Note** This field is displayed when Microsoft Office 365 is selected as the email server.
Note Tenant ID, Client ID, and Client secret are available from 12.5(1)SU2 ES03 onwards.	
Inbox Folder Name	The folder from which emails will be fetched and queued for the Contact Service Queue. Default value = Inbox folder of the selected mail server type **Note** If you change the Inbox folder name, which is already in use, the emails that are downloaded and cached by Customer Collaboration Platform are made available to agents. The remaining emails in the folder are ignored.
Sent Items Folder Name	The folder to which Customer Collaboration Platform will move the response email to, when it is sent.

Field Name	Description
Test Configuration	This checks the following: • Connectivity from Customer Collaboration Platform to the configured mail server by using the user credentials that is specified in the Contact Service Queue (CSQ) configuration. • Presence of and permissions to the Inbox, Drafts, Outbox, and Sent Items folder for the user, that is specified in the CSQ configuration.
Poll Interval (Seconds)	Frequency in seconds to fetch emails from the server. Default value = 180, Range = 60 to 3600
Snapshot Age (Minutes)	Specify the time in minutes from when the emails are to be fetched. Default value = 120, Range = 60 to 43200 For example, if you specify 120 minutes, this field fetches the emails from the last two hours.

Step 4   Click **Next**.

The Skill Association for CSQ area opens with the newly assigned CSQ name.

> **Note**   You can create up to 100 email CSQs. If you exceed the limit, the following error is displayed:
>
> ```
> Cisco Unified CCX supports a maximum of 100 Email CSQs. Exceeded maximum limit
>  for Email CSQs.
> ```

Step 5   From the Available Skills list, choose the skill that you want to associate with the CSQ by clicking it. To choose more than one skill, press the **Ctrl** key and click the skills that you want to associate with the CSQ.

Step 6   Click **Add**.

The chosen skill and the minimum competence level for that skill are displayed in the right pane under the heading **Selected.**

> **Note**   To delete the skill from the Skills Required list, click the **Delete** icon next to **Minimum Competence**.

Step 7   Specify a minimum competence level for the skill assigned to the CSQ.

Step 8   To view the associated resources, click **Show Resources**.

Step 9   Click **Save** to save the changes for the CSQ.

The newly added CSQ appears in the **List of CSQs**.

> **Note**   You can create up to 100 email CSQs. If you exceed the limit, the following error is displayed:
>
> ```
> Cisco Unified CCX supports a maximum of 100 Email CSQs. Exceeded maximum limit
>  for Email CSQs.
> ```

You can sort the CSQs by title by clicking the **CSQ Name** header and by type by clicking the **CSQ Type** header.

Step 10   To view the printable report and associated resources, click the CSQ for which you want to view the report and the associated resources and then click **Open Printable Report**.

Note	To delete a CSQ, click the CSQ that you want to delete and then click **Delete**. A warning dialog box appears, asking you to confirm the deletion. To delete, click **OK**.
Caution	Deletion of the chat CSQ affects the associated chat web forms. After deleting, modify the corresponding chat web form configurations and generate the HTML code.

Predefined Responses

To access the predefined responses, choose **Subsystems** > **Chat** > **Predefined Responses** OR **Subsystems** > **Chat and Email** > **Predefined Responses** as applicable.

Use the **Predefined Responses** page to configure and manage chat and email predefined responses. You can add a maximum of 500 chat and email predefined responses in total. These predefined responses are available in the Manage Chat and Email gadget on the Finesse Agent Desktop.

You can configure the responses to be available either to all the agents or only to the agents that are associated with specific CSQs.

Note	Predefined responses are not available in the Cisco Agent Desktop. They are only available with the Finesse Agent Desktop.

Predefined Responses

Using this web page, you can add, modify, and delete predefined responses.

You can add a maximum of 500 chat and email predefined responses in total.

Note	To modify an existing predefined response, click the Title header for the predefined response that you want to modify. To delete an existing predefined response, click the **Delete** icon for the predefined response that you want to delete.

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat** > **Predefined Responses** OR **Subsystems** > **Chat and Email** > **Predefined Responses** as applicable.

The **Predefined Responses web page** opens, displaying the information for existing responses, if any.

Step 2 Click the **Add New** icon that is displayed in the toolbar in the upper left corner of the window or the **Add New** button that is displayed at the bottom of the window to create a new response.

The **Predefined Response Configuration web page** opens.

Step 3 Specify the following information:

Field	Description
Title	Unique identifier of the predefined response. **Note** The special characters angle brackets (< >), parentheses (( )), double quotation marks (" "), and pipe symbol (|) are not allowed.
Type	Types of media.
Response Description	Description for the predefined response. • Rich Text Editor is available to create an HTML-based email predefined response. Use the supported tags as provided in the Rich Text Editor for formatting purpose. • Plain Text Editor is available to create a chat predefined response. **Note** The special characters angle brackets (< >), parentheses (( )), double quotation marks (" "), and pipe symbol (|) are not allowed in Plain Text Editor for Chat Predefines Response. The maximum characters limit for predefined response for chat and email is 1500. In case of email, rich text is supported and includes the HTML tag characters for representing rich text.
Tags	Choose a tag for the predefined response. • **Global for all CSQs**: The predefined response is available to all the agents that are associated with all the CSQs. • **Customize (Maximum 10 CSQs)**: The predefined response is available only to the agents that are associated with the selected CSQs. If you choose this option, select the CSQs from the **Available CSQs** pane, and then click the left arrow to assign them. **Note** Predefined responses can be used only for emails sent in HTML format and not plain text.

Step 4   Click **Save**.

The newly added predefined response appears with the assigned tags in the **List of Predefined Responses**.

You can sort the predefined responses by title by clicking the Title header and by type by clicking the Type header.

Wrap-Up Reasons

To access the Wrap-Up Reasons, choose **Subsystems** > **Chat and Email** > **Wrap-Up Reasons**.

Use the **Wrap-Up Reasons** page to configure and manage Wrap-Up categories and reasons for chat and email Contact Service Queues (CSQs). Use the Ellipsis (...) to view all the Wrap-Up Reasons that are added for each Wrap-Up category.

Wrap-Up Reasons

Using this web page, you can add, modify, and delete the Wrap-Up Reasons.

You can add a maximum of 25 Wrap-Up categories. If you exceed the maximum number of categories, the **Add New** button is disabled.

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Wrap-Up Reasons**.
The **Wrap-Up Reasons** web page opens, displaying the information for existing Wrap-Up Reasons, if any.

Step 2 Click the **Add New** icon or the **Add New** button that is displayed in the toolbar in the upper left corner of the window.

The **Wrap-Up Reasons** web page opens.

Step 3 Specify the following information:

Field	Description
Category	Specify the name for the Wrap-Up category. Allows up to 40 characters.
Wrap-Up Reasons	Enter the Wrap-Up Reasons for the specified category. Allows up to 40 characters. Click the **Add** button to add up to 25 Wrap-Up Reasons for each category.
Tags	Choose a tag for the Wrap-Up category. **Note** You can associate a maximum of 10 Wrap-Up categories to a CSQ. • **Global for all CSQs**: The Wrap-Up reason is available to all the agents that are associated with all the CSQs. • **Customize** : The Wrap-Up reason is available only to the agents that are associated with the selected CSQs. If you choose this option, select the CSQs from the **Available CSQs** pane, and then click the left arrow to assign them.

Step 4 Click **Save**.

The newly added Wrap-Up category appears with the assigned tags in the **List of Wrap-Up Reasons**.

Note   When you reskill or modify a category, the logged in agents can apply Wrap-Up Reasons from the updated list of categories for the new non-voice contacts only.

Email Signatures

To access the email signatures, choose **Subsystems** > **Chat and Email** > **Email Signatures**.

Email Signature Configuration

Using this web page, you can add, modify, and delete email signatures.

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Note   To modify an existing email signature, click the Title header for the email signature that you want to modify. To delete an existing email signature, click the **Delete** icon for the email signature that you want to delete.

Step 1   From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Email Signatures**.

The **Email Signature web page** opens, displaying the list of existing email signatures that are configured, if any.

Step 2   Click the **Add New** icon that is displayed in the toolbar in the upper left corner of the window or the **Add New** button that is displayed at the bottom of the window to create a new email signature.

The **Email Signature Configuration web page** opens.

Step 3   Specify the following information:

Field	Description
Name	Unique name of the email signature. **Note** The name can have a maximum of 100 characters.
Content	The email signature content. **Note** The email signature can have a maximum of 1500 characters. You may format the text of the email signature content, add images, add URL to the email signature, and add the Agent alias information. The Agent alias variable appears by default when any new email signature is created. If it is removed from the email signature it can be reinserted at the cursor location in the email signature by clicking on the Agent alias variable icon. When there is no alias configured for an agent, the Agent ID is presented in the email signature by default.

Field	Description

Tags	Choose a tag for the email signature.
	
	• **Global for all CSQs**: The email signature is available to all the agents that are associated with all the CSQs.
	
	• **Customize** (**Maximum 10 CSQs**): The email signature is available only to the agents that are associated with the selected CSQs.
	
	If you choose this option, select the CSQs from the **Available CSQs** pane, and then click the left arrow to assign them.
	
	Note Only one (1) email signature can be tagged as Global for all CSQs.
	
	        A CSQ can be tagged with only one (1) email signature.
	
	        When an email is responded by an agent of a particular CSQ, the system will check if there is any email signature tagged for that CSQ. The different scenarios are:
	
	        • If there is an email signature tagged to a CSQ, that will be appended in the email response.
	
	        • If there is no CSQ specific email signature, the global signature is appended in the email response.
	
	        • If there is no global email signature and no customized email signature tagged to the CSQ then there will be no email signature appended in the email response.

Step 4   Click **Save**.

The newly added email signature appears with the assigned tags in the **List of Email Signatures**.

You can sort the email signatures by title by clicking the Title header and by type by clicking the Type header.

Channel Parameters

Use the Channel Parameters web page to configure channel parameters.

Step 1   From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat** > **Channel Parameters** OR **Subsystems** > **Chat and Email** > **Channel Parameters** as applicable.

The Channel Parameters Configuration web page opens.

Step 2   Use this web page to specify or modify the following fields for channel parameters:

Field	Description
No Answer Timeout (Seconds)	The time for an agent to respond to the chat request after which, the chat request is routed back to the chat queue and for the chat toaster to fade out.
	This is applicable for the Group Chat request also. However when the chat is not accepted, the chat request is not routed back to the chat queue.
	Note When you use Chrome or Firefox, the browser overrides the chat toaster notification to fade out in 20 seconds, even if it is configured to a higher value.
Join Timeout (Minutes)	The time after which the customer initiates a chat and, if an agent is not joined, the customer gets a message as per the configuration in the **Chat Web Form Configuration** page. But an agent can still join the chat after this timeout. The default timeout is one minute and the maximum timeout value allowed is 60 minutes.
Inactivity Timeout (Minutes)	The customer inactivity time after which, the system ends the chat. This timeout is on the customer side only.
	The agent gets a message **"You are alone in the chat room. Click End to close the chat interface."**.
	The customer gets a message **"Warning: the server connection was lost due to an inactivity timeout or connection failure."**.
	Inactivity timeout may also apply to contacts in queue that have not yet been accepted by agents. This scenario occurs only when the Join Timeout value is greater than the Inactivity Timeout value.
	The customer then gets a message **"Sorry, the chat service is currently not available. Please try again later."**
Offer Chat Contact When On Voice Call	Click Yes if agents are allowed to handle a chat session during a voice call.
	Note This setting takes effect when the agent ends the current voice call.
	Chats are presented to agents even when they go off-hook or busy in a Non ICD call.
Offer Voice Call When On Chat	Click Yes if agents are allowed to handle a voice call during a chat session.
	Note This setting takes effect when the agent receives a new incoming chat.
	Direct/Consult Transfer to an IPCC extension is an exception. Even if agents are busy on a chat they would still get calls that are transferred to their extension directly.
Maximum Number Of Chat Sessions Per Agent	Number of chat sessions (ranging from 1 to 5) that an agent is allowed to handle.
	This includes the group chat sessions also.
	Note This option is available only if Finesse service is activated. For Cisco Agent Desktop, the value is set to 1.

Field	Description
Maximum Number Of Email Sessions Per Agent	Number of Email sessions (ranging from 1 to 5) that an agent is allowed to handle.
Sticky Email Timeout (Hours)	Specify the amount of time for which an email message waits in a specific agent CSQ. Sticky email routing (Last-agent email routing) is a mechanism to route an email message to the agent who handled the last leg of the email conversation. When an email message, which is part of an ongoing conversation, comes in and the agent who handled the last leg of the conversation is not available, then the email does not wait indefinitely in that agent queue. After the configured time expires, the email message is placed on the intended CSQ to be handled by any available agent. **Note** Last-agent email routing is not available if the customer changes the subject line of the email message. Default = 4 hours, Range = 1 to 120 hours.

Step 3 Click **Save** to save the changes for the channel parameters.

Note If any of the above parameters are changed during the call center operation, the updated values are not applied to the existing contacts in the system. The changed parameters will affect only the new contacts coming into the system.

Chat Widgets

Use the **Chat Widgets** section to configure the Bubble Chat widget and generate HTML code snippet that can be hosted on the customer website.

The Bubble Chat interface supports accessibility for the visually challenged. To use this feature, users must configure Job Access With Speech (JAWS) and enable Accessibility mode in their system. When users navigate across UI elements by using the keyboard, the screen reader announces the focused elements such as fields, buttons, icons, and the incoming messages.

Note Website developers must localize the accessibility messages of Bubble Chat to ensure that the announcements are in the appropriate language.

To access the **Chat Widgets** page, choose **Subsystems** > **Chat and Email** > **Chat Widgets**.

Chat Widgets Page

The **Chat Widgets** page lists the following information and options for each chat widget:

Field	Description
Name	Name of the chat widget.

Field	Description
Description	A brief description.
Post Chat Rating	Whether post chat rating is available for the chat.
	Note Post chat rating can be configured for only bubble chat.
Code	Option to generate the web form code for the configured chat widget.
Delete	Option to delete the chat widget.

Chat Widget Configuration

You can add, modify, and delete chat widgets. You can select any one of the following calendars:

- 24 Hours X 7 Days

- Custom Calendar, which has been configured by using the Calendar Management in Finesse desktop.

Note
- To modify an existing chat widget, click the chat widget name.

- To delete an existing chat widget, click the delete icon. Ensure that the widget is removed from the customer website before deleting the widget.

You can configure or modify the Bubble Chat widget.

Bubble Chat Widget

To configure a Bubble Chat widget, complete the following steps:

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Chat Widgets**.

The **Chat Widgets** web page opens, displaying the information for existing chat widgets.

Note   During the widget configuration, live preview of the widget is possible.

Step 2 Click the **Add New** icon or the **Add New** button.

The **Bubble Chat Configuration** web page opens. The administrator can configure the messages and labels in any language.

Step 3 In the **Widget Details** area, specify the following information:

Field	Description
Name	Unique name of the chat widget.
Description	Chat widget description.

Step 4 Click **Next**.
The **Attributes - Branding and Identity** area appears.

Step 5 Specify the following information:

Section	Field	Description
Font Family	Typeface	Font family used for the text in the Chat Web Form and chat window.
		Note The default font family is Helvetica. You can change the font family by either selecting from the drop-down or entering a new name. If the selected font family is not available in the system where from the AppAdmin page is accessed, it will display an alert message. When you enter a new name, ensure that the correct spelling (case sensitive) is used. The system does not indicate if you enter an invalid name. Ensure that you use commonly available fonts so as to make it easy for the customers to view the information. Before proceeding, the administrator should ensure that the selected font family is applied on the Chat Web Form preview.
Chat Title	Text	Title text displayed on the Chat Web Form and Chat Bubble.
	Text Color	Color of the title text.
Button	Text	Text displayed on the button of the Chat Web Form.
	Color	Color of the button.
	Text Color	Color of the text displayed on the button.
Agent Message	Message Color	Background color of the agent message in the chat window.
	Text Color	Color of the agent message text.

Note As you specify the attributes, the **Preview** area dynamically displays the preview of the Chat Web Form and chat window based on your specifications.

Step 6 Click **Next**.
The **Attributes - Post Chat Rating** areas open.

Step 7 Specify the following information:

Field	Description
Enable Post Chat Rating	If this checkbox is checked, post-chat rating will be available for the chat. The **Post Chat Rating** column in the **Chat Widgets** page indicates whether post chat rating is available for a chat.
Label	Text asking the user to rate the chat experience.
Button Text	Text displayed on the button that is used to submit the rating.

Note The **Preview** area dynamically displays the preview of the rating window based on the information specified.

Step 8 Click **Next**.
The **User Form Fields** and **Problem Statements and CSQ Mapping** areas open.

Step 9   In the **User Form Fields** area, specify the following information:

   a. From **Available Fields**, select the desired fields and move it to **Selected Fields**.

       To create new fields in addition to the list of available fields, click **Add Custom Field**, enter the name of the new custom field in the pop-up window and click **OK**. The new custom field appears in the list of **Selected Fields**.

Step 10   In the **Add problem Statement CSQ mapping** area, specify the following information:

   a. In **Problem Statement Caption**, enter the label for the problem statement field.

   b. Enter the problem statement for the Chat Web Form and map the problem statement with an existing chat CSQ from the **CSQ List** drop-down list.

       To add more problem statements and associate them with a chat CSQ, click **Add More**. Click the delete icon for a problem statement to delete that problem statement.

Step 11   Click **Next**. The **Chat Messages** area appears.

Step 12   Specify the following information:

Section	Field	Description
Initialization Messages	Widget Wait Message	Message displayed to the customer when the customer submits the chat form and waits for an agent to join.
	Join Time-out Message	Message displayed on the chat window to inform the customer that no agent is available currently.
In Progress Messages	Text for Text Typing Box	Text directing the customer to enter a message. This text appears in the text box of the chat window where the customer enters messages to be sent.
	Agent Joined Message	Message displayed on the chat window to inform the customer that an agent has joined. This message has the Agent Alias or Agent ID. Two text boxes are available to enter text to be displayed before and after the Agent Alias or Agent ID.
	Agent Left Message	Message displayed on the chat window to inform the customer that the agent has left. This message will have the Agent Alias or Agent ID. Two text boxes are available to enter text to be displayed before and after the Agent Alias or Agent ID.
End Messages	Close Chat Confirmation Pop-up message	Message displayed on the pop-up window to confirm if the customer wants to close the chat. In the **Negative Response** and **Positive Response** text boxes, enter the text to be displayed on the pop-up window buttons that allows the user to either accept or reject the chat closure.

Section	Field	Description
	Close Chat and Download Transcript Confirmation Pop-up Message	Message displayed on the pop-up window to inform the customer that the chat has ended and the chat transcript is ready for download.
		In the **Negative Response** and **Positive Response** text boxes, enter the text appears on the pop-up window buttons that allows the user to either accept or reject the transcript download.
		Note By default, the **enableTranscriptDownload** attribute is set to True in the generated chat widget HTML code snippet.
Error Messages	System Error Message	Message displayed to the customer when the chat service is not available to handle chat requests.
	Connectivity Error Message	Message displayed to the customer when the chat is disconnected due to inactivity timeout or connection failure.

Step 13   Click **Next**. The **Service Hours** page appears.

Step 14   In **Service Hours** area, select one of the following options to configure the business hours.

- **Default (24 hours x 7 days)-** Select this option if the contact center works 24 hours and 7 days in a week.

- **Select Calendar-** Select this option to configure the business hours. Calendar drop-down is enabled for this selection.

Step 15   Select the desired calendar from the drop-down list and click the **View** link to preview the calendar details such as **Business Hours**, **Custom Business Days**, and **Holidays**.

Step 16   In the **Messages** area, specifiy the following:

Field	Description
Holiday	Message displayed on the bubble chat widget to inform the customer during a holiday.
Off Hours	Message displayed on the bubble chat widget to inform the customer during non-working hours.
Label	Heading text displayed on the bubble chat widget to inform the customer for the business hours details.

Step 17   In the **Label for Days of Week** area, specify a label for each day of the week.

Step 18   Click **Finish**.

The code for the Chat Web Form is generated and appears onscreen.

Note   The Chat Web Form that is generated uses JavaScript. You must access this Chat Web Form from a JavaScript enabled browser.

Step 19   Click **Save Code to File** to save the generated code. Click **Back to Chat Widgets** to go to the main **Chat Widgets** page.

Note	You can also generate the code from the main **Chat Widgets** page by clicking on the **Code** icon against the chat widget name. The generated code appears on a pop-up window. To save this code, click **Save Code to File**.

Integration of Chat Code into Customer Website

When you complete a chat widget configuration by clicking the **Finish** button, the code for the configured chat widget is generated. You can save this generated code by clicking **Save Code to File**. The code is saved in an HTML file. You can also generate the code from the main **Chat Widgets** page by clicking on the **Code** icon against the chat widget name.

For bubble chat, copy or download the HTML code snippet and insert it into the desired webpage of the customer's website. Use the function provided in the HTML code snippet as the event handler for an event such as "click", etc., and use this event in an element, such as <button>, <a>, <p> etc. Invoking this event using the element will initiate the chat conversation. An example is shown in the HTML code snippet. If changes are made to the widget after deployment, there is no need to redeploy the HTML code snippet. The updated information is automatically fetched based on the widget ID and dynamically reflected for the next conversation.

Note	In cases where the website is comprises more than one page, ongoing chats might get disconnected when the user navigates from one page to another.

Disable Bubble Chat Transcript Download

To disable the download option for Bubble Chat Transcript, you must set the **enableTranscriptDownload** attribute to False and then redeploy the HTML code snippet in customer website.

To change the attribute, download the generated widget code snippet, set the **enableTranscriptDownload** attribute to False, and save. Redeploy the chat widget HTML code snippet in customer website.

Localize Accessibility Messages

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. Download the generated chat widget HTML code snippet, and update the following strings:

```
//Please change the following accessibility messages to the required language:
var accesibilityMessageForCloseButton = 'close';
var accesibilityMessageForMinimizeButton = 'minimize';
var accesibilityMessageForRestoreButton = 'restore';
var accesibilityMessageToIndicateAgentTyping = 'Agent is typing';
var accesibilityMessageToIndicateMessageFromAgent = 'message from';
var accesibilityMessageToIndicateCustomerSentMessage = 'Sent message from';
var accesibilityMessageToSelectRating = 'Please press 1 to 5 key with 1 being lowest and 5
 being highest';
```

Save and redeploy the chat widget HTML code snippet in customer website.

> ✎
>
> **Note** Customer must have configured JAWS and enabled Accessibility mode in their system to experience the accessibility feature.

Chat - Facebook Messenger

Before you begin

To integrate Facebook Messenger with Unified CCX, you must ensure that the following conditions are met:

- Business entity must have a public Facebook page for their business.

- The endpoints like, Cisco Customer Collaboration Platform or a reverse proxy, must have valid Certificate Authority signed SSL certificates as they are exposed publicly to the Internet.

- A new Facebook App is created on the Messenger platform. For more information about creation of the Facebook App and Messenger setup see, https://developers.facebook.com/docs/messenger-platform.

Step 1 From the Unified CCX Administration menu bar, choose **Subsystems** > **Chat and Email** > **Chat - Facebook Messenger**.

Step 2 In **Configure Token from Facebook**, enter the **Facebook Page Access Token**. This access token is generated on the Facebook App page when the Facebook App is created.

Step 3 In **HTTP Proxy**, enable HTTP Proxy and provide valid values for the **HTTP Proxy**.

Step 4 Click **Validate** to ensure that the token is valid using HTTP Proxy (if provided).

Step 5 In **Problem Statements and CSQ Mapping**, enter **Problem Statement Caption**.

Step 6 Enter problem statement and select CSQ from the dropdown list. Click **Add More** to add problem statements and CSQs.

You can add a maximum number of three (3) problem statements.

Step 7 In **Chat Messages**, you can edit the existing messages as per your business requirement. The following table describes the messages that a Facebook Messenger user would see:

Section	Field	Description
Initialization Messages	Welcome Message	This message welcomes the user when a chat session is initiated. The user can select a problem statement from the list.
In Progress Messages	Wait Message	This message informs the user to wait until an agent joins the chat.
	Join Timeout Message	This message informs the user to continue to wait or try again later.
End Messages	End Message	This message informs the user that the chat session has ended.
	No Agent Available	This message informs the user that no agent is available.

Section	Field	Description
Error Messages	Unsupported Content Message	This message informs the user that any attachments other than text formats are not supported.
	Unknown Error	This message informs the user about any unknown internal error.
	Inactivity Timeout Message	This message informs the user that the chat session has ended due to inactivity.

Step 8 In **Post Chat Rating**, you can enable Post Chat Rating so that customer can rate the chat experience on a scale of 1 (worst) to 5 (best). You can edit the existing messages as per your business requirement. The following table describes the messages that the Facebook Messenger user would see:

Section	Field	Description
Post Chat Rating	Rating Offer Message	This message informs the user that the chat experience can be rated. The user can select one of the ratings from 1 (worst) to 5 (best).
	Rating Completed Message	This message informs the user that the rating was sucessfully submitted.

Step 9 In **Webhooks Update in Facebook**, ensure that the Facebook Verification token and configured Callback URL are updated in the Facebook App.

> **Note** • If you have modified tokens, restart Customer Collaboration Platform Chat Gateway Service for the changes to take effect.

Step 10 In **Enable Integration**, check or uncheck the check box to enable or disable the integration of Facebook Messenger with Unified CCX respectively.

Step 11 Click **Save** to save settings.

Teams

Choose **Subsystems** > **Chat** > **Teams** OR **Subsystems** > **Chat and Email** > **Teams** as applicable from the Unified CCXAdministration menu bar to access this configuration area.

> **Note** The team configuration for chat is the same as it is for voice.

Outbound Menu

Use the Outbound Configuration web page or REST API to provision outbound dialing functionality feature.

The Outbound menu option will be displayed when you upload the Cisco Unified Premium license.

General Configuration

Choose **Subsystems** > **Outbound** > **General** from the Cisco Unified CCX Administration menu bar to access the General Configuration web page.

Use this web page to add or modify Outbound dialing preferences.

Campaign Configuration

Choose **Subsystems** > **Outbound** > **Campaigns** from the Cisco Unified CCX Administration menu bar to access the Campaigns web page. You can create and schedule a campaign, modify the settings that apply to a campaign, and import a list of contacts (in bulk using a comma-separated plain text file with .txt or .csv extension) into the Unified CCX database for each campaign using this web page.

From the **Direct Preview Campaign Configuration** page, you can also create a schedule to automatically import contacts from a remote server using the **Import Contacts** option.

The Campaigns web page displays the following status in the **Automatic Import** column in the **Campaigns List** table for the listed campaigns:

- **Not Configured**—Automatic Import of contacts is not configured.

- **Enable**—Automatic Import of contacts is configured and Automatic Schedule is enabled.

- **Disable**—Automatic Import of contacts is configured but Automatic Schedule is disabled.

You can define any one of the following two types for a campaign:

- Agent-based - If you select this campaign type, all the outbound calls will be handled by the available agents.

- IVR-based - In this campaign type, the outbound calls will be handled by the IVR scripts.

Add New Campaigns

To configure the properties for direct preview, progressive and predictive agent-based campaigns, for campaign name and description, callback settings, skill group selection, time range, dialing options, retry settings, and the dial settings, click **Add New** icon or button in the Campaigns web page.

Import Contacts

To import contacts for a selected campaign, click the hyperlink for the required campaign under the Name column and click **Import Contacts**. This will open the Import Contacts window through which you can import contacts.

The **Open Printable Report for this Campaign Configuration** icon provides the information for the selected campaign in addition to call-specific information, which varies depending on the selected dialer type for outbound. Few of them are:

- Campaign Name
- Enabled - Yes or No
- Description
- Start Time of the campaign
- End Time of the campaign

- Contact Records Cache Size
- Remaining Contacts

Delete Contacts

To ensure that a contact does not get called again for subsequent campaigns, you must delete the contact from all campaigns to which it belongs.

Click **Delete All Contacts** icon or button in the Campaign Configuration web page to delete all contacts of a particular campaign. Once you click **Delete All Contacts**, you will see a dialog box with the message "This campaign will be disabled and all its contacts will be permanently deleted. Continue?" with **OK** and **Cancel** buttons.

If you click **OK**, the Outbound subsystem checks whether the contacts are used in an active Outbound campaign. If the contacts are used as part of an active Outbound campaign, you will see the following alert message in the status bar at the top of the Campaign Configuration web page: "Campaign is active. Cannot remove contacts from an active campaign. Disable the campaign and try again." In such cases, disable the campaign first and then try deleting all contacts. Click **Cancel** if you do not want to delete all contacts for the specific campaign.

Area Code Management

Use this page to manually add new area codes, update existing area codes, and to add international area codes.

Add New Area Code

The Area Codes Management page allows you to find, add, delete, and modify the mapping of area codes and time zones. The dialer uses the area code of a contact phone number to determine the time zone of the contact calling area.

Configure SIP Gateway

You can use the SIP Gateway Configuration web page to add or modify the parameters that enable the Outbound subsystem of Unified CCX to communicate with the SIP gateway. You can also update the parameters specific to Call Progress Analysis functionality of the gateway using this web page.

Call Progress Analysis is a feature of the SIP gateway by which it determines whether the outcome of a call is an answering machine, live voice, fax, or beep tone and so on. The SIP gateway performs call progressive analysis of the call and informs the outcome of the call to Unified CCX.

Note It is mandatory to configure the SIP Gateway used by the Outbound subsystem to place calls in case of IVR-based and agent-based progressive and predictive Outbound campaigns.

Follow this procedure to configure the SIP gateway parameters through Unified CCX Administration web interface:

Step 1 From the Unified CCXAdministration menu bar, choose **Subsystems** > **Outbound** > **SIP Gateway Configuration**.

The SIP Gateway Configuration web page opens.

Step 2 Click **Update** to save the configuration changes.

The new SIP gateway configuration is added to the Unified CCX system.

Step 3   Click **Cancel** to restore the default settings.

SIP Gateway Configuration Web Page

The SIP Gateway Configuration web page.

Field	Description
Gateway Configuration	
Gateway Hostname/IP Address	The HostName or IP Address of the SIP Gateway in the Unified CCX server, which will be used by the Outbound subsystem to place calls for the predictive or progressive campaigns.
Gateway Port	Destination port used by Unified CCX to communicate with SIP gateway. The default value is 5060.
Local CCX Port	Destination port to be used by SIP gateway to communicate with Unified CCX. You cannot edit this field. Default value is as follows: • Fresh install: 5065 • Upgrade: Previously configured value. If not configured, 5065 is displayed. If you have configured a value other than 5065, you can restore to the default value by using the **Restore Default** button.
Local User Agent	This read-only field provides a description of the owner for this connection. The default value is Cisco-UCCX.
Transport(TCP/UDP)	The protocol required to send SIP messages. You can select any one of the following protocols: • TCP - Transport Control Protocol or • UDP - User Datagram Protocol The default value is UDP.
Call Progress Analysis Configuration (displays the parameter name, parameter value, and suggested value for the following fields)	

Minimum Silence Period (10-1000)	The amount of time that the signal must be silent after speech detection to declare a live voice (in milliseconds). Default = 375 milliseconds, Range = 10-1000 milliseconds
Analysis Period (1000 - 10000)	Maximum amount of time (from the moment the system first detects the speech) during which analysis will be performed on the input audio. Default = 2500 milliseconds, Range = 1000-10000 milliseconds
Maximum Time Analysis (1000-10000)	The amount of time to wait when it is difficult for the dialer to determine voice or answering machine. Default = 3000 milliseconds, Range = 1000-10000 milliseconds
Minimum Valid Speech Time (50-500)	Amount of time that the signal must be active before being declared speech. Anything less is considered as a glitch. Default = 112 milliseconds, Range = 50-500 milliseconds
Maximum Term Tone Analysis (1000-60000)	This is the amount of time the gateway will look for a terminating beep once an answering machine has been detected. Default = 15000 milliseconds, Range = 1000-60000 milliseconds

Dial Peer Configuration for Outbound

Dial peer configuration is required to transfer the outbound calls to the IVR ports and agents in case of progressive and predictive outbound campaigns. The dial peer maps to the CUCM trigger for IVR-based campaigns and to the agent extension for agent-based campaigns.

When you configure voice-network dial peers, the key commands that you must configure are the **destination-pattern** and **session-target** commands.

IVR

For IVR-based progressive and predictive campaigns, the **destination-pattern** command specifies the Unified CM Telephony Trigger associated with the IVR campaign. The **session-target** command specifies a destination address for the voice-network peer.

Agent

For agent-based progressive and predictive campaigns, the **destination-pattern** command specifies the agent extension. The **session-target** command specifies a destination address for the voice-network peer.

For Extend and Connect, the **destination-pattern** must specify the destination address of the CTI Remote Device (CTIRD). See the *Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager* at https://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html for more information on CTIRD.

Disable Hunting for Agent-Based Outbound Calls

When the agent does not answer a live voice call within the time limit configured for Outbound Call Timeout in General Configuration web page, then the call has to be dropped. If hunting is not disabled on the gateway, the call is not dropped and is forwarded to the agent extension.

The gateway receives a 403 forbidden error message and hunts for the "preference 2 dial peer." The gateway forwards the call to the agent extension using the " preference 2 dial peer." Hence, the call is seen on the agent desktop and the state of the agent is changed to Ready or Not Ready depending on the option selected for the Agent State after Ring No Answer field in System Parameters Configuration web page.

To disable hunting for the gateway, use **no voice hunt 57** command (57 maps to 403 forbidden in SIP).

Note This is a global configuration to restrict the gateway from hunting for all 403 forbidden error messages.

Translation of Phone Numbers

Unified CCX does not support the translation or modification of the phone number that it uses to dial out outbound calls. Any "voice translation rules" configured in the gateway that modifies the phone number are not supported. If the phone number is translated, then those calls are not treated as IVR or agent-based outbound calls. Any such calls cannot have all the functionality and capabilities of a normal IVR or agent-based outbound calls.

Note You can use either of the below 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.

Database Menu

The Unified CCX system uses the Database subsystem of the Unified CCX Engine to communicate with database servers, to obtain information that can be relayed to callers or to make application decisions. The Database subsystem enables the Unified CCX applications to obtain information from data sources, which are databases configured to communicate with the Unified CCX system.

The Database menu contains the following options, which are explained below:

- Datasource

- Parameters

- Drivers

DataSource

Use the DataSources web page to add a new data source, display, modify, or delete existing datasources.

Choose **Subsystems** > **Database** > **DataSource** from the Cisco Unified CCX Administration menu bar to access the DataSources web page.

New DataSource

Follow this procedure from the DataSources web page to add a new DataSource:

Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the button that displays at the bottom of the window to add a new data source.

The DataSource Configuration web page opens.

Add New Database Parameter

To add a new database parameter:

Choose **Subsystems** > **Database** > **Parameter** from the Unified CCX Administration menu bar.

The Parameters web page displays. See **Poll Database Connectivity** to know more about how to update parameter-related fields.

Driver

Use the Driver List web page to upload new drivers, or to view and delete existing drivers.

Add New Database Driver

Follow this procedure to add a new jdbc driver:

Step 1 From the Unified CCXAdministration menu bar, choose **Subsystems** > **Database** > **Drivers**.

The Driver List web page opens up displaying a list of uploaded driver class filenames along with a Delete icon.

Step 2 Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to add a new driver class name.

The Driver Management web page opens.

Step 3 Specify a valid JDBC driver jar file in the Driver File field or click **Browse** to locate the driver file.

The driver file is validated before uploading.

Step 4   Choose the supported class name for the new driver from the Driver Class Name drop-down list box.

Step 5   Click **Upload** to save the new driver to the database.

> **Tip**
>
> - For details on the compatible Enterprise database server version see, https://www.cisco.com/c/en/us/ support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html. Ensure that a valid JDBC driver version is used that is compatible with the Enterprise database server.
>
> - Contact your database vendor to know the appropriate JDBC driver versions that is compatible with your Enterprise database server.
>
> - While uploading com.ibm.db2.jcc.DB2Driver, if your IBM DB2 deployment also requires a license Jar to be in the application's classpath, upload the license Jar as a Custom Jar File using the procedure detailed in **Specify Custom Classpath Entries**. Then, restart the Unified CCX Engine on all nodes through the Unified CCX Serviceability.

HTTP Menu

The Unified CCX system uses the HTTP subsystem of the Unified CCX Engine to add components to the Unified CCX Engine that allow applications to be triggered in response to requests from a variety of web clients, including computers and IP phones.

HTTP/HTTPS triggers are available if your system has a license installed for one of the following Cisco product packages: Unified IP IVR or Unified CCX Premium.

HTTP Trigger Configuration

Use the HTTP Trigger Configuration web pages to display, add, modify, and delete existing HTTP triggers.

Choose **Subsystems** > **HTTP** from the Cisco Unified CCX Administration menu bar to access the HTTP Trigger Configuration web page.

Add New HTTP Trigger

To add a new HTTP trigger:

Click the **Add New** icon or button on the HTTP Trigger Configuration web page to access the HTTP Trigger Configuration web page.

To modify an existing trigger, click any hyperlink within the HTTP Trigger List table; the HTTP Trigger Configuration web page opens.

eMail Menu

The Unified CCX system uses the eMail subsystem of the Unified CCXEngine to communicate with your email server and enable your applications to create and send email. The email configuration identifies the default email address and server to be used for sending email (including e-pages and faxes) and for receiving acknowledgments.

Choose **Subsystems** > **eMail** from the Cisco Unified CCX Administration menu bar to access the eMail Configuration web page. You must configure email functionality so that Unified CCX scripts created with the email steps will function correctly.

Cisco Media

Choose **Subsystems** > **Cisco Media** from the Unified CCXAdministration menu bar to access the Cisco Media Termination Dialog Group Configuration web page.

The Unified CCX system uses the Media subsystem of the Unified CCX Engine to configure Cisco Media Termination (CMT) dialog groups that can be used to handle simple Dual-Tone Multi-Frequency (DTMF) based dialog interactions with customers. A dialog group is a pool of dialog channels in which each channel is used to perform dialog interactions with a caller.

To modify an existing CMT dialog group, click any hyperlink within the trigger's summary table entry; the Cisco Media Termination Dialog Group Configuration web page opens.

To add a new CMT dialog group, click the **Add New** icon or button in the Cisco Media Termination Dialog Group Configuration web page. The Cisco Media Termination Dialog Group Configuration web page opens.

MRCP ASR Menu

The Unified CCX system uses the MRCP ASR (Automatic Speech Recognition) subsystem to allow navigation through a menu of options by speaking instead of pressing keys on a touch-tone telephone.

MRCP ASR Provider

Choose **Subsystems** > **MRCP ASR** > **MRCP ASR Provider** from the Cisco Unified CCX Administration menu bar to configure information about the vendor of your speech server, including the number of licenses, and the grammar type.

To modify an existing ASR Provider information, click any hyperlink within the provider's summary table entry; the ASR Provider Configuration web page opens.

To add a new ASR Provider information, click the **Add New** icon or button.

MRCP ASR Servers

Choose **Subsystems** > **MRCP ASR** > **MRCP ASR Servers** from the Cisco Unified CCX Administration menu bar to configure your speech server name, port location, and available languages.

Note You must have a MRCP ASR Provider defined before you can provision a MRCP ASR Server.

To modify an existing ASR Server, click any hyperlink within the server summary table entry; the ASR Server Configuration web page opens.

To add a new ASR Server, click the **Add New** icon or button.

MRCP ASR Dialog Groups

Use the MRCP ASR Dialog Group Configuration web page to display, add, modify, and delete information about MRCP ASR dialog control groups, which enable Unified CCX applications to use speech recognition.

Choose **Subsystems** > **MRCP ASR** > **MRCP ASR Dialog Groups** from the Cisco Unified CCX Administration menu bar to configure the MRCP ASR dialog control groups.

Note You must have a MRCP ASR Provider defined before you can provision a MRCP ASR Group.

To modify an existing MRCP ASR Dialog Group, click any hyperlink within the group summary table entry; the MRCP ASR Dialog Control Group Configuration web page opens.

To add a new MRCP ASR Group, click the **Add New** icon or button.

MRCP TTS Menu

The Unified CCX system uses the MRCP (Text-to-Speech) subsystem to convert plain text (UNICODE) into spoken words to provide a user with information or to prompt a user to respond to an action.

MRCP TTS Providers

Use the MRCP TTS Provider Configuration web pages to display, add, modify, and delete information about your TTS Provider.

Choose **Subsystems** > **MRCP TTS** > **MRCP TTS Provider** from the Cisco Unified CCX Administration menu bar to configure information about the vendor of your TTS system.

To modify an existing MRCP TTS Provider, click any hyperlink within the provider summary table entry; the MRCP TTS Provider Configuration web page opens.

MRCP TTS Servers

Use the MRCP TTS Server Configuration web page to display, add, modify, and delete the text-to-speech server name, port location, and available language.

To modify an existing MRCP TTS Server, click any hyperlink within the server summary table entry; the MRCP TTS Server Configuration web page opens.

To add a new MRCP TTS Server, click **Add New** icon or button in the MRCP TTS Server Configuration web page.

Related Topic

MRCP TTS Default Genders

Use the MRCP TTS Default Genders Configuration web page to display or modify the gender setting for each Locale. You can modify the default gender setting for the Locales specified during TTS Server provisioning using this page. Click the **Update** icon or button to save the changes.

Related Topic