



Wizards Menu

The Wizards menu of the Unified CCX Administration web interface provides access to the wizards available for your Unified CCX system.

In each Wizard web page, you are provided with a list of procedures and a description for each procedure in the main pane.

Click the **Exit** icon in the toolbar in the upper left corner of the window or the **Exit** button that displays at the bottom of the window to exit the wizard at any time and to go to the main Unified CCX Administration menu bar. Click **Next** to go to the next wizard menu option.

The Unified CCX system contains the following options in the Wizards menu:

- [Application Wizard, on page 1](#)
- [RmCm Wizard, on page 2](#)

Application Wizard

Application Configuration is one of the very basic requirements in Unified CCX Administration. You must complete several steps in the following order to successfully complete Application Configuration.

To access the Application Wizard, select **Wizards > Application Wizard > Description of Steps** from the Unified CCX Administration menu bar. The Application Configuration Wizard: Description of Steps web page opens up, displaying the different steps to perform the configuration, along with a brief description of each step as shown in the following bulleted list.

Click **Next** to proceed to the subsequent steps from the main Application Configuration Wizard web page or jump directly to any step using **Wizards > Application Wizard** and clicking the desired submenu (see **Configure Unified CCX Applications**).

- **Scripts**—In this step, you can view a list of existing custom scripts. When you click the **Next** button from the main Application Configuration Wizard web page, you are transferred to Script Management web page, which lists the available scripts, provides links to create a folder, and uploads custom scripts. Scripts can be uploaded as either a single script file or a zip file of scripts. You can upload multiple scripts in this step (see **Script Management**).
- **Prompts**—In this step, you can view a list of existing custom prompts. The Prompt Management web page lists the available prompts, provides links to create new folders, and uploads custom prompts. Prompts can be uploaded as either a single prompt file or a zip file of prompts. You can upload multiple prompts in this step (see **Manage Prompt Files**).

- **Grammars**—In this step, you can view a list of existing custom grammar files that are used to recognize and respond to caller prompts. The Grammar Management web page lists the available grammars, provides the links to create new folders, and uploads custom grammars. Grammars can be uploaded as either a single grammar file or a zip file of grammars. You can upload multiple grammars in this step (see **Manage Grammar Files**).
- **Documents**—In this step, you can view a list of existing custom documents such as .txt, .doc, .jsp, or .html, custom classes, and Java Archive (JAR) files that allow you to customize the performance of your Unified CCX system. The Document Management web page lists the available documents, provides the links to create new folders, and uploads custom documents. Documents can be uploaded as either a single document file or a zip file of documents. You can upload multiple documents in this step (see **Manage Document Files**).
- **Application Configuration**—In this step, you can select the type of application to be configured using Add a New Application page. Click **Next** to provide configuration details for the selected application type. Each application can be any combination of the scripts, prompts, grammars, and documents on file. By default, the uploaded script, prompt, document and grammar are selected, if applicable. You can create multiple applications in this step (see **About Unified CCX Applications**).
- **Triggers**—In this step, you can create different types of triggers for the applications that were created in the previous step using the Trigger Configuration page. More than one trigger can be created for one application. By default, the application configured in the previous step is automatically selected. On providing the Directory Number, device name and language, the trigger configuration is complete. You can create multiple triggers in this step (see **Application Triggers**).

Selecting the type of the trigger concludes the Application Configuration wizard process.

RmCm Wizard

RmCm Configuration is a commonly performed procedure in the contact center environment. You must complete several steps to successfully complete RmCm Configuration. The RmCm Configuration wizard leads you through the following steps.



Note The RmCm Wizard option is available with all Unified CCX license packages.

To access the Application Wizard, select **Wizards > RmCm Wizard > Description of Steps** from the Unified CCXAdministration menu bar. The Application Configuration Wizard: Description of Steps web page opens up displaying the different steps in which you can perform the configuration along with a brief description of each step as shown in the bulleted list below.

Click **Next** to proceed to the subsequent steps from the main RmCm Wizard web page or jump directly to any step using **Wizards > RmCm Wizard** and clicking the desired submenu.

- **Add a Skill**—Choose this submenu to configure the skills to be associated with the user. In this step, you are transferred to the **RmCm > Skills** web page. Repeat this step to create multiple skills.
- **Add a Resource Group**—Choose this submenu to upload multiple custom scripts. In this step, you are transferred to the Resource Group Configuration web page, where you can enter the Resource Group Name.

- **Add Resources**—Choose this submenu to create resource groups that will later be assigned to resources. In this step, you are transferred to RmCm Wizard - User Configuration web page, which has a hyperlink to **Add resources in Unified CM**. This link invokes **Unified CM** automatically (see the following related topics):
 - [RmCm Provider Configuration](#)
- **Add Supervisors**—Choose this submenu to assign supervisor privileges to a user. In this step, you are transferred to the User Management web page, which allows you to search for a specific user.
- **Configure Resources**—Choose this submenu to add or remove skills that are associated with resources. In this step, you are transferred to the RmCm Configuration Resources web page, which lists the configured resources. Resources can be modified together to obtain the same skills, or they can be modified separately to be assigned different skills.
- **Modify Existing Contact Service Queues**—Choose this submenu to modify skills that are associated with a contact service queue. In this step, you are transferred to the RmCm Configuration Contact Service Queue web page, which lists the configured CSQs.
- **Add a Contact Service Queue**—Choose this submenu to add contact service queues. Skills or resource groups are associated to these contact service queues to filter out the resources. In this step, you are transferred to the RmCm Configuration Contact Service Queue Configuration web page, which allows you to add CSQs.
- **Modify Existing Teams**—Choose this submenu to modify agents in existing teams. In this step, you are transferred to the RmCm Configuration Contact Teams web page, which lists the configured teams.
- **Add a Team**—Choose this submenu to create new teams and associate those teams with new agents. In this step, you are transferred to the RmCm Configuration Team Configuration web page, which allows you to create new teams.
- **Create an Application**—On completing the RmCm configuration, you can optionally proceed to the Application Wizard configuration.

