



## Preface

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## Change History

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

| Change  | See                          | Date                |
|---|------------------------------|---------------------|
| <b>Initial Release of Document for Release 12.5(1)</b>                            |                              | <b>January 2020</b> |
| Cisco SocialMiner (SM) has been renamed as Customer Collaboration Platform (CCP). | Preface >> Related Documents |                     |

## About This Guide

This document provides information about using the Cisco Unified Operating System graphical user interface (GUI) from the Cisco Unified CCX Administration menu bar.

## Audience

This document provides information for network administrators who are responsible for managing and supporting the Cisco Unified Operating System in Cisco Unified CCX (Unified CCX). Network engineers, system administrators, or telecom engineers use this guide to learn about, and administer, the operating system features. This guide requires knowledge of telephony and IP networking technology.

# Conventions

This manual uses the following conventions.

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

| Convention    | Description   |
|---------------|---|
| { x   y   z } | Alternative keywords are grouped in braces and separated by vertical bars.  |
| [ x   y   z ] | Optional alternative keywords are grouped in brackets and separated by vertical bars.   |
| < >           | Angle brackets are used to indicate the following: <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul> |
| ^             | The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.  |

## Related Documents

| Document or Resource  | Link  |
|---|---|
| Cisco Unified Contact Center Express Documentation Guide  | <a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>                         |
| Cisco Unified CCX documentation   | <a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>                                 |
| Cisco Unified Intelligence Center documentation   | <a href="https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>   |
| Cisco Finesse documentation   | <a href="https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>   |
| Cisco Customer Collaboration Platform documentation<br><b>Note</b> From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder. | <a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>                                 |
| Cisco Mediasense documentation  | <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a> |

| Document or Resource                         | Link  |
|--|---|
| Cisco Unified CCX Virtualization Information | <a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a> |
| Cisco Unified CCX Compatibility Information  | <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>           |

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

## Documentation Feedback

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

[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)