



Cisco Customer Collaboration Platform

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New Features

VPN-less Access to Finesse Desktop

This feature provides the flexibility for agents and supervisors to access the Finesse desktop from anywhere through the Internet without requiring VPN connectivity. To enable this feature, a reverse-proxy pair must be deployed in the DMZ.

When deployed with VPN-less reverse-proxy, Customer Collaboration Platform can be deployed within the DMZ or can be moved within the enterprise.

For more information on this feature, see the *VPN-less Access to Finesse Desktop* sections in the following guides:

- *Solution Design Guide for Cisco Unified Contact Center Express* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>
- *Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>

ECDSA Certificate Support

Elliptic Curve Digital Signature Algorithm (ECDSA) offers a variant of the Digital Signature Algorithm (DSA) which uses elliptic curve cryptography. ECDSA is an alternate algorithm to RSA.

Customer Collaboration Platform now supports ECDSA and you can make it the default signature algorithm.

For details on how to enable ECDSA, see the `show` and `set` commands in the *Command Line Interface in Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>



Note WxM does not support Elliptic Curve (EC) certificates.

Updated Features

None.

Important Notes

After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see *Cisco Trusted External Root Bundle* section in <https://www.cisco.com/security/pki>
- For information about adding a certificate, see the *Customer Collaboration Platform Configurations* section in the *Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>

Deprecated Features

None.

Removed and Unsupported Features

The standalone Customer Collaboration Platform features such as Facebook page, Twitter, RSS Feeds, Standalone single session chat, associated features like filters and notifications have been removed.

Third Party Software Impacts

None.