



Release Notes for Cisco Unified Contact Center Express Solution, Release 15.0

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CHAPTER 1

Introduction

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Release Notes for Contact Center Solutions

Release 15.0 introduces release note compilations for each of the contact center solutions. The compilations contain all of the release notes for one solution type and the components that you can use with that contact center.

This document includes updates on the Cisco Unified Contact Center Express (Unified CCX) solution and all related components such as Cisco Unified Intelligence Center (CUIC), Cisco Finesse, Customer Collaboration Platform (CCP).



Note Cisco SocialMiner has been renamed as Customer Collaboration Platform (CCP).

Cisco Security Advisories

The Cisco Product Security Incident Response Team (PSIRT) is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at <https://tools.cisco.com/security/center/publicationListing.x>.



CHAPTER 2

Cisco Unified Contact Center Express

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New Features

Cipher Management

The following new CLI commands are introduced for administrators to manage Ciphers:

- **utils system tls_ciphers config list**—Displays the current list of TLS ciphers.
- **utils system tls_ciphers config export**—Exports the TLS cipher list configured in `/usr/local/bin/base_scripts/tls_settings` to a specified SFTP location.
- **utils system tls_ciphers config import**—Imports the TLS cipher list from a specified SFTP server location and updates the configuration in `/usr/local/bin/base_scripts/tls_settings`.
- **utils system tls_ciphers config reset**—Resets the TLS cipher configuration to the base version available with the product's standard release. This will undo any modifications made to the TLS cipher configuration by restoring it to the base version.

These commands are required to remove weaker ciphers identified during security scans, ensuring compliance with security policies and industry standards. By customizing the TLS cipher configuration, you can enhance your system's security posture by disabling ciphers that are considered vulnerable or outdated. For more information about Cipher Management, see the *Cipher Management* section in the [Cisco Unified Contact Center Express Administration and Operations Guide](#).

Secure connections to external database

The connections to external databases from Unified CCX are encrypted. All the "data in transit" is encrypted with TLS 1.2 protocol for the following databases:

- Oracle 21c
- Oracle 19c
- MS SQL Server 2019
- MS SQL Server 2016
- MS SQL Server 2014 (SP3 or later with CU updates)



Note For Oracle 19c and Oracle 21c databases, it is necessary to change the JDBC driver from **ojdbc6.jar** to **ojdbc8.jar**. The **ojdbc6.jar** is not compatible with TLS in Unified CCX version 15.0.

For more information about enabling secure database connection, see the *Datasource Configuration Web Page* section in the [Cisco Unified Contact Center Express Administration and Operations Guide](#).

Smart Transport

Along with **Smart Call Home**, now **Smart Transport** is added. Going forward, **Smart Transport** will be used as the transport for communicating license usage information to CSSM. For more information about Smart Transport, see the *Configure transport settings for smart licensing* section in the [Cisco Unified Contact Center Express Administration and Operations Guide](#).

Utils Commands

The following new utils commands are added:

- **utils uccx database reindex tablename:** This command allows you to reindex some specific Unified CCX tables.
- **utils network dns check enable:** This command allows you to enable the forward and reverse lookup with DNS after successful change of IP or hostname.
- **utils network dns check disable:** This command allows you to disable the forward and reverse lookup with DNS during IP or hostname change.

For more information about these commands, see the *Utils Commands* section in the [Cisco Unified Contact Center Express Administration and Operations Guide](#).

Migrate from 100 OVA to 400 OVA

You can migrate from 100 agent profile (100 OVA) to 400 agent profile (400 OVA). You can perform the following:

- Backup 100 OVA setup
- Fresh Install 400 OVA setup
- Restore the 100 OVA backup on 400 OVA Setup
- Trigger OVA migration

For more information, see the *Migrate from 100 OVA to 400 OVA* section in the [Cisco Unified Contact Center Express Administration and Operations Guide](#).

Secure connection to Informix database

The connections to Informix database can now be secured. You can secure the connections only with CLI. Use the following CLIs to manage the connection:

- **utils uccx informix_ssl status**
- **utils uccx informix_ssl cert generate**
- **utils uccx informix_ssl cert info**
- **utils uccx informix_ssl enable**
- **utils uccx informix_ssl disable**

For more information about the CLIs, see the *Utils Commands* chapter in the [Cisco Unified Contact Center Express Administration and Operations Guide](#).

Updated Features

- **Supported Ciphers:** The supported list of ciphers in Unified CCX is updated. For the complete list, see the *Supported Ciphers* section in the [Solution Design Guide for Cisco Unified Contact Center Express](#).
- **Accessibility:** New keyboard shortcuts are introduced, such as, **Tab key**, **Advanced Capabilities**, **Accept chat**, **Scroll through chat**, and so on. For more information, see the *Accessibility* section in the [Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express](#).

Deprecated Features

Smart Call Home (SCH)

Smart Licensing (Smart Agent) will discontinue support for **Smart Call Home (SCH)** as a communication transport, as SCH is transitioning to **End of Life (EOL)**.

Important Notes

- CentOS is now replaced with Alma Linux.
- If you switch back from Unified CCX 15.0 to any of the previous versions, the chat related information in the Cassandra database, that are updated for 15.0, will not be synced.

Removed and Unsupported features

Removed features

- The following licenses are removed:
 - NFR
 - Perpetual Premium
 - Perpetual Enhanced
 - Flex HCS
- The following features have been removed from Unified CCX 15.0 and no longer available:
 - Cisco Webex Experience Management
 - Cloud Connect

Unsupported features

From release 12.5(1) onwards, Unified CCX doesn't support the **Trusted List of Hosts in HTTP referrer header** feature.

From release 12.5(1) SU1 onwards, Unified CCX doesn't support the following commands:

- `utils uccx notification-service log`
- `utils uccx notification-service log disable`
- `utils uccx notification-service log enable`
- `utils uccx notification-service log status`

Chat transcript download in a PDF format

The chat transcript can't be downloaded in a PDF format.

Mobile Skill Manager

Mobile Skill Manager isn't supported.

TLS

TLS 1.0 and 1.1 aren't supported.

Directed Call Park

The Directed Call Park feature on consult calls is not supported.

Cisco Context Service

Cisco Context Service isn't supported.

Unsupported options on Finesse for Direct Preview Outbound

Finesse doesn't support Skip, Skip-Next, Skip-Close, Reject, Cancel Reservation, and Do Not Call for direct preview outbound calls.

Unsupported features and configurations for Progressive and Predictive Agent Outbound

Unsupported Features and Configurations for Progressive and Predictive Agent Outbound

- The “Get Reporting Statistic” step isn't supported for progressive and predictive agent-based outbound campaigns.
- Unified CCX doesn't support the translation or modification of the phone number that it uses to dial outbound calls. If any “voice translation rules” that are configured in the gateway modify the phone number, those rules aren't supported.



Note You can use either of the following 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.
-
- For Outbound campaigns outside North America, additional configuration is required to add the area-code-to-time-zone mapping. For more information, see the *Cisco Unified Contact Center Express Administration and Operations Guide*, located at https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
 - For multi-country Outbound campaigns, the area code must also include the country code.
 - Unified CCX dialer dials outbound contacts only if the publisher database is in the “IN SERVICE” state.
 - Finesse doesn't support the Do Not Call option.
 - If you aren't on Smart Licensing, outbound license usage isn't captured in the License Utilization Cisco Unified Intelligence Center report.
 - You must enable **Agent AutoAnswer** manually for agent-based progressive and predictive calls when you upgrade from an older Unified CCX release.

Unsupported configuration for IPv6

- Cisco Unified Communications Manager doesn't support SIP IPv6 signaling over UDP where the maximum transmission unit (MTU) is greater than 1500. To ensure that you don't experience intermittent call failure, change the transport protocol to TCP.

For more information, see the “Important Notes” section of the *Release Notes for Cisco Unified Communications Manager*, located at:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>

Also, see “CSCUo71306” for details on this limitation.

- When using IPv6 and Outbound dialer, use a voice gateway IOS that contains the fix for “CSCU43754”.

Unsupported configurations and scenarios for Unified CCX

Unified CCX doesn't support the following configurations:

- CTI route points with directory numbers (DN) that are members of line groups and, by extension, that are members of hunt lists of Unified CM.
- Shared lines for CTI ports and CTI route points.
- Agent devices can't be shared with any other Directory Number, irrespective of the configured partition. (The Agent device and Directory Number must have a 1:1 relationship).
- ICD call answer or ICD call transfer using any third-party attendant console desk software.
- Within the same script, using the “Place Call” step to generate a call and then placing the call, back into the same queue (creating a call loop).
- SIP REFER between a switchboard and Unified CCX if the transfer is completed after the call is answered on the Unified CCX CTI port because of media reestablishment issues.
- During TTS prompt playback, if the call is put on hold and then retrieved, the prompt doesn't continue from the position at which it was left.
- Use of “Consult Transfer”, “Direct Transfer”, or “Redirect” to a translation pattern that maps back to a route point.
- Use of “Consult Transfer”, “Redirect”, and “Place Call” steps to invoke or dial into "Conference Now" conferences.
- The following scenarios have issues:
 - External -> Redirect to Unmonitored device -> Call Forward No Answer (CFNA) to UCCX RP
Use of Redirect Step to an unmonitored device which then uses CFNA to a UCCX route point.
 - External -> Consult Transfer to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
 - External -> Redirect to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
 - External -> Consult Transfer to RP -> Redirect to RP -> Redirect to Unmonitored device
 - External -> Consult Transfer to RP -> Redirect to Unmonitored device

Thus, use the Call Redirect Step in the script instead of Call Consult Transfer.

- Unified CCX doesn't completely support the E.164 numbering plan for route point directory numbers (DN).

This limitation is because of the Unified CM limit on device name length set as 15 characters. We add "_" between the device name prefix and the DN. So we support a maximum of 13 characters in the DN as the device name prefix is mandatory and hence at least one character is needed there. For example, (Device name prefix) + '_' + (length of DN) = 15 ==> [(1 + '_' + 13) = 15].

- Cisco Unified CCX system doesn't support modification, addition or deletion of the CTI ports and the CTI Route Points from the Cisco Unified Communication Manager. Performing the same can lead to

issues with the non-contiguous DN range for which Cisco Tomcat on Unified CCX Server needs to be restarted.

- When the supervisor monitors the Team Performance report and during the time if there's any update or modification done to the team, this doesn't get updated automatically. The supervisor should refresh the browser page or select the respective team again to view the Team Performance report.
- Use of two(2) wildcard CTI Route Points that overlap with each other isn't supported. For example, Route Point 1: 123XXXX and Route Point 2: 1234XXX overlap with one another and isn't 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.
- A discrepancy in reports is observed when a call is transferred using Cisco Jabber by multiple agents in the same call flow. Use the Cisco Finesse desktop to transfer calls.
- SIP URI dialing for CTI route points, CTI ports, and agent extensions.
- Mid-Call Caller ID updates when the call is routed to Unified CM through MGCP gateway.



Note When incoming calls are routed to Unified CM through MGCP gateway, any mid-call caller ID updates are reflected only after the call is connected.

Unsupported actions for Unified CCX agents

Use of the following softkeys on a Cisco Unified IP Phone isn't supported:

- Barge
- cBarge
- DND
- GPickup
- iDivert
- Conference Now
- Park
- Pickup

Unsupported configurations for agent phones

The following configurations aren't supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- Configuring the same Unified CCX extension in more than one device profile, or configuring the same Unified CCX extension in any combination of device profiles and devices. (Configuring a Unified CCX extension in a single device profile is supported.)
- Silent Monitoring by supervisors who are logged in with Extend and Connect.

- In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.
- In the Unified Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent can't be configured to forward to a Cisco Unified CCX Trigger or CTI route point.
- Configuring the Unified Communications Manager Intercom feature.
- Configuring the Hold Reversion feature.
- Agent extensions can't be added to hunt lists or hunt groups. If an agent has only one line, the agent phone can't be part of a hunt list or hunt group. In case of multiple lines, none of the first four configured lines must be part of the hunt group. For more details on multiple lines support and the number of monitored lines, see the *Cisco Unified Contact Center Express Design Guide*, located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.
- Call Forward All to extensions which Unified CCX doesn't have control over. For example, if an agent extension has Call Forward All to a PSTN extension or Directory Number on another cluster which Unified CCX is unaware of.
- All the Cisco IP Phones for Cisco Finesse IP Phone Agent currently don't support the Simplified New Call UI.

Supported configurations for agent phones

To determine the phone devices that are supported by Cisco Finesse and for use by Cisco Finesse IP Phone agents, 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>.

The following configurations are supported on agent phones:

- A Unified CCX extension that is configured on a single device (but not on multiple devices).
- A Unified CCX extension that is configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
 - Configure the Unified CCX extension to a single phone (not in a device profile).
 - Associate the phone with all the agents who use this extension.
 - Select the appropriate directory number (DN) as the Unified CCX extension for each agent.

In this configuration, only one agent at a time can be logged in.



Note All agents who currently have the Unified CCX extension to be shared must log out before you configure more agents to share that extension.

- Video is now supported if you're using Cisco Jabber for Windows as the agent phone. The agent desktop where Jabber is used for Video should comply to the Cisco Jabber hardware requirements listed in the *Cisco Jabber for Windows 11.0.x and 11.1.x Release Notes*, located at:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/Windows/11_0/RN/JABW_BK_C5E7828C_00_cisco-jabber-windows-11-release-notes.html.

Unsupported and supported configurations for remote agents

Unified CCX supports Cisco Expressway 8.7.1. The current version of Cisco Expressway doesn't support BiB and thus the Contact Center can't achieve silent monitoring and recording functionalities.

Unsupported features in Unified Communications Manager and Cisco Business Edition 6000

The following Unified Communications Manager features aren't supported by Unified CCX. These features are disabled by default and you shouldn't enable them for Unified CCX. For more information about these features, see the Unified Communications Manager documentation, located at:

https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

- Block External to External Transfer.
- DSCP IP CTIManager to Application service parameter.
You can enable this service parameter for Unified Communications Manager, but doing so doesn't affect Unified CCX.
- Advanced Ad Hoc Conference Enabled service parameter.
- Drop the Ad Hoc conference when the creator leaves the conference.
- Signaling (QSIG) Path Replacement (PR).
This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified Communications Manager service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.
- Forced Authorization Code and Client Matter Code.
Because these features can be enabled per route pattern, you should turn them off for all route patterns in the Unified Communications Manager cluster that Unified CCX might use. Enabling these features for route patterns that Unified CCX doesn't use and doesn't affect Unified CCX.
- Multilevel precedence and preemption (MLPP).
You can enable this feature for devices in the cluster that don't interact with Unified CCX.
- Don't use Unified Communications Manager Administration to add or change CTI ports or route points that are used by Unified CCX or application users that are created by Unified CCX.

Unsupported features in Custom reports

- The **Do Not Call** field is no longer available. While upgrading, a report won't be generated if the **Do Not Call** column is present in the custom report. You can generate the report by removing the **Do Not Call** column from the custom reports.
- A Custom report that was created from a Unified CCX Stock Report may not work as expected if the report definition of the original Stock Report is modified in the new release.

Third Party Software Impacts

None.



CHAPTER 3

Cisco Unified Intelligence Center

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New Features

API Rate Limit

To ensure system stability and maintain performance, a rate limit for the user API and permission API has been introduced. You can use CLI commands to manage this rate limit, controlling the number of users interacting with the Unified Intelligence Center and managing user permissions for accessing reports and functionalities.

The default rate limit is 100 requests per second for both the user API and permission API.

For more information, see the *Command Line Interface* chapter in the *Administration Console User Guide for Cisco Unified Intelligence Center* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

Updated Features

Display Numerical Gauge Value as Whole Number

In **New Gauge Chart View** window, under the **Preview and Format** tab, a new check box **Round up the value to the next whole number** is available. By checking the **Round up the value to the next whole number** check box, the numeric gauge values that were displayed earlier in decimal number format are now displayed in a whole number format.

For more information about the gauge report, see the section *Chart Type* of the chapter *Reports* in *Cisco Unified Intelligence Center User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.

Delete User with Entities

Administrators can now delete a Unified Intelligence Center user who owns entities such as Dashboards, Reports, Report Definitions, Schedules, Value List, and Collections. Upon deleting the Unified Intelligence Center user, all the entities associated with the user are automatically reassigned to the administrator.

For more information about deleting a user, see the section *Users Action* of the chapter *Configure* in *Cisco Unified Intelligence Center Report Customization Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.

Important Notes

Auto-switching of Database to Load Value List

Previously, the **Value List** entries were not loaded on a database failure until you manually switched from a primary database to a secondary database. Now, these **Value List** entries are automatically loaded as the secondary database becomes active without manual intervention, in the event of a primary database failure. This ensures a seamless experience in managing the display of reports during a database failover.

Deprecated Features

None.

Removed and Unsupported Features

None.

Third-Party Software Impact

For the list of third-party softwares, see [Open Source Documents](#). Filter by **Product/Release Name** and **Version** to download the required Open Source document.



CHAPTER 4

Cisco Finesse

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New Features

Notification Center

Finesse Desktop now has a Notification Center icon that displays all the desktop notification popovers that the agent receives during a session. The notification popover includes chat, email, social media messages, system notification, and so on. For more information, see the *Notification Center* section in the [Cisco Finesse Agent and Supervisor Desktop User Guide](#).

Modifying Cisco Finesse Notification Service Properties

Finesse provides a new CLI for modifying the properties of the notification service. You can use the CLI to enable third-party client subscriptions. For more information, see the **Modifying Cisco Finesse Notification Service Properties** section in [Cisco Finesse Administration Guide](#).

Toaster Notification Enhancement

Finesse now supports toaster notifications for:

- **Incoming Calls**—For incoming calls that are not answered within the configured time limit. If the call times out, a toaster notification appears on the Finesse desktop to indicate that you missed the call and your status is changed to Not Ready.
- **Away from your Active Desktop** — If you step away from your active desktop and the Finesse server you are logged into becomes unavailable, Finesse will provide a toaster notification alerting you that the connection to the server has been lost.

- **Digital channel interactions**— For incoming digital channel interactions that are not accepted within the configured time limit. If the interaction times out, a toaster notification appears on the Finesse desktop to indicate that you missed the interaction and your status is changed to Not Ready.

For more information on toaster notifications, see the *Cisco Finesse Agent and Supervisor Desktop User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>

You can disable the toaster notification for the above scenarios using a new CLI command. For more information, see the *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

Updated Features

None.

Important Notes

None.

Deprecated Features

None.

Removed and Unsupported Features

None.

Third Party Software Impact

None.



CHAPTER 5

Cisco Customer Collaboration Platform

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New Features

API to get Queue Position and Expected Wait Time

A new API `waitingcontactstatus` is added, which makes an internal call to Unified CCX to find the Position in Queue (PIQ) and Estimated Wait Time (EWT) of a chat. For more information about the API, see the *Get (queue position and estimated wait time)* section in the [Customer Collaboration Platform Developer Guide](#).

Updated Features

None.

Important Notes

- Before you upgrade, ensure to update the Virtual Machine settings and Virtual Hardware memory settings. For details, see the *Update Virtual Machine Settings* section in the [Cisco Customer Collaboration Platform Installation and Upgrade Guide](#).
- If you switch back from Customer Collaboration Platform 15.0 to any of the previous versions, the chat related information in the Cassandra database, that are updated for 15.0, will not be synced.

Deprecated Features

None.

Removed and Unsupported Features

None.

Third Party Software Impact

None.



CHAPTER 6

Webex Workforce Optimization

- [New Features, on page 19](#)
- [Updated Features, on page 32](#)
- [Deprecated Features, on page 32](#)
- [Removed and Unsupported Features, on page 32](#)

New Features

WFM - Intraday Re-forecasting

Webex WFO now supports WFM Intraday Reforecasting, a powerful enhancement that enables supervisors to realign staffing throughout the day based on the latest demand. By quickly generating and implementing revised forecasts, teams can efficiently address unexpected events like call surges or agent absences with increased precision and flexibility.

This functionality enhances intraday management, supporting contact centers in boosting service levels, minimizing both overstaffing and understaffing, and ensuring well-balanced schedules. With unlimited reforecasts accessible directly from the Intraday Staffing view, supervisors can make informed, data-driven staffing decisions seamlessly, without interrupting current workflows.

For more information, refer to [View staffing levels and actual need](#).

New Media Player Interface

Webex WFO now supports a refreshed Media Player interface designed for a cleaner, more intuitive user experience. This transition from dense, static panels to a sleek, modular design, the new UI ensures that essential information is available exactly when needed, reducing visual clutter and improving workflow efficiency.

Key Benefits:

- **Modernized Aesthetic:** Updated styling and a refined color palette provide a fresh, contemporary look.
- **Flexible, Modular Layout:** Easily expand or collapse sections to optimize your screen space and maintain focus on the task at hand.
- **Contextual Metadata:** Information is displayed on-demand, ensuring you have the data you need without overwhelming your view.

- **Personalized Viewing:** Use a centralized menu to quickly show or hide key elements, such as Transcripts, Audio, Sentiment, and Phrase Hits.

For more information, see [Play contacts with the new media player](#).

WFM - New Forecasts Viewing Page

Webex WFO now supports a new Forecasts Viewing page on the web that provides enhanced visualization of forecast charts alongside workload and skills interval data for specific skills, combining capabilities currently available in the WFM client. This new page will operate alongside the existing web forecast page, giving users flexible options for viewing forecast information and enabling a seamless transition of these features to the web platform.

In addition, editing capabilities for forecast workload and skill data will soon be available on this page, including convenient copy and paste functionality within the workload and skill grid components.



Note The client version of the forecast page will continue to be supported and will not be retired.

For more information, see [Forecasts Tool \(web\)](#).

Manage Workflow Control Sets on the Web

Webex WFO now supports Workflow Control Set management directly on the web. This transition from the WFM client to the browser-based interface provides a more streamlined, centralized administration experience, supporting easier access and ongoing platform modernization.

For more information refer to [Manage workflow control sets and profiles in the web](#).



Note This functionality transitions to the web-based platform through a phased rollout between March 31, 2026, and April 6, 2026. Effective April 6, 2026, all WFM workflow control set operations are exclusively managed via the web portal. To maintain uninterrupted service, ensure that all WFM workflow control sets are fully migrated by this date.

Expanded Language Support in Webex WFO Analytics

Webex WFO Analytics now supports seven additional languages: Turkish, Filipino, Thai, Bahasa, Greek, Hungarian, and Czech. This enhancement extends analytics coverage across both voice and digital channels, enabling broader global adoption. Customers can now leverage key capabilities, including Auto QM, Interaction Summary, Trending Topics, and Advanced Sentiment in these languages, ensuring consistent, AI-driven insights and quality analysis across more regions and customer interactions.

For more information, see [Localization and supported languages](#).

WFM Agent Assist

Agent Assist is now live in Webex WFO, helping administrators streamline schedule-related interactions with agents while maintaining control over workforce policies. The GenAI-powered assistant evaluates every agent request against configured WFM rules, permissions, and eligibility criteria before actions are submitted or approved.

By automating validation and handling common scheduling interactions, Agent Assist reduces repetitive administrator workload while keeping workforce operations compliant and consistent. It is available in 59 languages.

Key Benefits:

- Reduce repetitive agent inquiries related to schedules and availability
- Ensure requests follow defined WFM rules and permissions
- Maintain consistent policy enforcement at scale
- Spend more time on intraday management and agent support

For prerequisites and other details, refer to [About Agent Assist](#).

This feature will need the Full WFM SKU.

Enhanced Live Screen Monitoring

Webex WFO has enhanced Live Screen Monitoring to provide supervisors sharper, targeted visibility across agent workspaces. With this enhancement, supervisors will be able to select and focus on individual monitors during live sessions, enabling clearer insights into key workflows.

Key Benefits:

- **Precision Monitoring:** Easily focus in on the most important screen.
- **Improved Clarity:** View details without distraction for better coaching and compliance.
- **Optimized Experience:** Designed for multi-monitor environments to simplify monitoring.

For more information, see the "Monitor an Agent's Screen" section at [Monitor agents in real time](#).

Coaching Effectiveness Dashboard in Performance Management

Webex WFO Performance Management has launched the Coaching Effectiveness Dashboard, a new tool that enables supervisors to gain insights into how coaching is delivered across teams and to assess its overall impact.

Key Benefits:

- View coaching activity and impact across teams in one place
- Spot performance trends quickly and take action with confidence
- Identify which coaching methods are effective and pinpoint areas that have potential for improvement

Performance Management requires customers to sign in through their configured Tenant Specific URL. For more information, refer to [Tenant Specific URL for Webex WFO Users](#).

This feature requires a minimum of Full WFM, Full QM, or WFO Bundle to access Performance Management. For more information, see [View coaching effectiveness in Performance Management](#).

WFM with Trending Topics

Webex WFO is introducing Trending Topics in WFM, an AI-powered capability that provides deeper operational insights within Workforce Management. By analyzing thousands of customer interactions, Trending Topics identifies emerging themes and topics, helping to explain increases in interaction volume or average handle time.

Key Benefits:

- Identifies emerging trends in customer interactions to support informed staffing decisions.
- Highlights changes in customer discussion topics to optimize scheduling.
- Identifies coaching and training opportunities based on trending themes.
- Flags potential issues early, enabling proactive resolution before escalation.

This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

For more information, see [View and analyze topics in WFM](#).

Vacation Planner Pro

Vacation Planner Pro in Webex WFO streamlines and automates the management of vacation requests for contact centers, ensuring a fair and efficient process. By eliminating the need for spreadsheets or manual approvals, this feature is seamlessly integrated within Webex WFO.



Note This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

What to Expect

- Agents can submit and manage vacation requests directly from the Webex WFO web or mobile app.
- Supervisors can configure vacation rules, including daily allowance, open periods, or required lead times and implement fair assignment methods such as performance-based ranking, seniority, or first-come, first-served.
- Availability is automatically updated whenever vacations are added, modified, or cancelled.
- With Vacation Change, agents can request alternative dates after their initial approvals. Waitlisting and rule-based automatic approvals help maintain a fair process.

Key Benefits

- **Fair and transparent:** Every agent sees a clear and unbiased process, even during peak holiday periods.

- **Time-saving:** Removes the need for spreadsheets and manual reconciliation, saving valuable supervisor hours.
- **Compliant:** Meets union and local labor requirements by ensuring vacations are assigned according to defined rules.
- **Agent-friendly:** Empowers employees with self-service options, supporting better work-life balance.
- **Performance-aligned:** Enables organizations to reward tenure or KPIs by factoring them into vacation approvals.

For more information, see <https://wfohelp.com/doc/Content/user-guides/vacation-planning/overview.htm>.

Insights Data Export Service

The Insights Data Export Service for Webex WFO provides direct access to your Insights data. Rather than relying on manual downloads, your data is securely delivered to your Amazon S3 bucket, allowing seamless integration with your existing tools and systems.



Note This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

What to Expect:

- Exports data across Analytics, QM, WFM, and Call Recording subject areas.
- Supports incremental exports (records added, changed, or deleted since the last export).
- Ensures secure, reliable transfers with built-in error checking and automatic retries.

Key Benefits:

- **Seamless access:** Data is always available and export-ready with no coding required.
- **Trusted and secure:** Delivered via secure S3 Access Points with integrity safeguards.
- **Scalable:** Built to handle your growing data needs over time.
- **Time-saving:** Automates data workflows, eliminating the need for manual effort by your teams.



Note To enable the Insights Data Export Service, please contact your Cisco Customer Success Manager or Cisco Support for details.

For more information, see [Set up Insights data export service](#) and [Insights data export service data model dictionary](#).

Performance Management

Webex WFO has introduced Performance Management, a new solution that unifies coaching, performance metrics, and agent development in one experience. It connects key data from QM and WFM to give supervisors

a complete view of performance, helping them track progress, improve coaching effectiveness, and empower agents with timely visibility into their goals.

For additional details, please refer to [Performance Management on Webex WFO](#).



Note Customers must sign-in through their Tenant Specific URL to access Performance Management. For more information, refer to the <https://help.webex.com/en-us/article/nw6wf91/Tenant-Specific-URL-for-Webex-WFO-Users>.

Tenant-Specific URL

Tenant-Specific Sign-In URL are now live in Webex WFO. This new tenant-based sign-in process provides each Webex WFO tenant a dedicated subdomain, offering a more secure and streamlined way to sign in. It also enables access to the Performance Management module within Webex WFO.

Your existing sign-in method will remain active for the foreseeable future to ensure a smooth transition for your organization.

Key Benefits:

- A more streamlined sign-in experience when accessing Webex WFO
- Fewer lockouts, fewer errors, and easier password resets
- Seamless switching between modules - no more re-authenticating
- Prepares you for future enhancements
- Delivers a more personalized experience with tenant-specific subdomains
- Access to the new Performance Management application

Actions Required for Administrators

- Administrators are responsible for communicating the new tenant-specific sign-in URL to internal users.
 - To locate your tenant-specific URL and view configuration details, please refer to the instructions provided in the configuration documentation [Tenant Specific URL for Webex WFO](#).
 - Administrators should sign-in to Webex WFO and follow the steps mentioned in the screen modal to access the feature (In product Tip Guide).

Plans

Plans is now available in Webex WFO. This intelligent, web-based scheduling tool is designed to streamline future workforce planning. It introduces dynamic planning groups, configurable periods, and built-in validation checks, all aimed at minimizing errors and reducing manual effort. With one-step scheduling and day-off optimization, planners benefit from faster and more consistent results. Planners stay in control using publishing tools, change tracking, and seamless interoperability with the WFM Client, enabling smarter, scalable, and future ready schedule creation.

Key Benefits:

- Faster scheduling with automated day-off optimization
- Improved accuracy through pre-scheduling validations
- Structured planning periods for consistent scheduling cycles
- Dynamic agent grouping that adapts to staffing changes
- Real-time control and visibility over publishing

For more information, see <https://www.wfohelp.com/doc/Content/user-guides/plans/plans.htm>.

Advanced Sentiment

Webex WFO has rolled out Advanced Sentiment, offering deeper and more focused insights into customer interactions. Powered by Generative AI, this feature improves understanding of the full context of the entire conversation, bringing greater clarity, stronger coaching potential, and more effective quality monitoring. It helps contact center teams make faster and smarter decisions.

For a detailed breakdown of full capabilities, see [Advanced Sentiment on Webex WFO](#).

New WFM Datasets and Dashboards Available in Insights

Webex WFO has introduced new resources in **Insights** to provide Classic WFM cloud customers with deeper scheduling and performance insights. The "WFM (Classic)" folder now includes 7 new datasets and 5 new dashboards.

The following new datasets are added for WFM:

- **WFM Agent Schedule and Statistics:** Combine planned schedules with actual agent activity for easy comparison.
- **Forecast Workload and Queue Stats:** Supports recreating **Data Explorer Forecast** dashboards and custom versions.

The following new dataset is added for Quality Management and Conversation Intelligence:

- **Contacts with Phrases and Evaluations:** Analyze interaction data alongside evaluations, phrase hits, and Trending Topics.

We have released 13 new datasets supporting the WFM Group Pages feature in Insights. These mirror existing WFM datasets and use the same names with a "(Group Pages)" suffix.

For example:

- **Original dataset:** Agent Schedule Adherence
- **New dataset:** Agent Schedule Adherence (Group Pages)



Note Use these Group Pages datasets only if your dashboard requires Group Pages data. To prevent over-counting, make sure to use the WFM Group Page field as a grouping or filter in each visual.

You can find the new fields in the *Organization* folder within each dataset.

https://wfohelp.com/doc/Content/user-guides/insights-bi/get-started/how-insights-works.htm?tocpath=Data%20Analysts%7CInsights%7C_____1

Contact Queue Enhancements

Webex WFO now includes powerful enhancements to the Contact Queue, making it easier to create, manage, and track Contact Goals across teams and evaluators.

These updates make it easier to manage goals, target on the right conversations, and improve the experience for both Assignors and Assignees. Evaluators can now see more of their queues at once, track progress in real time, and complete evaluations more easily.

Key Benefits:

- Create more precise Contact Goals with flexible team or agent targeting.
- Use advanced logic to surface the most relevant conversations for evaluation.
- View multiple queued contacts at once for better planning and prioritization.
- Track goal progress with clear visibility and status indicators.
- Manage goals more easily with improved user experience.

These enhancements support smarter evaluation workflows, more accurate results, and a better experience across the entire quality process.

For more information, see the following topics:

- <https://wfohelp.com/doc/Content/user-guides/application-management/contact-goal-administration-v2.htm>
- <https://wfohelp.com/doc/Content/user-guides/recordings/contact-queue-v2.htm>

Absence and Attributes

Absence and Attributes is an upcoming capability that allows administrators to add additional details to absences using attributes. This update enhances reporting capabilities by enabling custom attributes for personal account balances and absence types and provides more flexibility in tracking and management.

Key benefits:

- Detailed tracking of absence types
- Reporting the number of hours scheduled for each absence attribute

With more detailed tracking and better alignment with specific business needs, Absence Attributes will simplify the management of available balances and improve overall workforce planning.

Basic WFM and QM Offerings

Webex WFO has expanded its portfolio with the launch of Basic WFM and Basic QM. These streamlined options are designed to help contact centers start strong with essential scheduling and evaluation tools. Built for teams moving off spreadsheets or basic recording setups, these packages make it easier to improve staffing accuracy, boost agent engagement, and drive consistent service quality from day one.

For a detailed breakdown of full capabilities, see [Basic WFM and QM Offerings on Webex WFO](#).



Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

Enterprise Analytics

Enterprise Analytics is now available in Webex WFO, introducing a new set of AI-powered capabilities that help contact centers analyze conversations more effectively, surface key trends, and evaluate performance at scale. With Auto QM, Trending Topics, and Interaction Summary working together, teams can uncover what matters most, reduce manual effort, and drive smarter, faster decisions across every customer interaction.

For a detailed breakdown of full capabilities, see, [Enterprise Analytics on Webex WFO](#).

For additional information, see the following topics:

- <https://wfohelp.com/doc/Content/user-guides/analytics/navigating-autoQM.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/understanding-AutoQM-evaluation.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/trending-topics.htm>
- <https://wfohelp.com/doc/Content/user-guides/media-player/data-insights-panel.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/interaction-summary.htm>



Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

Activity Requests

Activity Requests is now available in Webex WFO, improving Agent Self-Scheduling by enabling agents to request time for non-scheduled activities like training, administrative tasks, and development opportunities directly within their assigned schedules. Automation plays a crucial role in the process. When an agent adds an activity, the system handles the request according to the following predefined rules:

- The system instantly approves activities classified as auto-approved.
- Activities requiring manual approval stay pending until reviewed and approved by a team lead.
- Staffing-dependent activities are automatically approved or denied based on real-time staffing levels.

Key benefits:

- Minimize manual work through automated approval workflows
- Align scheduling decisions with staffing requirements and business objectives
- Balance oversight and flexibility while enabling a more agile and self-directed workforce

For more information, see [Configure activity request settings in WFM](#).

Periodization of Agent's Work Hours

Periodization is now available in Webex WFO, enabling contact centers to balance an agent's working hours over extended periods, such as a quarter or year, to align with contractual targets.

Benefits of Periodization:

- Improves work-hour flexibility
- Prevents agent overtime costs
- Manages agent under-utilization
- Controls regulatory violations
- Optimizes staffing based on time-based demand patterns
- Ensures that the required number of agents with necessary skills are scheduled for both peak and off-peak times
- Improves service levels while reducing costs
- Enhances resource allocation and scalability for long-term workforce planning

For more information, see [Periodization](#).

New Transcription Engine Now Live

We are excited to announce the rollout of the New Transcription Engine for Webex WFO customers, offering significant improvements in accuracy, speed, and scalability.

This cloud-based solution is designed to provide faster turnaround times and more consistent transcription quality across supported languages.

What to Expect:

- Experience up to 20% increase in accuracy for US English, along with significant improvements across other supported languages.
- Transcriptions are now delivered more quickly, enabling faster access to insights and accelerating workflows.
- Seamless Transition.
- Historical transcription data remains unchanged.
- All new and ongoing transcriptions automatically benefit from the upgraded engine.
- Built on a cloud-native architecture to support rapid processing and scalable deployment.

- Designed with data localization and compliance in mind to meet business and regulatory requirements.

Why It Matters:

- Delivers more accurate and actionable transcriptions for QA, compliance, and insights.
- Enhances business intelligence through improved text analytics, sentiment tracking, and searchable conversation data.
- Drives operational efficiency with faster access to conversation transcripts, enabling quicker follow-up and coaching.

Support for [15+ global languages](#), including English, Spanish, French Canadian, German, Arabic, and more.

Insights

Insights is a modern, fully featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO.

Reasons to get excited about Insights:

- The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards.
- AI-powered and highly customizable to help accelerate decision making
- Offers a broad range of visualizations
- Suitable for both efficient ad-hoc analysis and rich dash-boarding

Here is a [short video](#) to provide an overview of all the new capabilities that Insights brings to the table.



Note **Insights has replaced Data Explorer.** However, for **Workforce Management (WFM) customers**:

- Most WFM customers are already using Insights and many have [manually disabled Data Explorer](#).
- Classic WFM customers have started their transition to Insights since April 30, 2025. Many customers who also use QM and Analytics have already begun the transition.
- In a few cases, alternate timelines have been arranged for some customers. These customers have already been notified of their timelines.
- Some customers using Data Explorer export APIs are waiting on release of the new Insights Export Service to complete their journey.

For all these WFM customers mentioned above, Data Explorer is planned to be decommissioned on **June 30th, 2025**.

Improve Workforce Efficiency using Webex WFO Notifications

Notifications is an enhancement in Webex WFO designed to improve awareness and response for both agents and supervisors.

Key use cases supported by Notifications:

- **Shift Bidding Window Closing Notifications** - Agents who haven't placed their bids receive alerts 24 hours before the deadline via the MyTime Web App, Mobile App, and browser notifications. This helps optimize shift allocations and prevents missed bids.
- **Absence Request Notifications** - When an agent submits a time-off request through the Request Module, their team lead or supervisor receives a persistent in-app notification, pop-up notification, or system push notification.

The system applies rules to auto-approve, deny, or waitlist the request. If no rule applies, the request remains Pending, triggering a notification for supervisor review. Since these notifications operate at the team level, any transferred agent's new supervisor automatically receives the request for action.

Benefits of Notification

- Delivers timely notifications
- Enhances scheduling efficiency
- Reduces administrative workload
- Ensures seamless communication between agents and supervisors

For more information, see the following topics:

- [Notification Settings](#)
- [Display User Info](#)
- [Manage Basic User Info](#)
- [Configure Organization Hierarchy](#)

Introducing Sessions for Streamlined Scheduling and Enhanced Agent Management

Sessions is now live, streamlining the scheduling and management of agent activities beyond traditional shift planning. It allows managers to efficiently allocate time for training and other unscheduled tasks across a group of agents.

With features like automated, evenly distributed activities and drag-and-drop scheduling, Sessions reduces administrative effort and enhances flexibility.

Benefits of the Sessions feature:

- Provides clear visibility into agent allocation and performance for data-driven decision-making.
- Boosts operational efficiency.
- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see [Manage Session](#).

Global Language Support for Phrase Categories

Webex Workforce Optimization (Webex WFO) now offers improved multilingual support, simplifying the management of mixed-language conversations while maintaining accuracy across various contexts. Users can now utilize the same category name in multiple languages.

Key Updates:

- Accurate representation of multilingual contexts, including mixed-language conversations.
- Effective handling of consistent terms, such as brand names, that remain unchanged across languages.
- Enhanced flexibility in categorizing the same word or phrase across different languages.
- These enhancements make Webex WFO even more attuned to customer needs, providing a smoother and more user-friendly experience.

For more information, see the following topics:

- [Create and manage phrases and phrase categories](#)
- [Localization and supported languages](#)

Bulk Interaction Tool for Deletion and Updates

Webex WFO has introduced a self-service bulk contact deletion feature, enabling users to efficiently remove multiple contacts simultaneously without the need for manual, one-by-one deletions.

- Effortlessly delete interactions recorded in error or those containing unredacted sensitive data.
- Minimizes the need for development team intervention, conserving engineering resources.
- Empowers users with greater control over data management, thereby reducing the volume of support cases.

For more information, see [Delete or update multiple contacts at once](#).

Bulk Transfer User Data

Webex WFO Bulk transfer of user data provides a more efficient and user-friendly solution to transfer data from one user to another when an employee has more than one user account. This feature also enables you to transfer data for up to 2,000 users in bulk at once.

For more information about bulk data transfer, see the *About user data transfer for QM and Analytics* and *Transfer user data for QM and Analytics* topics at:

- [Transfer User Data](#)
- [About Transfer User Data](#)

Updated Features

Sessions for Streamlined Scheduling and Enhanced Agent Management

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- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see [Manage Session](#).

Deprecated Features

None.

Removed and Unsupported Features

The features listed in the following table are no longer available.

Feature	Effective from Date	Replacement	Notes
Webex WFO Data Explorer	24 October, 2024	Webex WFO Insights	

Feature	Effective from Date	Replacement	Notes
			<p>The shutdown timeline for Webex WFO's Data Explorer has been extended from June 30, 2025 to July 30, 2025. After July 30, 2025, customers will no longer have access to Data Explorer and are expected to leverage Webex WFO Insights for all reporting needs. With the recent launch of Classic WFM datasets, this extension provides Classic WFM customers with additional time to familiarize themselves with Insights and move comfortably to the new reporting experience.</p> <p>Here is a summary of Webex WFO Insights:</p> <p>Insights is a modern, fully-featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO.</p> <p>Reasons to get excited about Insights:</p> <ul style="list-style-type: none"> • The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards. • Highly customizable to help accelerate decision making

Feature	Effective from Date	Replacement	Notes
			<ul style="list-style-type: none"> • Offers a broad range of visualizations • Suitable for both efficient ad-hoc analysis and rich dash-boarding. <p>Here is a short video to provide an overview of the capabilities that Insights brings to the table.</p> <p>https://wfohelp.com/doc/Content/user-guides/insights-bi/get-started/insights-bi-2018-07-18-1.</p> <p>If your organization has already completed the transition to Insights, you also have the option to manually disable Data Explorer before it is automatically decommissioned.</p> <p>https://wfohelp.com/doc/user-guides/insights-bi/insights-bi-2018-07-18-1</p>



CHAPTER 7

Caveats

- [Bug Search Tool](#), on page 37
- [Severity 3 or Higher Caveats for Release 15.0](#), on page 38

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at <https://bst.cloudapps.cisco.com/bugsearch/>. Enter the bug identifier in the search box, and press return or click **Search**.

To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

You can also choose your own filters and criteria in the tool to see a specific subset of caveats, as described in the following table.

If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting or Fixed in these Releases OR Affecting these Releases	Open	Any caveat in an open state for the release or releases you select.
Fixed in these Releases	Fixed	Any caveat in any release with the fix applied to the specific release or releases you select.
Affecting or Fixed in these Releases	Fixed	Any caveat that is either fixed or occurs in the specific release or releases you select.
Affecting these Releases	Fixed	Any caveat that occurs in the release or releases you select.

Severity 3 or Higher Caveats for Release 15.0

Use the following links to the Bug Search Tool to view a list of Severity 3 or higher caveats for each product or component for the current release. You can filter the result by setting the filter values in the tool.



Note If the list of caveats does not automatically appear when you open the browser, refresh the browser.

Cisco Unified Contact Center Express

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=270569179&rls=15.0&sb=anfr&svr=3nH&bt=custV

Cisco Unified Intelligence Center

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=282163829&rls=15.0&sb=anfr&svr=3nH&bt=custV

Cisco Finesse

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283613135&rls=15.0&sb=anfr&svr=3nH&bt=custV

Cisco Customer Collaboration Platform

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283613136&rls=15.0&sb=anfr&svr=3nH&bt=custV