Unified CCX Software Compatibility Matrix for 12.5(1) SU2

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Unified CCX and IP IVR

| Unified CCX and Unified IP IVR | Supported Unified UCCX and Unified IP IVR Upgrade Paths(FN1,2) | Standalone Unified Intelligence Center | APIs |
| --- | --- | --- | --- |
| * 12.5(1) SU2 * UCSInstall\_UCCX\_12\_5\_1\_UCOS\_12.5.1.11002-481.sgn.iso | * 11.6.2 * 12.0(1) * 12.5(1) | * 12.5(1) and above | CTI Server-  Versions 13 to 18  For Unified CCX configuration APIs and Finesse APIs, see the Cisco Unified Contact Center Express Developer Guide, located at: <https://developer.cisco.com/site/contact-center-express/>. |

(FN1) The upgrade is also supported from any of the Engineering Specials and Service Update (SU) versions of all the mentioned Unified CCX versions.

(FN 2) Unified CCX includes the co-resident Unified Intelligence Center and Finesse.

Solution Products and Components

| Cisco Unified  Communications Manager (Unified CM)  and Business Edition  6000 and 7000(FN 1) | | | Gateways for Outbound Agent and IVR(FN 2,4) | Customer Collaboration Platform (CCP)(FN6) | Cisco Prime Collaboration | | Cisco Instant Messaging and Presence (IM&P)(FN5) | Cisco Smart Software Manager On-Prem(Cisco SSM On-Prem)(FN 10) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11.x(FN 7) | 12.x(FN 8) | 14(FN 11) | Prime Deployment | Prime Assurance |
| 11.5(1) | 12.0(1)  12.5(1) | 14 and latest | Router Series   * 29XX * 39XX * 43XX * 44XX   Cisco IOS(FN 3)   * 15.5(3)M * 15.5(3)S(FN 4) * 15.6(3)M * 15.7(3)M * 16.6 * 16.9 * 16.12 | 12.5(1) SU2 | 12.6(1) | 11.6(1) | * 12.5(1) * 14 | 8-202112(FN 9) |

* (FN 1) For the Unified CM version that is supported, all the corresponding Service Update (SU) and Engineering Special (ES) releases are also supported.
* (FN 2) Outbound Agent (Predictive and Progressive) and Outbound IVR are supported only on IOS versions that incorporate Call Progress Analysis. For information on Call Progress Analysis, see <http://www.cisco.com/en/US/tech/tk652/tk701/tech_tech_notes_list.html>.
* (FN 3) CUBE is supported with the SIP Outbound Dialer and CPA; supported versions of CUBE are ISR Pi27 15.5(2), Pi28 15.5(3), Pi29 15.6(3), and Pi32 15.7(3).
* (FN 4) Unified CCX Agent and IVR Outbound supports E1 R2 signaling on ISR Gateway 4451 with IOS version 15.5(3)S and later.
* (FN 5) Desktop chat requires IM&P 12.5(1) and Unified CM 12.5(1) or higher.
* (FN 6) SocialMiner has been renamed as Customer Collaboration Platform (CCP).
* (FN 7) Minimum requirement is 11.5(SU4).
* (FN 8) In Unified CCX, to enable SRTP in FIPS 140-2 mode, minimum requirement is Unified CM 12.5(1).
* (FN 9) For more information about CSSM version 8, see the [Cisco Smart Software Manager On-Prem Release](https://www.cisco.com/web/software/286326948/154733/Smart_Software_Manager_On-Prem_8_Release_Notes.pdf).
* (FN 10) Transport Gateway is not supported in Unified CCX.

Webex Workforce Optimization Compatibility

|  | Unified CCX | Cisco Unified Communications Manager | Cisco IP Communicator | Cisco Jabber | IP Phones |
| --- | --- | --- | --- | --- | --- |
| Webex WFO | * 11.6(2) * 12.0(1) * 12.5(1) | * 11.6(1) * 12.0(1) * 12.5(1) | Yes | Yes | Yes |

Cisco Workforce Optimization Compatibility

Note: Cisco Workforce Optimization is End-of-Life as on August 1, 2020. For more information, refer to [Cisco Unified Contact Center Express - End-of-Sale and End-of-Life Announcement for Cisco Unified Workforce Optimization - Cisco](https://www.cisco.com/c/en/us/products/collateral/contact-center/unified-contact-center-express/eos-eol-notice-c51-743991.html).

Note: Cisco Workforce Optimization licenses are not supported with Smart Licensing. Consequently, customers who upgrade to 12.5 must continue with Classic Licensing if they want to continue using Cisco WFO.

Alternatively, customers who want to move to Smart Licensing for Unified CCX must consider migrating to Webex WFO or SolutionsPlus version of Workforce Optimization if they want to stay with On-prem.

| Unified CCX | Cisco Unified Communications Manager | Compliance Recording/Advanced Quality Management(FN1,2) | Workforce Management (WFM)(FN 3) |
| --- | --- | --- | --- |
| * 12.0(1) * 12.5(1) | * 11.5(1) * 12.0(1) * 12.5(1) | * 11.5(1) | * 11.5(1) |

* (FN 1) Compliance Recording/Advanced Quality Management (CR/AQM) are 32-bit applications.
* Support for the application client operation on Windows 7 64-bit machines is through WoW64 emulator mode.
* Desktop-based monitoring and recording is not supported in WoW64 mode.
* (FN 2) Cisco AQM has direct dependencies upon Cisco Unified Communications Manager for CTI and SIP events. Therefore, AQM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of AQM are not generally updated for compatibility with new versions of Unified CM. Therefore, when you plan an upgrade, consult the appropriate AQM Installation Guide for Unified CM compatibility. See footnote on individual AQM versions to identify the Unified Communications Manager versions that are supported by that AQM.
* (FN 3) All associated Service Updates are supported with compatible versions of WFM.

Hardware and Virtualization

* For information about UC Virtualization Supported Hardware, see <http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-hardware.html>.
* For information about Unified Communications in a Virtualized Environment, see <http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html>.
* For information about Virtualization for Cisco Unified Contact Center Express, see <http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html>.
* For information about Virtualization for Customer Collaboration Platform, see <http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html>.
* For information about Virtualization for Cisco Unified Intelligence Center, see <http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-intelligence-center.html>.

Third-party Software

ASR and TTS

| MRCP | VXML | Speech Servers |
| --- | --- | --- |
| Nuance |
| 1.0  2.0(FN 1) | 2.0 | Nuance Speech Server 7.x  Recognizer 11.x  Vocalizer 20.x(FN 2)  Krypton 4.x (Dragon Voice engine)  Nuance License Manager 11.x  Nuance Management Station 6.x |

* Latest version of the ASR-TTS packages recommended by Nuance can be used. See <http://network.nuance.com/portal/server.pt>. Using the latest Nuance packages will not impact the integration functionality between Unified CCX and Nuance until there is any major change by Nuance in the underlying design. However, customers must maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
* (FN 1) MRCP V2.0 is supported from Unified CCX Release 12.5(1).
* (FN 2) This is a new versioning scheme. Nuance Enterprise Version 20.x is the continuation of Nuance Enterprise version 7.x.

Export Unified Intelligence Center Reporting

|  |  |
| --- | --- |
| For exporting reports | * Microsoft Excel 2007 * Microsoft Excel 2010 * Microsoft Excel 2013 * Microsoft Excel 2016 * Microsoft 365 |

Note: Office 365 does not support authenticated Excel report permalink.

Wallboard Reporting

Unified CCX supports wallboard reporting. Obtain the wallboard from a Cisco-approved vendor from Cisco Marketplace: <https://marketplace.cisco.com/>.

Enterprise Database

* Oracle 11g R2
* Oracle 12c R1
* Oracle 19c (FN 1)
* Oracle 21c
* Sybase Adaptive Server 12
* IBM DB2 8.2, 10.5
* MS SQL Server 2012
* MS SQL Server 2014
* MS SQL Server 2016

Note:

* (FN 1) Unified CCX does not support any views created on Oracle 19c.
* Unified CCX connection to external databases has been qualified only for non-encrypted connections and hence is not supported with encryption.

Enterprise Database for Unified Intelligence Center

* MS SQL Server 2012
* MS SQL Server 2014
* Informix Database Server 12.10.UC5W1X7(UC7X3)

Microsoft Exchange Server for Email

* Microsoft Exchange Server 2013(FN 1) - Enterprise and Standard Edition
* Microsoft Exchange Server 2016 - Enterprise and Standard Edition
* Microsoft Exchange Server 2019 - Enterprise and Standard Edition

Not*e:* (FN 1) Download and install the latest cumulative update (Cumulative Update 15 for Microsoft Exchange Server 2013 (KB3197044) or higher) to support TLS version 1.2.

Cloud Based Email Services

* Office 365
* Gmail

Supported Single Sign-On Identity Providers

Cisco Identity Service supports the Identity Providers (IdPs) listed below and any other IdPs that comply to generic SAML 2.0 authentication as per the considerations described in the Unified CCX Solution Design Guide located at: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.

|  |  |
| --- | --- |
| Microsoft ADFS (Active Directory Federation Services) | 2.0, 2.1, 3.0, and 4.0 |
| PingFederate | 8.2.2.0 |
| OpenAM | 10.0.1 |
| Shibboleth | 3.3.0 |
| F5 | 13.0 |

Supported Browsers

|  | Firefox 91  Extended Support Release (ESR) and higher ESR | Chrome 83 and higher | Microsoft Edge (Edge Chromium)  88.0.4324 and higher |
| --- | --- | --- | --- |
| Unified CCX Administration | Y | Y | Y |
| Cisco Finesse(FN 1) | Y | Y | Y |
| Cisco Unified Intelligence Center | Y | Y | Y |
| Cisco Unified Intelligence Center (Live Data Gadgets) | Y | Y | Y |
| CCP Administration | Y | Y | Y |
| Cisco Identity Service Administration | Y | Y | Y |
| Cisco Webex Experience Management | Refer to [Experience Management](https://xm.webex.com/docs/user/getting-help/#supported-browsers) to know the browsers that are supported. | | |

Note: (FN 1) The supported resolution for the Finesse desktop is 1366 x 768 or higher.

Transport Layer Security

Transport Layer Security (TLS) 1.2 is supported for both incoming and outgoing connections.

Client Operating System

|  | Windows 10 | Chromebook | Linux | MacOS | Android | Apple iOS with Safari browser |
| --- | --- | --- | --- | --- | --- | --- |
| Finesse | Y | Y | N | Y  10.12, 10.13, 10.14, 10.15.x | N | N |
| Cisco Unified CCX Editor Installer for Windows(FN 1) | Y | N | N | N | N | N |
| Cisco Unified CCX Editor Web Launcher | Y | Y | Y | Y | N | N |

(FN 1) The Windows User launching the Cisco Unified CCX Editor must be a part of the Windows Administrator Group.

Note:

1. For information on Jabber Client Operating System, refer to the specific versions of [Jabber Release Notes](https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html).
2. Real Time Monitoring Tool is not supported on Windows 2012 server. The supported operating systems are listed below:
3. Windows 10
4. Linux with KDE or GNOME client

Desktop Virtualization

Unified CCX allows Cisco Finesse to run on third-party Virtual Desktop Infrastructure (VDI). Customers need to ensure that their third-party VDI infrastructure is supported by the Cisco soft phones that are used on the agent and supervisor VDI-based desktops.

The Cisco Unified Intelligence Center and Cisco Unified Contact Center Express Administration are not supported on virtual desktops.

Application Virtualization

* Cisco Finesse
* Citrix XenApp 7.x

Endpoint Devices

| Cisco Unified IP Phones for Cisco Finesse IP Phone Agent(FN 3,6) | End Points for Cisco Finesse(FN 1,2) |
| --- | --- |
| Cisco IP Phone 7811(FN5) | Cisco IP Phone 7811 |
| Cisco IP Phone 7821(FN5) | Cisco IP Phone 7821 |
| Cisco IP Phone 7841(FN5) | Cisco IP Phone 7841 |
| Cisco IP Phone 7861(FN5) | Cisco IP Phone 7861 |
| Cisco IP Phone 8811 | Cisco IP Phone 7945G |
| Cisco IP Phone 8821 | Cisco IP Phone 7975G |
| Cisco IP Phone 8841 | Cisco IP Phone 8811 |
| Cisco IP Phone 8845 | Cisco IP Phone 8821 |
| Cisco IP Phone 8851 | Cisco IP Phone 8841 |
| Cisco IP Phone 8861 | Cisco IP Phone 8845 |
| Cisco IP Phone 8865 | Cisco IP Phone 8851 |
|  | Cisco IP Phone 8861 |
|  | Cisco IP Phone 8865 |
|  | Cisco IP Phone 8961 |
|  | Cisco IP Phone 9951 |
|  | Cisco IP Phone 9971 |
|  | Cisco IP Communicator(FN 9) |
|  | Jabber for Windows, Mac, and VDI(FN7) |
|  | Webex(FN8) |
|  | Cisco Webex DX80(FN4) |

* (FN 1) All Cisco Finesse phones support BiB.
* (FN 2) Cisco Finesse supports with caveats mentioned in Cisco Finesse section of the Release Notes for Unified Contact Center Express Solution, located at: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>.

Note: The Cisco Mobile Supervisor application is withdrawn from the Cisco App Store. Cisco does not provide support for Cisco Mobile Supervisor deployments.

* (FN 3) All the Cisco IP Phones for Cisco Finesse IP Phone Agent currently do not support the Simplified New Call UI.
* (FN 4) Telepresence CE software does not support Transfer or Conference operations from Finesse.
* (FN 5) If Cisco Finesse IPPA agents use 78xx series phone, you must either disable the Cisco Finesse IPPA Inactivity Timeout feature or increase the timeout to be within the range of 120 seconds to one day (86400seconds), so that the agent does not get logged out of Cisco Finesse IPPA even if the agent is on any other screen.
* (FN 6) Cisco Finesse IP Phone Agent is not supported over Mobile and Remote Access (MRA).
* (FN 7) Unified CCX is compatible with those Jabber versions that are compatible with the CUCM version being used with Unified CCX. The minimum supported Cisco Jabber version is 12.5.
* (FN 8) For minimum supported versions of CUCM and Expressway (for MRA deployments) to support Webex, see the Supported Unified CM Releases and the Supported Expressway Releases tables at <https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide/unified-cm-wbx-teams-deployment-guide_chapter_011.html>.
* (FN 9) For supported Cisco IP Communicator (SCCP) versions, see Cisco Unified Communications Manager Software Compatibility Matrix, available at: <http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html>.

Jabber:

* MRA support for Jabber requires minimum Cisco Jabber version 12.5 and Expressway 12.5. If you have VPN split-tunneling configured, you can use Jabber with MRA and the Finesse desktop on the same client machine. See <https://www.cisco.com/c/en/us/support/security/anyconnect-secure-mobility-client/products-installation-and-configuration-guides-list.html> for Cisco AnyConnect Mobility Client split-tunneling configuration.
* If VPN split-tunneling is not available, you can run Jabber with MRA and the Finesse desktop after splitting them onto two clients.
* A remote agent who runs Jabber with MRA on one client machine and the Finesse desktop with a VPN connection on a second client machine.
* A remote agent who runs a Jabber softphone on a laptop that is connected over MRA and runs the Finesse desktop as a Xenapp thin client.
* Jabber for VDI is not supported in Video Contact Center deployments.
* For Cisco Jabber software compatibility details, see the Planning guide for Cisco Jabber at <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.
* For Home Agent with Extend and Connect, set Jabber to Extend Mode so that the agents can select or edit the remote destination number.

Cisco Expressway

|  |  |
| --- | --- |
| Cisco Expressway | X12.5.6 and later(FN 1) |

(FN 1) For any caveats related to recording with Jabber, refer to the Mobile and Remote Access Through Cisco Expressway Deployment Guide. See <https://www.cisco.com/c/en/us/support/unified-communications/expressway-series/products-installation-and-configuration-guides-list.html>.

Platform

| UCOS Platform Version | Internal Unified CCX Database (IDS) | Transport Layer Security (TLS) | Tomcat | Open SSL | Cent OS | Java versions |
| --- | --- | --- | --- | --- | --- | --- |
| Servers |
| CCM\_FREEZE\_12\_5\_1\_14900\_63\_BT5089\_GIT | Informix IDS12.10.UC9W1X3 | 1.2 | Tomcat 9.0.37 | 1.0.2u.6.2.374 | 7.4.1708 | OpenJDK 1.8.0\_26   * Custom Classes/SDK * Real-Time Reporting |

Supported Languages

|  | ASR Grammar for Workflow Steps | IP Phone Agent Supported Languages | Unified Intelligence Center (FN 3) | Unified CCX Administration | Finesse | IVR Prompts | CCP | TTS | VXML Grammar | Workforce Management | Quality Management |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Arabic | No | No | No | No | No | Yes | No | Dependent on software provided by the TTS vendor | Dependent on software provided by the MRCP vendor | No | No |
| Canadian French | Yes | No | No | No | No | Yes | Yes | No | No |
| Cantonese | No | No | No | No | No | No | No | No | No |
| Cantonese Hong Kong | No | No | No | No | No | Yes | No | No | No |
| Chinese | No | No | No | No | No | No | No | No | No |
| Czech | No | No | Yes | No | Yes | Yes | No |  | No | No |
| Danish | No | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| Dutch | No | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| English | Yes  (GB, US) | Yes | Yes  (US) | Yes | Yes | Yes  (AU, CA, GB, US) | Yes | Yes | Yes |
| Finnish | No | Yes | Yes | No | Yes | Yes | No | No | No |
| French | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| German | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| Hebrew | No | No | No | No | No | Yes (IL) | No | No | No |
| Hungarian | No | No | Yes | No | Yes | Yes | No | No | No |
| Italian | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| Japanese | Yes | Yes | Yes | No | Yes | Yes | Yes (FN 1) | No | Yes |
| Korean | No | Yes | Yes | No | Yes | Yes | Yes (FN 1) | No | Yes |
| Malay | No | No | No | No | No | Yes | No | No | No |
| Chinese Mandarin | No | No | No | No | No | Yes, and also Mandarin (Taiwan) | Yes (FN 1) and in Taiwan (FN 1) | No | No |
| Norwegian | No | Yes | Yes | No | Yes | Yes | Yes | No | No |
| Polish | No | Yes | Yes | No | Yes | Yes | Yes | No | No |
| Portuguese | No | Yes | Yes, and Portuguese (Brazil) | No | Yes | Yes (Brazilian) | Yes (Brazilian) | Yes (Brazilian) | Yes (Brazilian) |
| Russian | No | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| Simplified Chinese | No | Yes | Yes | No | Yes | No | No | No | Yes |
| Spanish | Yes (CO, EX, MX) | Yes | Yes | No | Yes | Yes (CO, ES, MX, US) | Yes | Yes | Yes |
| Swedish | No | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| Thai | No | No | No | No | No | Yes | No | No | No |
| Traditional Chinese | No | Yes | Yes | No | Yes | No | No | No | Yes |
| Turkish | No | Yes | Yes | No | Yes | Yes | Yes | No | No |
| Serbian | No | No | Yes | No | Yes | No | No | No | No |
| Croatian | No | No | Yes | No | Yes | No | No | No | No |
| Bulgarian | No | No | Yes | No | Yes | No | No | No | No |
| Romanian | No | No | Yes | No | Yes | No | No | No | No |
| Slovenian | No | No | Yes | No | Yes | No | No | No | No |
| Slovakian | No | No | Yes | No | Yes | No | No | No | No |
| Catalan | No | No | Yes | No | Yes | No | No | No | No |

(FN 1) Finesse IPPA supports all languages currently supported by Finesse if the phones support UTF.

(FN 2) Cisco Unified Intelligence Center uses the browser locale to display the Date & Time format in the filter page. If Unified Intelligence Center does not support the browser locale language, then the locale selected in the Unified Intelligence Center application is used.

Note: For the languages that are supported by Cisco Webex Experience Management, click [Experience Management](https://xm.webex.com/docs/user/getting-help/#cloudcherry-language-support).

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