



# Cisco Unified Contact Center Domain Manager

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## New Features

## Updated Features

## TLS Versions Support

This release supports Transport Layer Security (TLS) v1.2 and uses it as the default option. The older versions of TLS/SSL are disabled by the Installer.



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**Note** In case there are third party applications installed on CCE VMs that are impacted when the older versions of TLS/SSL are disabled, re-enable the required TLS/SSL versions. For more information, see Microsoft documentation about enabling TLS/SSL provided by Secure Channel (Schannel security support provider) authentication protocol suite.

Similarly, third party applications must use TLS v1.2 while creating connections to CCE VMs or CCE database.

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**Note** For Microsoft Windows 7 client systems, install the Microsoft Windows Update KB3080079 to ensure that the remote desktop connection over TLS v1.1 or 1.2 is supported.

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### TLS Options for Cisco Unified CCE and Other Components

Configure TLS v1.2 on all the components and Unified CCE. Internet Script Editor (ISE), and other web applications require TLS v1.2 for HTTPS connections.



**Note** TLS v1.2 is installed by default on all Cisco VOS based deployments.

For Live Data, CUIC, and Cisco IdS to interoperate with older versions of Unified CCE, run the **set tls client min-version** command on these components to set the minimum TLS version to v1.0 or v1.1 as required.

See the individual component sections for more details on upgrade considerations and default behavior of TLS v1.2 in that component.

Component	Default Option
Cisco Unified CCE	TLS v1.2
Cisco Unified Intelligence Center	TLS v1.2
Cisco Finesse	TLS v1.2
Cisco CVP and VVB	TLS v1.2
Cisco SocialMiner	TLS v1.2
Enterprise Chat and Email	TLS v1.2
Cisco Unified Contact Center Domain Manager	TLS v1.2

Use the Transport Layer Security CLI commands to view or change the TLS minimum version for inbound or outbound connections. For product-specific TLS configuration, see *Configuration Guide for Cisco Hosted Collaboration Solution for Contact Center* at <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>.

## Skill Group Routing

When you create a new skill group in any of the following ways, a new route will be automatically associated to that skill group:

- Resource Management Gadget User Interface
- Resource Management Web Services
- Bulk Upload

To enter a name for the route (instead of the auto-generated name), use the **Route** tab, before you save the skill group.

## Browse Domain Accounts

Users with Global Roles can browse through domain accounts. To browse through other supervisor or user accounts, check the **Browse Domain Accounts** checkbox in the **Global Roles** window.

## Agent Supervisor Fields

From this release, an agent can have only one supervisor. When you create an Agent record for a person who already has a Supervisor assigned, the **Supervisor** checkbox is disabled. When SSO is disabled, the agent must enter their domain login name to login.

## Deprecated Features

There are no deprecated features for this release.

## Removed and Unsupported Features

There are no removed and unsupported features for this release.

## Third-Party Software Impacts

There are no third-party software impacts for this release.

