Routing Tasks Multichannel Options

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Task Routing for Third-Party Multichannel Applications

Task Routing APIs provide a standard way to request, queue, route, and handle third-party multichannel tasks in CCE.

Contact Center customers or partners can develop applications using SocialMiner and Finesse APIs in order to use Task Routing. The SocialMiner Task API enables applications to submit nonvoice task requests to CCE. The Finesse APIs enable agents to sign into different types of media and handle the tasks. Agents sign into and manage their state in each media independently.

Cisco partners can use the sample code available on Cisco DevNet as a guide for building these applications (https://developer.cisco.com/site/task-routing/).


Routing Unified Interaction Manager Tasks

Unified CCE Configuration for Multichannel Routing

To route contact requests submitted from the World Wide Web or email, you must configure:

- Media Routing Peripheral Gateway
- Media Routing Domains and Media Classes
- Multichannel agents
- Application instances
- Administration connections
- Multichannel skill groups
• Multichannel routing scripts


Note

When implementing Task Routing for third-party multichannel applications, some of the configuration in the list above is provided by default or automated. See the Cisco Unified Contact Center Enterprise Features Guide at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

**Multichannel Software Configuration**

After you complete your Unified ICM/Unified CCE configuration, you must configure your Unified ICM multichannel software.

The multichannel software you must configure includes Enterprise Chat and Email.