



Web Based CCE Administration

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Unified CCE Web Administration

The Configuration Manager enables you to perform most of the Unified CCE administrative tasks. The gadgets in the Unified CCE Web Administration application enables you to manage other Unified CCE administrative tasks and system settings.



Important

For more information on each gadget, please see the online help available in the **CCE Web Administration** page.

Access Unified CCE Administrative Gadgets

To manage agents, attributes, precision queues, bucket intervals, media routing domains, and bulk jobs, use the **Manage** menu in the Unified CCE Web Administration application. For example, to manage Agents:

Procedure

- Step 1** From your desktop, double-click the **Unified CCE Tools** icon, and then select **Administration Tools**.
- Step 2** Double-click the **CCE Web Administration** link.

Step 3 Select **Manage > Agents**.

Access Unified CCE System Management Gadgets

To configure system settings such as context service, deployment type, system information, and Single Sign-On(SSO), use the **System** menu in the Unified CCE Web Administration application. For example, to configure Context Service:

Procedure

- Step 1** From your desktop, double-click the **Unified CCE Tools** icon, and then select **Administration Tools**.
- Step 2** Double-click the **CCE Web Administration** link.
- Step 3** Select **System > Context Service**.
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Managing Agents

The Agents tool in Unified CCE Administration contains a list of agents. These agents are created in **Agent Explorer** under **Configuration Manager**.

Rows in the list show the following fields for each agent:

- Username
- Peripheral
- Last Name
- First Name
- Description

The username maps to the login name in **Agent Explorer**.

You can search and sort this list, and you can click the row for an agent to open the **Edit Agent** window. You can only edit an agent's attribute settings.

You cannot create or delete agents in this tool. You must create or delete agents in the **Configuration Manager Agent Explorer** tool.

Related Topics

[Agent Reskilling](#)

Attributes

Attributes identify a call routing requirement, such as language, location, or agent expertise.

You can create two types of attributes:

- Boolean
- Proficiency

Use Boolean attributes to identify an agent attribute value as **true** or **false**.

For example, you can create a **Boston** attribute. This attribute specifies that the agent assigned to this attribute must be located in Boston. An agent in Boston would have Boston as *True* as the term for that attribute.

Use Proficiency attributes to establish a level of expertise in a range from *1 to 10*, with 10 being the highest level of expertise. For example, for a Spanish language attribute, a native speaker would have the attribute Proficiency as *10*. When you create a precision queue, you identify which attributes are part of that queue and then implement the queue in a script.

When you assign a new attribute to an agent and the attribute value matches the precision queue criteria, the agent is automatically associated with the precision queue.



Note Attributes is a prerequisite for Precision Queue.

Precision Queues

Precision routing offers a multidimensional alternative to skill group routing. Using the Unified CCE scripting, you can dynamically map the precision queues to direct a call to the agent who best matches the caller's precise needs. Precision queues are the key components of precision routing.

Related Topics

[Precision Queues](#)

Managing Bucket Intervals

Configure bucket intervals to report on how many calls are handled or abandoned during specific, incremental time slots.

Each bucket interval has a maximum of nine configurable time slots, called Upper Bounds. Upper Bounds are ranges measured in seconds to segment and capture call-handling activity. You can run reports that show calls answered and calls abandoned for these intervals.

If your goal is to have calls handled within 1 minute, you might set up **Upper Bounds** for intervals that show how many calls are handled in less than or more than 1 minute. Intervals might be for 30, 60, 80, 120, 150, 180, and 240 seconds. Using these intervals, you can see if calls are being answered within 1 minute or if callers are waiting longer.

The intervals also give you insight into how long callers are willing to wait before cancelling a call. Perhaps many callers do not abandon a call until they have waited for two minutes. This might indicate that you can modify your goal.

You can associate bucket intervals with call types, skill groups, and precision queues. The system automatically creates a built-in bucket interval, which you cannot edit or delete.

Related Topics[Precision Queues](#)

Media Routing Domains

Media Routing Domains (MRDs) organize how requests for each communication medium, such as voice and email, are routed to agents.

An agent can handle requests from multiple MRDs.

For example, an agent can belong to a skill group in an MRD for email and to a skill group in an MRD for voice calls. Configure at least one MRD for each communication medium your system supports. You do not need to configure an MRD for voice; the Cisco_Voice MRD is built in. You can add and update only Multichannel MRDs using the Unified CCE Administration Media Routing Domain tool.



Note To add or update Multichannel MRDs for Enterprise Chat and Email, use the Configuration Manager Media Routing Domain List tool.

Manage Bulk Jobs

Bulk jobs are a fast and efficient way to migrate existing agent and supervisor to single sign-on accounts.



Note Do not run bulk jobs during heavy call load.



Note Supervisors have no access to the Bulk Jobs tool.

Cisco Context Service

Cisco Context Service is a cloud-based, omnichannel solution. Context Service captures customer interaction history and provides flexible storage of the customer interaction data across all channels (including voice, chat, email, and Internet of Things).

Context Service provides an out-of-the-box integration with Unified Contact Center Enterprise. You do not need to install any additional components. With Context Service integrated with your contact center, agents can access a customer's previous interactions with your organization. Context Service provides this information to your agents through the Customer Context gadget in the Cisco Finesse desktop.

Deployment Type

The deployment type you select, significantly impacts the call processing capacity, configuration limits, and access to features and configuration tools. The configuration steps vary for every deployment type.

You can select any one of the following deployment types:

- Packaged CCE Deployment types:
 - Packaged CCE: Lab Mode
 - Packaged CCE:2000 Agents
 - Packaged CCE: 4000 Agents
 - Packaged CCE: 12000 Agents

- HCS for Contact Center deployment types:
 - HCS-CC: 2000 Agents
 - HCS-CC: 4000 Agents
 - HCS-CC: 12000 Agents
 - HCS-CC: 24000 Agents

- Unified CCE deployment types:
 - UCCE: Progger (Lab Only)
 - ICM Rogger (Non-Reference Design)
 - ICM Router/Logger (Non-Reference Design)
 - UCCE: 8000 Agents Router/Logger (Non-Reference Design)
 - UCCE: 2000 Agents
 - UCCE: 4000 Agents Rogger
 - UCCE: 12000 Agents Router/Logger
 - UCCE: 24000 Agents Router/Logger
 - Contact Director



Note For information on using the gadget after you select a deployment type, see the *Cisco Unified Contact Center Enterprise Developer Reference Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-programming-reference-guides-list.html> and the online help.

Settings

The system can support a defined call capacity based on deployment model. Exceeding the supported rate of incoming calls degrades performance and can result in late calls, dropped calls, delivery of new incoming calls, the time out of requests, and potential system failures. (Call transfers are permitted.)

The System Information tool enforces limits to protect against overloading the system and establishes continuous monitoring of the incoming call rate according to the configured settings.

Single Sign-On (SSO)

The Single sign-on (SSO) is an authentication and authorization process. Authentication proves you are the user you say that you are, and authorization verifies that you are allowed to do what you are trying to do.

SSO allows users to sign in to one application and then securely access other authorized applications without a prompt to provide the user credentials once again. SSO permits Cisco supervisors or agents to sign on only once with a username and password to gain access to all of their Cisco browser-based applications and services within a single browser instance.

By using SSO, Cisco administrators can manage all users from a common user directory and enforce password policies for all users consistently.

SSO is an optional feature. If you are using SSO, use the Single Sign-On tool to configure the Cisco Identity Service (IdS). You can then register and test components with the IdS, and set the SSO mode on components.