



## Preface

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## Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
<b>Initial Release of Document for Release 11.6(1)</b>		August, 2017
New Web Based CCE Administration gadgets for managing the system and performing other CCE administrative tasks	<a href="#">Web Based CCE Administration</a>	
New Database Recovery Models	<a href="#">Database Recovery Models</a>	
Added Session Timeouts for Web Setup	<a href="#">Web Setup</a>	
Setting Database Statistics in AW environment	<a href="#">Database Statistics</a>	
Added a Note for Supervisor Login username compliance for Finesse and Unified CCE.	<a href="#">UCCE_TP_U5BF7E90_00_unified-cce-admin-supervisor-access.xml</a>	

## About This Guide

The *Administration Guide for Cisco Unified Contact Center Enterprise* describes database administration, event management, support services, and the system software's fault tolerant architecture.

## Audience

This guide is intended for managers and administrators who administer components of the Unified Contact Center Enterprise/Unified Contact Center Hosted (Unified CCE/CCH) solution for voice and multichannel contact centers.

## Related Documents

Subject	Link
Related documentation includes the documentation sets for Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center	To see all related documentation sets, go to <a href="http://www.cisco.com">http://www.cisco.com</a> and select Support. Select Customer Collaboration, Browse All Customer Collaboration Categories, and then select Contact Center.
Cisco Unified Communications Manager documentation set	Go to <a href="http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-general-information.html">http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-general-information.html</a>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

## Field Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in [www.cisco.com](http://www.cisco.com) and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>.

# Documentation Feedback

To provide comments about this document, send an email message to the following address:  
[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com).

We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example:  <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>

