Preface

- Change History, on page i
- About This Guide, on page i
- Audience, on page ii
- Obtaining Documentation and Submitting a Service Request, on page ii
- Field Notice, on page ii
- Documentation Feedback, on page ii
- Conventions, on page iii

Change History

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

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Added a note in the section Agent Targeting rule section to state Hunt group support.	Agent Targeting Rules	
Removed CTI OS references.		
Removed references for both Sprint Routing client and Generic PG.		

About This Guide

This guide describes how to use configuration tools to configure and maintain the system database. For instructions on how to create and manage scripts, see the *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise*. For specific information on an automatic call distribution (ACD) or network interface card (NIC), refer to the appropriate Cisco Unified ICM/Contact Center Enterprise ACD or NIC supplement documentation or ask your customer representative for that documentation.

Audience

This guide is intended for Unified ICM/Contact Center Enterprise & Hosted system administrators. A system administrator must have a general understanding of call center operations and management and specific information about the call centers and carrier networks connected to Unified ICM/Contact Center Enterprise & Hosted software.

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.

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Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html.

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Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.