



Preface

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Change History

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

Table 1:

Change	See	Date
New chapter has been added	Digital Channels with imiconnect	August, 2021
Clean up of Contact Sharing chapter. Added some clarifying notes to the installation process. Removed use of the Unified CCE Target Instance Replication process.	Contact Sharing chapter	January 29, 2018
Accumulated minor fixes	Context Service chapter	October 10, 2017
Added information about SAML 2.0 support	Single Sign-On chapter	September 29, 2017

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Added a note in "Deployment Options for Cisco Identity Service"	Single Sign-On chapter	
Added Multi Domain SSO feature		
Support in Single Sign-on for the SAM-Account Name or UPN choice based on User-ID Configuration.		
Restructured and revised the Context Service chapter.	Context Service chapter	
Added the supported Java version information for Context Service.	Context Service chapter	

About This Guide

This guide explains features you can use in conjunction with Cisco Unified Contact Center Enterprise. For each feature, there is a description, procedures for initial setup, and details on the functionality the feature provides.

Audience

This guide is prepared for Contact Center administrators who configure and run the contact center, manage agents, and address operational issues.

Related Documents

Subject	Link
Design considerations and guidelines for deploying a Unified CCE solution, including its various components and subsystems.	<i>Solution Design Guide for Cisco Unified Contact Center Enterprise</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html

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

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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	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • 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.