



Web Based CCE Administration

- [Unified CCE Web Administration](#), on page 1
- [Managing Agents](#), on page 2
- [Attributes](#), on page 3
- [Precision Queues](#), on page 3
- [Managing Bucket Intervals](#), on page 4
- [Media Routing Domains](#), on page 4
- [Manage Bulk Jobs](#), on page 4
- [Cisco Context Service](#), on page 5
- [Deployment Type](#), on page 5
- [Settings](#), on page 6
- [Single Sign-On \(SSO\)](#), on page 6
- [Business Hours](#), on page 6

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.



Note

- For more information on each gadget, please see the online help available in the **CCE Web Administration** page.
 - Users are logged out of the Unified CCE Administration console automatically after 30 minutes of inactivity.
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Access Unified CCE Administrative Gadgets

To manage agents, attributes, precision queues, bucket intervals, media routing domains, license, and bulk jobs, use the corresponding card in the Unified CCE Web Administration application. For example, to access business hours:

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** From the left navigation bar, select **Overview** and then select **Organization Setup** card.
- Step 4** Select **Business Hours**.

Note For more information about business hours, see [Business Hours](#).

Access Unified CCE System Management Gadgets

To configure system settings such as deployment type and system information, use the **Infrastructure Settings** card. To configure Single Sign-On (SSO), use the **Features** card in the Unified CCE Web Administration application. For example, to set the deployment type:

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 **Deployment Settings**.
- Step 4** On the **Deployment Type** page, click on deployment type and then select an instance from the drop-down list.

Note For more information about deployment type, see [Deployment Type](#).

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.



Note Ensure that Agent ID (Peripheral number) and agent Login name is unique for each user.

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, an original 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.

Business Hours

Business hours are the working hours during which you conduct business. You can create and modify business hours and set weekly and daily schedules for each business hour. You can create different business hour schedules for regular working days and holidays. You can also open or close the business hours if there is an emergency.

You can define the status reasons for business hours and assign codes for each status reason. Status reason is required when you force open or force close a business hour, and when you add special hours and holidays.

Add and Maintain Business Hours

Procedure

- Step 1** In **Unified CCE Administration**, choose **Organization > Business Hours**.
- Step 2** On the **Business Hours** page, click **New** to open the **New Business Hours** page.
- Step 3** Complete the following information on the **General** tab and click **Save**.

Field	Required?	Description
Status	-	Select one of the following statuses for the business hour: <ul style="list-style-type: none"> • Open/Closed as per Business Calendar • Force Open • Force Close
Status Reason	Yes, if the status is Force Open or Force Close.	This field is enabled only if the status is Force Open or Force Close. Search and select a status reason for the business hour.
Name	Yes	Enter a unique name for the business hour. Maximum length is 32 characters. Valid characters are alphanumeric, period (.), and underscore (_). The first character must be alphanumeric.
Description	No	Enter a description of the business hour.
Time Zone	Yes	Select a time zone of the business hour from the drop-down list.
Department	-	Search and select a department to associate with the business hour. Default is Global. Note This is applicable for Packaged CCE deployment only.

- Step 4** Click the **Regular Hours** tab and complete the following information:
- Select one of the following **Business Hour Type**:
 - **24x7**: Always open. You cannot customize the working hours.
 - **Custom**: You can customize the working hours.
 - If you select **Custom**, enable at least one business day and select the **Start Time** and **End Time**.
- Step 5** Click the **Special Hours & Holiday** tab. You can either add or import special hours and holidays.
- Step 6** Click **Add** to open the **Add Special Hours & Holiday** popup window. Complete the following information:

Field	Required?	Description
Date	Yes	Select a date from the calendar.
Description	No	Enter a description for the special hour.
Status	-	Select a status. If the status is Open , the Start Time and End Time fields are enabled.
Start Time	Yes, if status is Open.	Select a start time for the special hour.
End Time	Yes, if status is Open.	Select an end time for the special hour.
Duration	-	Displays the duration of the special hour.
Status Reason	Yes	Search and select a status reason.

Step 7 Click **Save** to add the special hours and holidays.

Step 8 To import special hours and holidays, follow these steps.

- Click **Import** to open the **Import Special Hours and Holidays** pop-up window.
- Click the download icon to download the Special Hours & Holidays template. Use this template to enter the special hours and holidays.
- Click **Choose File** and browse to the special hours and holidays file. Click **Import** to upload the file.

Note The file must contain at least one special hour and holiday.
The file must be in CSV format with a file extension as .txt or .csv.

Step 9 Click **Export** to download the special hours and holidays in .csv format.

Step 10 Click **Save**.

Note The imported business hours overwrites the existing ones.

Add Business Hours by Copying an Existing Business Hour Record

You can create a new Business Hour record by copying an existing Business Hour record.

Procedure

Step 1 In **Unified CCE Administration**, choose **Organization > Business Hours**.

Step 2 Click the Business Hour you want to copy, and then click the **Copy** button in the Edit <Business Hour> page. The **New Business Hour** page opens.

- Step 3** Enter **Name** and **Description** for the Business Hour.
 - Step 4** Review the rest of the fields on the **General**, **Regular Hours**, and **Special Hours & Holiday** tabs that were copied from the original Business Hour record, and make any necessary changes.
 - Step 5** Click **Save** to return to the List window.
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Add Status Reasons

This procedure explains how to add and maintain status reasons for business hours.

Procedure

- Step 1** In **Unified CCE Administration**, choose **Organization > Business Hours > Status Reasons**.
 - Step 2** Click **Add** to open the **Add Status Reason** popup window.
 - Step 3** Enter the Status Reason. Maximum length is 255 characters.
 - Step 4** Enter a unique Reason Code. Range is 1001 to 65535. Codes 1 to 1000 are reserved as system-defined reason codes.
 - Step 5** Click **Save**.
To add more status reasons, repeat steps from 2 to 5.
 - Step 6** Click **Done** to return to the List window.
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Edit Status for Multiple Business Hours

Perform the following steps to edit the status of multiple business hours at once.

Procedure

- Step 1** On the **Business Hours** page, select two or more business hours to edit.
 - Step 2** Choose **Edit > Status** to open the **Edit Business Hours** page.
 - Step 3** Check the **Status** check box and select the required status.
 - Step 4** If you select the status as **Force Open** or **Force Close**, search and select a **Status Reason**.
 - Step 5** Click **Save**.
-

Edit Schedule for Multiple Business Hours

Perform the following steps to edit schedules of multiple business hours at once.

Procedure

- Step 1** On the **Business Hours** page, select two or more business hours to edit.
 - Step 2** Choose **Edit > Schedule** to open the **Edit Business Hours** page.
 - Step 3** Check the **Time Zone** check box and select the required time zone from the drop-down list.
 - Step 4** Check the **Type** check box and select the required business hour type.
 - Step 5** If you select **Custom**, enable atleast one business day and select the **Start Time** and **End Time**.
 - Step 6** Click **Save**.
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Configure Yearly Schedules

You can configure and maintain Business Hour schedules for the whole year.

Procedure

- Step 1** Configure the regular working hours for weekdays.
- Step 2** Configure **Special Hours & Holidays** schedules for whole year by doing the following:
 - a) Add the **Special Hours & Holidays** details for all the special hours and holidays for the whole year into the CSV template file.
 - b) On the **Import Special Hours & Holidays** page, click **Choose File** and browse to the special hours and holidays file.
 - c) Click **Import** to upload the file.

After you import the configuration file, the BH configurations are loaded on the Business Hours page. Validate the configurations.

- d) Click **Save**.

Note When you update the configured Business Hours, remove any elapsed schedules and then update the new schedules for any new special hours or holidays in a Business Hour configuration.
