



## 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           |
|--|-------------------------------------|----------------|
| New chapter has been added   | Digital Channels with imiconnect    | August, 2021   |
| Edge Chromium (Microsoft Edge) updates   | Browser Settings and Single Sign-On | December, 2020 |
| <b>Initial Release of Document for Release 12.0(1)</b>                                   |                                     | January, 2019  |
| Contact Director now supports up to 24,000 agents across 3 target Unified CCE instances. | Contact Sharing                     |                |
| Added introduction and overview for the Business Hours feature.                          | Business Hours                      |                |

## 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 <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html</a> |

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

## 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>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices

- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

## 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</b> 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"> <li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>   |
| <i>italic</i> font   | <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:<br/> <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>  |

