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Change History

Change	See	Date
Initial Release of Document for Release 12.0(1)		January, 2019
Added information on dropping parties from conferences	Enable Dropping Call Participants from a Conference Call	

About This Guide

This guide describes how to install, configure, and use the Cisco Contact Center Gateway feature. The Contact Center Gateway enables Cisco Unified Contact Center Enterprise (Unified CCE) to appear as an ACD (Automatic Call Distributor) to Cisco Unified Intelligent Contact Management in a Parent/Child deployment.

Audience

This guide is intended for users who deploy and administer contact centers that use the Cisco Contact Center Gateway software.

Organization of This Guide

Section	Content
Cisco Contact Center Gateway	Introduces the Contact Center Gateway and discusses its use in Parent/Child deployments.
Cisco Contact Center Gateway Deployment Example	Presents an example deployment that uses the Contact Center Gateway with a walk-through of the deployment process.
Contact Center Gateway with Unified CCE Deployment	Provides instructions for deploying the Contact Center Gateway with a child Unified CCE system.

Related Documents

Document or resource	Link
Cisco Unified Contact Center Enterprise Documentation Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
Cisco Unified Contact Center Enterprise Installation and Upgrade Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html
Configuration Guide for Cisco Unified Intelligent Contact Management/Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html

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 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` 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.

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, and folder 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>`

Convention	Description
< >	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.