Preface

-
-
-
-
-
-
-
-

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 12.0(1)		January, 2019
Moved all user interface definitions to the online help		
Added information on secured Dialer connections	Enable Secured Connection	
Added information on Cisco UBE support for G.711	Configure Cisco UBE for G.711 A-Law	
Updated information which states that incoming transport time accepts both TCP and UDP. Traffic from the Gateway are accepted through the trunk irrespective of the fact whether the traffic is either in UDP or in TCP.	Call Progress Analysis	

About This Guide

This manual provides conceptual, installation, and configuration information about the Cisco Unified Contact Center Enterprise (Unified CCE) Outbound Option application (formerly called "Blended Agent"). It also

provides verification checklists and troubleshooting information to ensure that the Outbound Option installation and configuration setup is successful.

For detailed Outbound Option Components field descriptions, see the online help.

Note Successfully completing the Outbound Option installation also requires use of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise*. See https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html for the complete set of Cisco Unified ICM/Contact Center Enterprise software manuals.

Audience

This document is intended for contact center supervisors and contact center technology experts who perform the following functions using Outbound Option:

- **System Administrators** – The installer/partner who sets up the Unified CCE system to support Outbound Option and installs and integrates the Outbound Option components.

- **Administrator** – The administrator responsible for configuration tasks, such as adding agents, skill groups, campaigns, and scripts necessary for ongoing activity.

- **Supervisors/Business users** – These users might perform such tasks as modifying a query rule, adjusting the lines per agent, or enabling or disabling a campaign. This group of users also read and interpret reports to help them run their business.

- **Sales** – A secondary audience, interested primarily in conceptual information.

Related Documents

For documentation for these Cisco Unified Contact Center Products, go to https://www.cisco.com/cisco/web/psa/default.html, select **Voice and Unified Communications** > **CustomCisco Unified Contact Center Productser Collaboration** > **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, and select the product/option in which you are interested.

Related documentation includes the documentation sets for:

- Cisco CTI Object Server (CTI OS)

- Cisco Unified Contact Center Management Portal

- Cisco Unified Customer Voice Portal (CVP)

- Cisco Unified IP IVR

- Cisco Unified Intelligence Center

- Cisco Finesse

- Documentation for Unified CM is also accessible through https://www.cisco.com/cisco/web/psa/default.html.

- Technical Support documentation and tools are accessible from: https://www.cisco.com/en/US/support/index.html.

- The Product Alert tool is accessible from (sign in required): https://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

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

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.