Routing Tasks Multichannel Options

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Task Routing for Third-Party Multichannel Applications

Task Routing APIs provide a standard way to request, queue, route, and handle third-party multichannel tasks in CCE.

Contact Center customers or partners can develop applications using Customer Collaboration Platform and Finesse APIs in order to use Task Routing. The Customer Collaboration Platform Task API enables applications to submit nonvoice task requests to CCE. The Finesse APIs enable agents to sign into different types of media and handle the tasks. Agents sign into and manage their state in each media independently.

Cisco partners can use the sample code available on Cisco DevNet as a guide for building these applications (https://developer.cisco.com/site/task-routing/).

For information about configuring Task Routing for third-party multichannel applications, see the *Cisco Unified Contact Center Enterprise Features Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html.

Routing Unified Interaction Manager Tasks

Unified CCE Configuration for Multichannel Routing

To route contact requests submitted from the World Wide Web or email, you must configure:

- Media Routing Peripheral Gateway
- Media Routing Domains and Media Classes
- Multichannel agents
- Application instances
- Administration connections
- Multichannel skill groups

- Multichannel routing scripts

For more information about configuring Unified CCE for multichannel routing with Unified Interaction Manager, see the *Configuration Guide for Cisco Unified ICM/Contact Center Enterprise* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Note When implementing Task Routing for third-party multichannel applications, some of the configuration in the list above is provided by default or automated. See the *Cisco Unified Contact Center Enterprise Features Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html

Multichannel Software Configuration

After you complete your Unified ICM/Unified CCE configuration, you must configure your Unified ICM multichannel software.

The multichannel software you must configure includes Enterprise Chat and Email.

For more information about how to administer this component, see Enterprise Chat and Email Installation Guides and Administration Guides at

https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html, and

https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.