



Unified CCE Administration

- [Unified CCE Administration Applications, on page 1](#)
- [Configure Unified CCE Administration for Remote Access, on page 2](#)
- [Internet Explorer Settings for Microsoft Windows 2012, on page 2](#)

Unified CCE Administration Applications

Unified CCE Administration is a web-based user interface that contains multiple applications used to manage agents, calls, bulk jobs, and settings.

This section provides a brief description of each application. For detailed information about each application, see the online help that accompanies it.

Infrastructure Settings

Use the Infrastructure Settings to configure the following:

- **Inventory:** Deployment model and the components in the inventory for that model.
- **Peripheral Gateways:** This display-only tool shows details about the peripheral gateways and peripherals in your deployment.
- **Smart Licensing:** Licensing model that delivers visibility into your license ownership and consumption. For more information on Smart Licensing, see the *Smart Licensing* section in *Administration Guide for Cisco Unified Contact Center Enterprise* https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_5_1/administration/guide/ucce_b_administration-guide-for-cisco-unified12_5.html

Call Settings

Use the Call Settings to configure the following:

- **Route Settings (Media Routing Domain)**
- **Bucket Interval**

User Setup

This provides details of all the Agents configured.

Organizational Setup

Use the Organizational Setup to view and configure the following:

- **Skills:** This allows you to configure Precision Queue and Attributes.
- **Business Hours:** This feature allows you to configure Normal day business hours and Special Day business hours, in addition to holiday configurations.

Bulk Import

Use the Bulk Import tool to view and import in bulk, Agents and Single Sign-on settings

Features

Use the Features tool to view and configure features like Single Sign-on.

Configure Unified CCE Administration for Remote Access

To access Unified CCE administration remotely using Internet Explorer 11, you must add the configuration sever address to the list of trusted sites.



Note Administration clients and administration workstations can support remote desktop access. But, only one user can access a client or workstation at a time. Unified CCE does not support simultaneous access by several users on the same client or workstation.

Procedure

- Step 1** Launch Internet Explorer 11.
 - Step 2** Go to Tools > Internet Options.
 - Step 3** Select the **Security** Tab.
 - Step 4** Select **Trusted Sites**.
 - Step 5** Click the **Sites** button.
 - Step 6** In Add this website to the zone, type in the configuration server address as : **https://<IP address or FQDN>**.
 - Step 7** Click the **Add** button.
 - Step 8** Click the **Close** button.
 - Step 9** Click the **OK** button.
-

Internet Explorer Settings for Microsoft Windows 2012

If you are using Microsoft Windows 2012 and accessing Unified CCE Administration using Microsoft Internet Explorer 11, you must enable the font download setting in Internet Explorer.

Procedure

- Step 1** Open Internet Explorer.
- Step 2** Click the **Tools** menu, then click **Internet Options**.
The Internet Options window appears.
- Step 3** Click the **Security** tab.
- Step 4** Click **Internet** to highlight it, and then click **Custom level**.
The Security Settings - Internet Zone window appears.
- Step 5** Scroll down to **Downloads > Font download**, click the **Enable** radio button, and then click **OK**.
- Step 6** Click **Yes** on the Warning window that appears.
- Step 7** On the Internet Options window, click **Apply**, and then click **OK**.
-

