Preface

- Change History, on page i
- About This Guide, on page ii
- Audience, on page ii
- Related Documents, on page iii
- Communications, Services, and Additional Information, on page iii
- Field Notice, on page iii
- Documentation Feedback, on page iv
- Conventions, on page iv

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Added a new chapter **Reverse-Proxy Configuration**	Appendix	**May, 2022**
Added information about reverse-proxy deployments that use L7 intermediaries	Mobile Agent>VPN-less Access to Finesse Desktop>Supported Reverse-Proxy Deployment Models>Authentication>Authenticate WebSocket Connections	
Added a new CLI to to view the content of the proxy map file	Mobile Agent>VPN-less Access to Finesse Desktop>VPN-less Finesse Configurations>Add Proxy IP by Using CLI	
Added a new section **Performance**	Mobile Agent>VPN-less Access to Finesse Desktop	

Change	See	Date
Added a note related to IdP	Mobile Agent>VPN-Less Access to Finesse Desktop>Supported Reverse-Proxy Deployment Models>Authentication>SSO	**December, 2021**
Updated IdP related information and the Hostname Mapping Example figure	Mobile Agent>VPN-Less Access to Finesse Desktop>VPN-less Finesse Configurations>Populate Network Translation Data	
New section **Configure Reverse-Proxy Host Verification** has been added	Mobile Agent>VPN-Less Access to Finesse Desktop>VPN-less Finesse Configurations>	
New section **Historical and Real Time Gadgets** has been added	Mobile Agent>VPN-Less Access to Finesse Desktop	**November, 2021**
New section **VPN-Less Access to Finesse Desktop** has been added	Mobile Agent	
Initial Release of Document for Release 12.6(1)		**May, 2021**
Edge Chromium (Microsoft Edge) updates	Browser Settings and Single Sign-On	
New chapter has been added	Agent Answers	
New chapter has been added	Call Transcription	
Customer Virtual Assistant has been renamed Virtual Agent–Voice and additional information has been added	Virtual Agent–Voice	

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.	*Solution Design Guide for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html

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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.