Cisco Unified Contact Center Enterprise Documentation Guide, Release 12.6(1)

First Published: 2021-05-14

Last Modified: 2023-06-11

Documentation Guide

Document Changes

The following tables identify the documents that changed for this release. For Unified CCE documents not listed here, continue to use the 12.5(1) version or the latest version published.

New Documents in This Release

There are no new documents in this release.

New Solution Documents in This Release

This table lists the Solution documents that are new in this release.

Document	Notes
Release Notes for Cisco Contact Center Enterprise Solutions	Describes new and updated features and other changes for the following contact center solutions and their components: • Cisco Unified Contact Center Enterprise • Cisco Packaged Contact Center Enterprise • Cisco Hosted Collaboration Solution for Contact Center The Release Notes for each of these solutions are now consolidated into this one document. See: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html.

Documents Changed in This Release

The following tables list the documents that are updated in this release.

Document	Notes
Administration Guide for Cisco Unified Contact Center Enterprise	This document includes updates for the following features: • Support for Contact Center AI Services • Installing WSConnector on Cisco VVB See the document's Change History for more details.
Cisco Unified Contact Center Enterprise Features Guide	This document includes updates for the following features: • Edge Chromium (Microsoft Edge) updates • Agent Answers • Call Transcription See the document's Change History for more details.
Cisco Unified Contact Center Enterprise Installation and Upgrade Guide	This document includes updates for the following features: • OpenJDK Migration • Edge Chromium (Microsoft Edge) updates See the document's Change History for more details.
Solution Design Guide for Cisco Unified Contact Center Enterprise	This document includes changes for the following features: • Added information about the new **Contact Center AI Services** feature • Increased configuration limits for active mobile agents with call-by-call connections • Added support to scale to 36000 agents from the 24000 Agent Reference Design See the document's Change History for more details.

Document	Notes
Cisco Unified Contact Center Enterprise Developer Reference Guide	This document includes changes to the following APIs: • Contact Center AI Global Config API • Status API • Call Type API • Bulk Job API • Operation API • Agent API • Call Type API • Agent API, Bulk Job API, and Operation API • Status API • Agent Service API See the document's Change History for more details.
Configuration Guide for Cisco Unified ICM/Contact Center Enterprise	There were no changes to this document in the 12.6(1) release.
CTI OS System Manager Guide for Cisco Unified ICM	There were no changes to this document in the 12.6(1) release.
CTI Server Message Reference Guide for Cisco Unified Contact Center Enterprise	This document includes changes for the following features: • New fields added to the Session Management table: STANDBY_ACTIVE_EVENT_MSG, ACTIVE_MAINTENANCE_REQ_MSG, ACTIVE_MAINTENANCE_RESP_MSG, ACTIVE_MAINTENANCE_EVENT_MSG, STOPPING_REQUESTS_TO_THIS_SIDE_IND See the document's Change History for more details.
Database Schema Handbook for Cisco Unified Contact Center Enterprise	There were no changes to this document in the 12.6(1) release.
Outbound Option Guide for Unified Contact Center Enterprise	There were no changes to this document in the 12.6(1) release.
Port Utilization Guide for Cisco Unified Contact Center Solutions	This document includes changes for the following features: • Added the Inventory Service and Cloud Connect Management Service • Removed references to CherryPoint Service and EvaPoint Service ports. See the document's Change History for more details.

Document	Notes
Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise	There were no changes to this document in the 12.6(1) release.
Security Guide for Cisco Unified ICM/Contact Center Enterprise	This document includes changes for the following features: • OpenJDK Migration See the document's Change History for more details.
Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise	This document includes changes for the following features: • Webex CCE Serviceability with AppDynamics • New counters for Agent Answers • IE 11 support removed See the document's Change History for more details.
Staging Guide for Cisco Unified ICM/Contact Center Enterprise	There were no changes to this document in the 12.6(1) release.
Open Source used in Cisco Unified Contact Center Enterprise, Hosted Collaboration Solution for Contact Center, and Packaged Contact Center Enterprise Solutions, Release 12.6(1)	Lists licenses and notices for open source software used in Cisco Unified Contact Center Enterprise, Hosted Collaboration Solution for Contact Center, and Packaged Contact Center Enterprise Solutions, Release 12.6(1) To view this page, see: https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/CiscoUnifiedContactCenterEnterprise-1261-1619187564.pdf
Open Source Used In Open Source Used in CTI Object Server for Contact Center Enterprise Solutions, Release 12.6(1)	Lists licenses and notices for open source software used in CTI Object Server for Contact Center Enterprise Solution, Release 12.6(1) To view this page, see: https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/CTIOS-1261-1618459850.pdf

Documents not Published for 12.6(1)

The following guides are not published for 12.6(1) because there were no updates in this release.

Document	Notes
CTI OS Agent Desktop User Guide for Unified CCE	https://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-user-guide-list.html
CTI OS Supervisor Desktop User Guide for Unified CCE	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html

Document	Notes
Integrating Cisco CTI OS Release into Citrix XenApp	https://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/ products-technical-reference-list.html
Setup and Configuration Guide for Cisco Unified Contact Center Hosted	https://www.cisco.com/c/en/us/support/ unified-communications/ hosted-collaboration-solution-contact-center/ products-installation-guides-list.html
Setup and Configuration Guide for Cisco Unified Intelligent Contact Management Hosted	https://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/ products-installation-guides-list.html
ICM to ICM Gateway User Guide for Unified CCE	https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_ contact/contact_center/icm_enterprise/icm_enterprise_12_0_ 1/Configuration/Guide/ucce_b_ icmtoicm-gateway-user-guide-120.html
SNMP Guide for Cisco Unified ICM/Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/ products-installation-and-configuration-guides-list.html

Retired Documents

This table lists the documents that are retired in this release.

Document	Notes
Release Notes for Unified Contact Center Enterprise	Content moved to *Release Notes for Cisco Contact Center Enterprise Solutions*. See: http://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/products-release-notes-list.html.
Release Notes for Packaged Contact Center Enterprise Solution	Content moved to *Release Notes for Cisco Contact Center Enterprise Solutions*. See: http://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/products-release-notes-list.html.
Release Notes for Cisco Hosted Collaboration Solution for Contact Center Solution	Content moved to *Release Notes for Cisco Contact Center Enterprise Solutions*. See: http://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/products-release-notes-list.html.

Other Documentation Sources

This table lists the documentation wikis that are updated in this release.

Document	Notes
Contact Center Enterprise Compatibility Matrix	Replaces the Compatibility Matrix Wiki. Updated to meet Unified CCE Solution Release 12.6(1) requirements. To view the tool, see: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.
Virtualization for Unified Contact Center Enterprise	Updated to meet Unified CCE Release 12.6(1) requirements. To view the page, see: http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html.
Caveated Support for Contact Center Enterprise Solutions on VMware Cloud on AWS	Describes our support policy for deploying contact center enterprise solutions on VMware Cloud on Amazon Web Services (VMC on AWS). To view the page, see: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cce-solutions-vmware-cloud-aws.html

Plan

The guides listed in this section relate to planning and designing a Unified CCE system.

Release Notes for Cisco Contact Center Enterprise Solutions

Audience: All.

Purpose: Describes new and updated features and other changes in Unified CCE, Packaged CCE, and Cisco Hosted Collaboration Solution for Contact Center and their components.

Content: What's new in the release, restrictions and limitations, and caveats.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html.

Solution Design Guide for Cisco Unified Contact Center Enterprise

Audience: Designers and installers.

Purpose: Provides design considerations and guidelines for deploying the Cisco Unified CCE System.

Content: Architecture overview, types of deployments, features, requirements, and constraints.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html.

Cisco Contact Center Gateway Deployment Guide for Cisco Unified ICME/CCE

Audience: Managers and administrators.

Purpose: How to install, configure, and use the Cisco Contact Center Gateway feature.

Content: Descriptions and procedures for getting started and deploying the feature.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Enterprise Chat and Email System Requirements

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes requirements.

Content: Outlines the software specification for ECE. Provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Enterprise Chat and Email Data Extracts Guide

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Describes the output of the ECE Data Extracts solution for business intelligence.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Enterprise Chat and Email Developer's Guide to Web Service APIs for Chat

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides information about Web Services APIs for Chat.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Data Adapters for Packaged Contact Center Enterprise

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides information about Data Adapters and shows how to set up data links to connect to external sources.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Install and Upgrade

The guides listed in this section relate to installing and upgrading Unified CCE.

Cisco Unified Contact Center Enterprise Installation and Upgrade Guide

Audience: Installers.

Purpose: How to install the components and software for Unified CCE.

Content: High-level information about hardware configuration and software setup.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Pre-installation Planning Guide for Cisco Unified ICM

Audience: Managers and administrators.

Purpose: Describes pre-installation requirements and issues to address in preparing for a Unified ICME installation.

Content: Planning for different protocols, servers, and functions, site preparation, Datacom requirements, and IP address worksheets.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Staging Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Installers.

Purpose: How to stage deployments of Unified Intelligent Contact Management and Contact Center Enterprise.

Content: System diagrams, staging steps, and sample test cases for supported models of Unified CCE.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

CTI OS System Manager Guide for Cisco Unified ICM

Audience: System administrators and other personnel who are responsible for installing and maintaining CTI OS and its associated components.

Purpose: How to install, configure, and run the CTI Object Server (CTI OS) product.

Content: Instructions for installing, configuring, and testing components.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Installation Guide for Cisco Unified Automated Administrator for Avaya Aura Contact Center

Audience: Installers.

Purpose: How to install and troubleshoot Cisco Automated Administrator for Avaya Aura Contact Center.

Content: Information about creating application instances using the Unified ICM Configuration Manager and a description of how to establish administration connections.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Integration of Citrix XenApp with Cisco CTI OS

Audience: Citrix administrator.

Purpose: Guide the user through the installation and configuration of CTI OS Release 11.0(x) in Citrix XenApp 6.5.

Content: Procedures and instructions.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Enterprise Chat and Email Installation Guide (for Unified Contact Center Enterprise)

Audience: Engineers, system architects, and other technical audience who install ECE for Unified CCE.

Purpose: Procedures and instructions.

Content: Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html.

Enterprise Chat and Email Upgrade Guide

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Procedures and instructions.

Content: Provides instructions to upgrade the Enterprise Chat and Email component for Release 11.(6).

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Configure

The guides listed in this section relate to configuring a Unified CCE system. Configuration tasks are generally completed after you install the product or system.

Configuration Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to use the Unified ICM/CCE configuration tools to configure and maintain the Unified ICM database.

Content: Procedures for using the configuration tools.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Outbound Option Guide for Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Provides conceptual, installation, and configuration information about the Unified CCE Outbound Option application.

Content: Procedures and instructions.

To view the latest guide, see http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html.

Port Utilization Guide for Cisco Unified Contact Center Solutions

Audience: Managers and administrators.

Purpose: How to configure Quality of Service (QoS) and Firewall/VPN solutions on a network. Use this guide when you implement an Architecture for Voice, Video, and Integrated Data (AVVID) solution.

Content: List of the TCP and UDP ports used by Cisco Contact Center products and step-by-step instructions.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Setup and Configuration Guide for Cisco Unified Contact Center Hosted

Audience: Managers and administrators.

Purpose: How to set up, run, and administer the Unified CCE Hosted product.

Content: Specific instructions for installing, configuring, and upgrading software components.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Setup and Configuration Guide for Cisco Unified ICM

Audience: Managers and administrators.

Purpose: How to set up, run, and administer the Unified ICM Hosted product.

Content: Unified ICM-specific instructions for installing, configuring, and upgrading software components.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Enterprise Chat and Email Browser Settings Guide

Audience: All users of ECE who log into the Supervision, KB, Administration, Reports, Tools, and System Consoles of ECE.

Purpose: How to set up web browser and Java for ECE.

Content: Instructions for setting up the web browser before logging into the system and configuring Java.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html.

Enterprise Chat and Email Deployment and Maintenance Guide (for Unified Contact Center Enterprise)

Audience: System administrators responsible for integrating ECE with Unified CCE and maintaining the deployment over time.

Purpose: How to prepare for and maintain an installation.

Content: Provides instructions on preparing unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Administer and Maintain

The guides listed in this section relate to the administration and maintenance tasks that are performed regularly to keep the system running smoothly.

Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to monitor and manage Unified CCE and Unified ICME.

Content: Description and instructions.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Administration Guide for Cisco Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to administer components of the Unified CCE solution for voice and multichannel contact centers.

Content: Database administration, event management, support services, and the system software's fault tolerant architecture.

To view the latest document, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html.

SNMP Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Descriptive.

Content: The Simple Network Management Protocol (SNMP) feature support found in Unified CCE.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Cisco Unified Contact Center Enterprise Reporting User Guide

Audience: Managers and administrators, business owners, supervisors.

Purpose: How to interpret reporting data.

Content: Descriptions of stock and Live Data reports.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/
unified-contact-center-enterprise/products-user-guide-list.html.

Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators, business owners, supervisors.

Purpose: Understand the importance of planning, configuration, and scripting for accurate reporting data.

Content: Descriptions of reporting entities, concepts, and environment.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/
unified-contact-center-enterprise/products-user-guide-list.html.

Security Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to configure the network securely.

Content: Security hardening configuration guidelines.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/
unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise

Audience: Managers and administrators.

Purpose: How to use the Script Editor tool.

Content: Procedures to create and maintain routing and administrative scripts.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/
unified-contact-center-enterprise/products-user-guide-list.html.

ICM-to-ICM Gateway User Guide for Cisco Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Describes the ICM-to-ICM Gateway feature.

Content: ICM-to-ICM Gateway functionality, architecture, call flows, and step-by-step instructions for configuring ICM systems for the ICM-to-ICM Gateway user.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/
unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Administration Console

Audience: System, Partition and Department Administrators of ECE.

Purpose: Describes the Administration Console.

Content: Introduces the Administration Console and helps users understand how to use it to set up and manage various business resources.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Email Resources

Audience: Partition and Department Administrators of ECE responsible for configuring the system to service emails from customers.

Purpose: Describes email basics.

Content: Introduces the administrator to the email infrastructure within the application. Includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources

Audience: Partition and Department Administrators of ECE responsible for configuring the system to service chats and callback activities.

Purpose: Describes Chat and Collaboration and Template Sets.

Content: Introduces the administrator to the chat and collaboration infrastructure within the application. It includes instructions on how to set up entry points and templates.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Routing and Workflows

Audience: Partition and Department Administrators of ECE responsible for configuring the system to route activities to the appropriate users.

Purpose: Routing and workflow procedures.

Content: Introduces the administrator to routing and explains how to set up service levels and queues for emails.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Tools Console

Audience: Partition and Department Administrators of ECE.

Purpose: Describes the Tools Console.

Content: Describes how to create custom attributes for business objects.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Reports Console

Audience: Business users of ECE.

Purpose: Describes the Reports Console.

Content: Provides details about historical reports available in the Reports Console of ECE.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/ cisco-enterprise-chat-email/products-user-guide-list.html.

Enterprise Chat and Email Administrator's Guide to System Console

Audience: Business users of ECE.

Purpose: Describes the System Console.

Content: Introduces the system console and describes how to use it to set up and monitor system services.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/ cisco-enterprise-chat-email/products-maintenance-guides-list.html.

User

The guides listed in this section are for agents, supervisors, and reporting administrators of Unified CCE.

Cisco Unified Contact Center Enterprise Features Guide

Audience: All.

Purpose: Lists optional features that can be configured in Unified CCE.

Content: Feature descriptions and configuration details.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/products-feature-guides-list.html.

Enterprise Chat and Email Supervisor's Guide

Audience: Supervisors of agent using ECE to service customer emails and chats.

Purpose: How to work with ECE as a supervisor.

Content: Describes how to monitor queues and users.

To view the guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/ cisco-enterprise-chat-email/products-user-guide-list.html.

Reference

The guides listed in this section are technical references or reference Docwikis related to Unified CCE.

Cisco Unified Contact Center Enterprise Developer Reference Guide

Audience: Developers.

Purpose: Reference.

Content: API conventions and descriptions of all Unified CCE APIs.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/ unified-contact-center-enterprise/products-programming-reference-guides-list.html.

Cisco Unified CRM Connector for Siebel

Audience: Administrators and integrators.

Purpose: Reference.

Content: Describes the integration of Cisco Intelligent Contact Management (ICM) software with the Siebel eBusiness applications.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-crm-connector/products-technical-reference-list.html

CTI OS Developer Guide for Cisco Unified ICM

Audience: System integrators and programmers who want to integrate C++ CTI client applications with Unified CCE.

Purpose: Descriptive.

Content: The Customer Telephony Integration (CTI) Server message interface between Unified CCE and application programs.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-programming-reference-guides-list.html.

CTI Server Message Reference Guide for Cisco Unified Contact Center Enterprise

Audience: System integrators and programmers who want to integrate C++ CTI client applications with Unified CCE.

Purpose: Descriptive.

Content: The Customer Telephony Integration (CTI) Server message interface between Unified CCE and application programs.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.

Database Schema Handbook for Cisco Unified Contact Center Enterprise

Audience: Managers and administrators.

Purpose: Reference. Explains how data is organized for the Cisco Unified CCE software.

Content: Describes table parameters and values.

To view the latest guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.

Open Source Used in Cisco Unified Contact Center Enterprise, Packaged CCE, and HCS for Contact Center Solution

Audience: Lawyers.

Purpose: To acknowledge open source code used in Unified CCE, Enterprise Chat and Email, and Unified CCMP.

Content: Licenses and notices for open source software used in Cisco HCS for Contact Center, Unified CCDM, Unified CCE, Packaged CCE, Enterprise Chat and Email, Webex Contact Center Enterprise, and Unified CCMP.

To view the latest guide, see: https://www.cisco.com/c/en/us/about/legal/
open-source-documentation-responsive.html?flt0_
general-table0=Unified%20contact%20center%20enterprise#~documentation.

Unified ICM ACD Supplements

The following information pertains to all the ICM ACD supplements.

Audience: System managers.

Purpose: How to integrate various telephony devices into Unified CCE.

Content: Configuration information specific to the gateway.

To view the latest guides, see: http://www.cisco.com/c/en/us/support/customer-collaboration/
unified-contact-center-enterprise/products-technical-reference-list.html.

The following supplements are valid for this release:

- *Cisco Unified ICM Supplement for Aura Contact Center*

- *Cisco Unified ICM ACD Supplement for Aspect Contact Server*

- *Cisco Unified ICM ACD Supplement for VRU Peripheral Gateway*

- *Cisco Unified ICM ACD Supplement for Avaya Communications Manager*

Cisco Security Advisories

The Cisco Product Security Incident Response Team (PSIRT) is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at https://tools.cisco.com/security/center/publicationListing.x.

Related Documents

Subject	Link
Cisco Unified Communications Manager	https://www.cisco.com/c/en/us/support/ unified-communications/ unified-communications-manager-callmanager/ tsd-products-support-series-home.html
Cisco Unified Intelligence Center	https://www.cisco.com/c/en/us/support/ customer-collaboration/unified-intelligence-center/ tsd-products-support-series-home.html
Cisco Finesse	https://www.cisco.com/c/en/us/support/ customer-collaboration/finesse/ tsd-products-support-series-home.html
Cisco Unified Customer Voice Portal (Unified CVP)	https://www.cisco.com/c/en/us/support/ customer-collaboration/unified-customer-voice-portal/ tsd-products-support-series-home.html

Subject	Link
Cisco Remote Expert Mobile	https://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-series-home.html
Cisco SocialMiner	https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
Cisco Enterprise Chat and Email	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html
Cisco Unified Contact Center Management Portal	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-management-portal/tsd-products-support-series-home.html
Cisco Unified Web and E-Mail Interaction Manager	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-email-interaction-manager/tsd-products-support-series-home.html