Preface

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Change History

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

Change	See	Date
Added the URL of the Webex Connect datacenter in Canada.	Integrate Cloud Connect with Webex Connect	**07 August, 2023**
Updated integration URL with production URL for U2C port 443.	Virtual Agent-Voice	**20 July, 2023**
Overview of Partial Response included and reference to the article link provided.	Virtual Agent-Voice	**26 June, 2023**

Change	See	Date
Initial Release of Document for Release 12.6(2)		**April, 2023**
A new chapter has been added that has information about how to provision and work with digital channels.	Digital Channels Integration using Webex Connect	
The VPN-less Access to Finesse Desktop section that was in the Mobile Agent chapter has been made into a separate chapter with additional details added.	VPN-less Access to Finesse Desktop	
A new chapter has been added that provides information about how to set up and use the Virtual Agent-Voice Call Transcription feature.	Virtual Agent–Voice Call Transcription	
The **Virtual Agent-Voice** and the **Virtual Agent–Voice for Dialogflow CX** chapters have been combined into one chapter. This chapter also includes information about cloud-based connectors.	Virtual Agent-Voice	
Cisco IdS now supports an asymmetric key encryption for signing the tokens generated for authentication.	Single Sign-On	
A new appendix has been added. This appendix replaces the **Reverse-Proxy Configuration** appendix.	Reverse Proxy Automated Installer	
A new appendix has been added that has guidelines for custom reverse proxy deployment.	Guidelines for Custom Reverse Proxy Deployment	

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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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.