



Release Notes for Cisco Contact Center Enterprise Solutions, Release 12.6(2)

First Published: 2023-04-28

Last Modified: 2026-02-27

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2024 Cisco Systems, Inc. All rights reserved.



CONTENTS

CHAPTER 1

Introduction 1

- Release Notes for Contact Center Enterprise Solutions 1
- Cisco Security Advisories 1
- Contact Center Enterprise Software Release Delivery Model 1
- Multi-server SAN Certificates 2
- Important Notes 2

CHAPTER 2

Contact Center Enterprise Solutions 3

- New Features 3
 - Identity Token Authentication and Automated Identity Token Rotation for Cisco Devhub Artifactory 4
 - Enhanced Secure Communication across CCE Components (ES102, ES103, ES108) 5
 - Configure Custom SQL Server Port (ES98 and ES100) 5
 - Connect with business through digital channels using Webex Connect 6
 - Support for WhatsApp, Facebook Messenger, and Apple Messages for Business Digital Channels 7
 - Support for ECE and Webex Connect Digital Channels in the Same Deployment 7
 - Digital Channels Anti-Malware Capabilities 8
 - Agent Request or Web Callback using Webex Connect 8
 - Virtual Agent-Voice Call Transcription 9
 - Preflight request for Private Network Access 9
 - License Reservation 10
 - HTTP Strict Transport Security Support for Unified CCE Web Applications 10
 - Custom Truststore to Store Component Certificates 10
 - JTAPI credentials encryption (ES 35) 11
 - Support for 48000 Agents (ES04 and ES 25) 11
- Updated Features 11

- Disabling Personal Callback Reattempt (ES85 for Router or Logger) (ES86 for PG) 12
- Simplified upgrade 12
- AppDynamics built-in integration with CCE 13
- Inactivity Timer 14
- Support for Third Party Gateways 15
- Agent Multi-Edit Attribute 15
- Graceful Shutdown on Router (ES68) 15
- Important Notes 16
 - Support for Microsoft Windows 11 (64 bit) 16
 - RAM and Mandatory ES for Cloud Connect 16
 - SQL Server Execution Plan Issue 16
 - OpenJDK Java Runtime Update 17
 - Tomcat Upgrade 17
 - Account Lockout Support for Active Directory 17
 - CUIC Co-resident Compatibility 18
- Deprecated Features 18
- Removed and Unsupported Features 19
- Third Party Software Impacts 20

CHAPTER 3

- Cisco Unified Customer Voice Portal 21**
 - New Features 21
 - Ability to Host Custom Code Applications 21
 - Regionalized Media Support 21
 - Custom SIP header passing to VXML server 22
 - Virtual Agent—Voice via Cloud-Based Connector 22
 - Specific License Reservation (SLR) 23
 - Partial Response in Virtual Agent—Voice (ES01 Update) 23
 - Updated Features 23
 - Important Notes 24
 - Third Party Software Impacts 24

CHAPTER 4

- Cisco Unified Intelligence Center 25**
 - New Features 25
 - Updated Features 25

Logging and Tracing Information	25
SNMP Object Identifiers (OIDs)	25
Important Notes	26
Deprecated Features	27
Removed and Unsupported Features	27
Log Trace	27
Third Party Software Impact	27

CHAPTER 5
Cisco Finesse 29

New Features	29
Manage Digital Channels gadget	29
Customizable gadget behavior	29
Refresh of drag-and-drop and resize gadgets feature	30
JMX Counters for Finesse APIs	30
Finesse REST APIs	30
JavaScript APIs	31
New Desktop Capabilities	31
Structured Logs	31
Updated Features	31
VPN-Less Finesse reverse-proxy support	31
Finesse REST APIs	32
JavaScript APIs	32
Support for IdS Asymmetric key-based tokens	32
Command Line Interface	32
Important Notes	33
Deprecated Features	33
Removed and Unsupported Features	33
Third Party Software Impacts	33

CHAPTER 6
Cisco Enterprise Chat and Email 35

In This Release	35
-----------------	----

CHAPTER 7
Cisco Unified Contact Center Management Portal 37

In This Release	37
-----------------	----

CHAPTER 8 Cisco Unified Contact Center Domain Manager 39

In This Release 39

CHAPTER 9 Webex Workforce Optimization 41

New Features 41

- WFM - Intraday Re-forecasting 41
- New Media Player Interface 41
- WFM - New Forecasts Viewing Page 42
- Manage Workflow Control Sets on the Web 42
- Expanded Language Support in Webex WFO Analytics 42
- WFM Agent Assist 43
- Enhanced Live Screen Monitoring 43
- Coaching Effectiveness Dashboard in Performance Management 43
- WFM with Trending Topics 44
- Vacation Planner Pro 44
- Insights Data Export Service 45
- Performance Management 45
- Tenant-Specific URL 46
- Plans 46
- Advanced Sentiment 47
- New WFM Datasets and Dashboards Available in Insights 47
- Contact Queue Enhancements 48
- Absence and Attributes 48
- Basic WFM and QM Offerings 48
- Enterprise Analytics 49
- Activity Requests 49
- Periodization of Agent's Work Hours 50
- New Transcription Engine Now Live 50
- Insights 51
- Improve Workforce Efficiency using Webex WFO Notifications 51
- Introducing Sessions for Streamlined Scheduling and Enhanced Agent Management 52
- Global Language Support for Phrase Categories 53
- Bulk Interaction Tool for Deletion and Updates 53

Bulk Transfer User Data	53
Updated Features	54
Sessions for Streamlined Scheduling and Enhanced Agent Management	54
Deprecated Features	54
Removed and Unsupported Features	54

CHAPTER 10

Caveats and Limitations	59
Caveat Queries by Product	59
Bug Search Tool	59
Severity 3 or Higher Caveats for Release 12.6(2)	60



CHAPTER 1

Introduction

- [Release Notes for Contact Center Enterprise Solutions](#), on page 1
- [Cisco Security Advisories](#), on page 1
- [Contact Center Enterprise Software Release Delivery Model](#), on page 1
- [Multi-server SAN Certificates](#), on page 2
- [Important Notes](#), on page 2

Release Notes for Contact Center Enterprise Solutions

These release notes describe new and updated features and other changes for Release 12.6(2) of the following contact center solutions and their components:

- Cisco Unified Contact Center Enterprise
- Cisco Packaged Contact Center Enterprise

Information in this document applies to the contact center solutions listed above, except where otherwise noted.

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>.

Contact Center Enterprise Software Release Delivery Model

Cisco introduces a new software release delivery model for Contact Center Enterprise products. Contact Center Enterprise issues two types of releases:

- Long Term Release (LTR)
- Dynamic Release (DR)

We recommend the LTR delivery model if you prefer infrequent upgrade cycles over faster adoption of new features. This model includes support for bug fixes through engineering specials.

We recommend the DR delivery model if you want faster feature adoption. With this model, both new feature and bug fixes are delivered through engineering specials and maintenance releases. This model also offers simplified patch upgrades through automated notification, orchestrated patch application, and minimal downtime.

For more information about the new delivery models, see the product bulletin [Cisco's Contact Center Enterprise Software Release and Sustaining Lifecycle](#).

Release 12.6 is a dynamic release and will follow the sustaining process as outlined in this product bulletin.

Multi-server SAN Certificates

Multi-server Subject Alternate Name (SAN) certificates are supported by the following solution components: Cisco Finesse, Cisco Unified Intelligence Center (CUIC), Live Data, IdS, and Cisco Virtualized Voice Browser (VVB).

For more information, see [Configuration of CA-Signed Multi-Server Subject Alternate Name in CVOS Systems](#).

Important Notes

- SSO Deployments upgrading to 12.6(2) should ensure that Reverse Proxy Installer (for VPN-Less deployments) 12.6(2) ES02 or later, followed by IdS 12.6(2) ES02 or later, is installed before upgrading any of the components like Cisco Finesse/CUIC to 12.6.(2).
- For 2K Co-Res Deployment model, CUIC, LD and CCE (Router, logger and AW) should be upgraded to in the same maintenance window.



CHAPTER 2

Contact Center Enterprise Solutions

- [New Features, on page 3](#)
- [Updated Features, on page 11](#)
- [Important Notes, on page 16](#)
- [Deprecated Features, on page 18](#)
- [Removed and Unsupported Features, on page 19](#)
- [Third Party Software Impacts, on page 20](#)

New Features

The following table lists the new features available for each Contact Center Enterprise solution in Release 12.6(2).

Table 1: New Features for Contact Center Enterprise Solutions

Feature	Unified CCE	Packaged CCE
Identity Token Authentication and Automated Identity Token Rotation for Cisco Devhub Artifactory, on page 4	Yes	Yes
Enhanced Secure Communication across CCE Components (ES102, ES103, ES108)	Yes	Yes
Configure Custom SQL Server Port (ES98 and ES100)	Yes	Yes
Connect with business through digital channels using Webex Connect, on page 6	Yes	Yes
Support for WhatsApp, Facebook Messenger, and Apple Messages for Business Digital Channels, on page 7	Yes	Yes

Feature	Unified CCE	Packaged CCE
Support for ECE and Webex Connect Digital Channels in the Same Deployment, on page 7	Yes	No
Digital Channels Anti-Malware Capabilities, on page 8	Yes	Yes
Agent Request or Web Callback using Webex Connect, on page 8	Yes	Yes
Virtual Agent-Voice Call Transcription, on page 9	Yes	Yes
Preflight request for Private Network Access, on page 9	Yes	Yes
License Reservation, on page 10	Yes	Yes
HTTP Strict Transport Security Support for Unified CCE Web Applications, on page 10	Yes	Yes
Custom Truststore to Store Component Certificates, on page 10	Yes	Yes
JTAPI credentials encryption (ES 35)	Yes	Yes
Support for 48000 Agents (ES04 and ES 25), on page 11	Yes	No

Identity Token Authentication and Automated Identity Token Rotation for Cisco Devhub Artifactory

Orchestration now supports both Identity Token and API key as authentication methods for Cisco Devhub Artifactory. A new CLI option has been introduced, allowing administrators to configure their preferred authentication method. By default, the authentication method is set to API key, but administrators can switch to Identity Token and vice versa. After selecting the preferred method, authentication credentials can be configured using the CLI command for setting Artifactory Authentication Credentials.

Orchestration also supports the automatic rotation of Cisco Devhub Artifactory Identity Token by proactively updating token in Orchestration before it expires, eliminating the need for manual intervention. This feature is disabled by default and can be enabled via the CLI. If email notifications are enabled, the system will alert administrators of both successful and failed rotation attempts.

For more information about Identity Token support, refer to the details available in the CLI to Configure Authentication Method for Artifactory topic in Deployment Tasks under the CCE Orchestration chapter of the *Cisco Unified Contact Center Enterprise Install and Upgrade Guide*, 12.6(2) at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

For details on enabling the Identity Token Auto Rotation, see the Configure Identity Token Auto Rotation topic in the Deployment Tasks under CCE Orchestration chapter of the *Cisco Unified Contact Center Enterprise Install and Upgrade Guide, 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.



Note This feature is available only if you install the Cloud Connect 12.6(2) ES04 [https://software.cisco.com/download/home/268439622/type/286325642/release/12.6\(2\)ES4](https://software.cisco.com/download/home/268439622/type/286325642/release/12.6(2)ES4).

Enhanced Secure Communication across CCE Components (ES102, ES103, ES108)

Transport Layer Security (TLS) is implemented over existing TCP connections to enable secure communication between Router, Logger, Administration & Data Server, Administration Client, and Peripheral Gateway (PG).

This feature is available only if you install the following Engineering Special (ES) or later cumulative ES releases:

- For Administration & Data Server, Administration Client, install **ICM12.6.2_ES102**.
- For Router and Logger, install **ICM12.6.2_ES103**.
- For PG, install **ICM12.6.2_ES108**.

For more information, see the following guides:

- The *Unified CCE and Packaged CCE Port Utilization* section in the *Port Utilization in Contact Center Enterprise* chapter of *Port Utilization Guide for Cisco Unified Contact Center Solutions, Release 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.
- The *Add Components to Unified CCE Instance* section in the *Installation* chapter of *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.
- The *Enable Secure Communication Between CCE Components* section in the *Security Consideration* chapter of *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide, Release 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.
- The *Manage Secured PII in Transit* and *CCE Internal Interface Secure Connection* sections in the *Certificate Management for Secured Connections* chapter of *Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Configure Custom SQL Server Port (ES98 and ES100)

Contact Center Enterprise now supports configuring custom SQL Server port. Administrators can specify a custom port other than the default port 1433 to address security requirements and ensure compliance with the CIS Microsoft SQL Server Benchmark recommendation to use non-standard port for SQL Server.

**Note**

- This feature is available only if you install the following installer or later cumulative ES releases:
 - For Logger and Router, install [ICM12.6.2_ES98](#).
 - For AW and Administration Client, install [ICM12.6.2_ES100](#).
 - For CUIC, install [CUIC.1262.ES04 COP](#).
- You can configure a custom SQL Server port for all CCE agent deployments.
- The custom SQL Server port is supported on CCE databases and can be configured across Cisco Finesse, CUIC, Live Data, and Administration Client components that connect to these databases. However, it cannot be configured to Enterprise Chat and Email (ECE), Contact Center Management Portal (CCMP), and Cloud Connect (for Digital Channels) for connection to CCE databases.
- The Custom SQL Server port feature will be supported for Cloud Connect (Digital Channels) as part of CSCwr89012.

For more information, see the *Custom SQL Server Port* section in the *SQL Server Hardening* chapter of [Security Guide for Cisco Unified ICM/Contact Center Enterprise](#).

Connect with business through digital channels using Webex Connect

Today's customers want to connect with businesses through any communication channel of their choice. Webex Connect allows the Contact Center business and its customers to interact using digital channels such as email, chat, and SMS.

The Contact Center Enterprise (CCE) solution integrates with Webex Connect to create a seamless omnichannel experience for your agents. This integration helps your customers to interact across voice and digital communication channels as one unified solution.

Webex Connect offers a rich self-service and bot integration to empower your customers to get answers to some common questions. It provides a unified solution for integrated routing, Agent Desktop, and reporting service. Webex Connect provides a simplified framework that helps partners and customers interact through digital channels.

For details on how to configure the digital channel interaction using Webex Connect, see the *Digital Channels Integration Using Webex Connect* chapter in the following documents:

- [Cisco Unified Contact Center Enterprise Features Guide](#)
- [Cisco Packaged Contact Center Enterprise Features Guide](#)

For information on the design considerations, see the *Digital channels integration using Webex Connect considerations* section in following documents:

- [Solution Design Guide for Cisco Unified Contact Center Enterprise](#)
- [Solution Design Guide for Cisco Packaged Contact Center Enterprise](#)

For information about how to configure the Manage Digital Channels gadget, see the *Manage Digital Channels gadget* section in the [Cisco Finesse Administration Guide](#).

For information about how to use the Manage Digital Channels gadget, see the [Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide](#).

Support for WhatsApp, Facebook Messenger, and Apple Messages for Business Digital Channels

Contact Center Enterprise integrates with Webex Connect, empowering businesses to connect with their customers across multiple digital channels. In addition to its existing support for Email, Live Chat, and SMS, this feature has now expanded its digital channel offerings to include WhatsApp, Facebook Messenger, and Apple Messages for Business.

For details on how to configure the digital channel interaction using Webex Connect, see the *Digital Channels Integration Using Webex Connect* chapter in the following documents:

- [Cisco Unified Contact Center Enterprise Features Guide](#)
- [Cisco Packaged Contact Center Enterprise Features Guide](#)

For information on the design considerations, see the *Digital channels integration using Webex Connect considerations* section in following documents:

- [Solution Design Guide for Cisco Unified Contact Center Enterprise](#)
- [Solution Design Guide for Cisco Packaged Contact Center Enterprise](#)

For information about how to configure the Manage Digital Channels gadget, see the *Manage Digital Channels gadget* section in the [Cisco Finesse Administration Guide](#).

For information about how to use the Manage Digital Channels gadget, see the [Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide](#).

To set up a WhatsApp Business account (WABA) and connect it with Webex Connect for interacting with Contact Center agents via WhatsApp on mobile, desktop app, or WhatsApp web, see [WhatsApp Integration with Webex Connect User Guide](#).

To set up a Facebook page and connect it with Webex Connect for interacting with Contact Center agents via Facebook Messenger on mobile, desktop app, or web page, see [Facebook Messenger Integration with Webex Connect User Guide](#).

Support for ECE and Webex Connect Digital Channels in the Same Deployment

CCE's digital channels include chat and email via ECE, as well as SMS, Facebook Messenger, WhatsApp, and Apple Messages for Business, via integration with Webex Connect.

Now, CCE supports both Webex Connect and ECE in a single deployment, allowing agents to use both platforms. Each agent can communicate via Chat and Email through ECE, and also use social channels such as SMS, Facebook Messenger, WhatsApp, and Apple Messages for Business through Webex Connect from a single Finesse Desktop interface.

If you're using ECE as your main digital channel and plan to switch to Webex Connect digital channels, this new feature enables training for your agents in batches, making the transition smoother.

For more information on how to configure and use this feature, see the ECE and WebexConnect in Same Deployment for Same Agent chapter in the [Cisco Unified Contact Center Enterprise Features Guide](#) at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>

**Note**

- This feature is not supported in Packaged CCE deployments.
- A maximum of 400 agents can handle tasks from both ECE and Webex Connect Digital Channels at the same time. This 400-limit only applies to agents with both ECE and Webex Connect channels enabled, regardless of whether ECE is in a co-located 400 agent deployment or a distributed 2500 agent deployment.
- Ensure that ECE is configured within the configuration limits defined for your deployment type. This also means that the limits that apply to ECE also apply to the combination of ECE and Webex Connect.

For more information on the configuration limits, see all limits defined for ECE in the *Configuration Limits and Feature Availability for Reference Designs* chapter in the *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-feature-guides-list.html>

Digital Channels Anti-Malware Capabilities

Webex Connect now provides enhanced malware protection for CCE digital channels by continuously monitoring file activity for faster threat detection. Malware detection is enabled by default across all digital channels, protecting agents and customers, thereby helping organizations prevent breaches.

The latest Webex Connect Workflows automatically detect malware in attachments and notify both agents and customers if a file is dropped due to malicious content. The template flow includes pre-filled channel-specific variables that display the results of the malware scan on the attachment.

For details on setting up Webex Connect Workflow to process anti-malware scan results and more, see the Anti-Malware Scan for Attachments topic in the Digital Channels Integration Using Webex Connect chapter of the *Cisco Unified Contact Center Enterprise Features Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.

Agent Request or Web Callback using Webex Connect

The Agent Request or Web Callback feature allows customers to request a call from the Contact Center through the web. You can use the Webex Connect platform to allow customers to submit a form with their preferred phone number to receive a callback from a Contact Center agent.

Use this feature to switch between media channels when wait times are long. For example, if Live Chat has high wait times, you can offer customers a voice callback option instead of making them wait.

For more information, see the Agent Request or Web Callback using Webex Connect topic in the Digital Channels Integration Using Webex Connect chapter in the *Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.

Virtual Agent-Voice Call Transcription



Note This feature is available to customers on request and only after necessary review and agreement. Please contact your Partner or Customer Success Manager or Cisco Support for details.

Cisco Contact Center Enterprise leverages Artificial Intelligence (AI) and Natural Language Understanding (NLU) to provide transcription services that assist agents. These services are available for the agents in the Cisco Finesse desktop gadgets.

If a customer has interacted with a virtual agent at the beginning of the call and then the call gets routed to an agent, the **Transcript** gadget displays the transcript of the voice conversation between the customer and the virtual agent along with the live transcript. It helps in gathering context from the earlier interaction with the virtual agent and capturing high level summary points for wrapping up the call. In addition, there is a **Highlights** panel that displays the intents and intent parameters based on the customer's query. This helps the agent to assess the overall interaction and how satisfied the customers are.

For details on how to configure VAV call transcription, refer to the following documents:

- *Virtual Agent–Voice Call Transcription* chapter in the [Cisco Unified Contact Center Enterprise Features Guide](#).
- *Virtual Agent–Voice Call Transcription* chapter in the [Cisco Packaged Contact Center Enterprise Features Guide](#).

For instructions about how to view the transcript, see the *Transcript* section in the [Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise](#).

Preflight request for Private Network Access

As browsers like Google Chrome, Microsoft Edge have now deprecated direct access to private network endpoints from public websites, the preflight requests mechanism is enabled by default. This feature provides you a more secure access to web application servers that reside in a private network.

To disable the preflight request feature:

1. In the HKEY_LOCAL_MACHINE root registry, go to SOFTWARE\Cisco Systems, Inc.\ICM\SystemSettings.
2. Create a DisablePnaPreflight string.
3. Set the value of the string to true.



Note The system accepts only the value *true* for disabling the feature or it remains in its default *enabled* state.

For more information, refer to the Field Notice at <https://www.cisco.com/c/en/us/support/docs/field-notices/724/fn72432.html>

License Reservation

Unified CCE Deployments that are unable to share license utilization data with Cisco SSM on a regular basis due to regulatory requirements can now use the Specific License Reservation (SLR) feature. Using this feature, you can reserve licenses (including add-on licenses) for your product instance and share the license utilization data with Cisco SSM.

For information about Specific License Reservation, see the *Smart Licensing* section in the [Administration Guide for Cisco Unified Contact Center Enterprise](#).

HTTP Strict Transport Security Support for Unified CCE Web Applications

In this release, the Unified CCE web applications such as Diagnostic Portico, CCE Administration, and Websetup will support HTTP Strict Transport Security (HSTS). The Unified CCE web applications will use the HSTS header to instruct the browsers to use only the HTTPS connections.

The Internet Script Editor (ISE) will use the HTTPS connection to communicate with the Administration and Data Server.

The interface to download the ISE client from the Administration and Data Server will happen only over the HTTPS connection and any attempt to download using an HTTP connection will be forbidden.

The following additional security hardening measures are added on the ISE installer location:

1. Disabled directory and wildcard listing.
2. Disabled anonymous authentication, and enabled basic or windows authentication.
3. Disabled the following unused HTTP methods: PUT, POST, and DELETE.

For more information, see the *Internet Script Editor* section in the *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

Custom Truststore to Store Component Certificates

Starting Unified CCE 12.6(x), a new custom truststore is created under the Unified ICM Installation directory `<ICM install directory>\ssl\cacerts` to store all the component certificates. With this new custom truststore, you don't need to export and import the certificates each time Java is updated in the system.

After upgrading from Unified CCE 12.5(x) to Unified CCE 12.6(x), you should export the certificates from the Java truststore to the custom truststore under the Unified ICM Installation directory `<ICM install directory>\ssl\cacerts`.

Export the certificate from the Java truststore:

- Run the command at the command prompt: `cd %JAVA_HOME%\bin.`



Important Use CCE_JAVA_HOME if upgrading from Unified CCE 12.5(1a) or Unified CCE 12.5(1) with ES55 (mandatory OpenJDK ES).

- Export the certificates of all the components imported into the truststore.

The command to export the certificates is `keytool -export -keystore <JRE path>\lib\security\cacerts -alias <alias of the component> -file <filepath>.cer`

- Enter the truststore password when prompted.

Import the certificate to the custom truststore:

- Run the command at the command prompt: `cd %CCE_JAVA_HOME%\bin.`
- Import the certificates for all the components that you exported from the Java truststore.

The command to import certificates is `keytool -import -keystore <ICM install directory>\ssl\cacerts -file <filepath>.cer -alias <alias>.`

- Enter the truststore password when prompted.
- Enter 'yes' when prompted to trust the certificate.

JTAPI credentials encryption (ES 35)

UCCE 12.6(2) ES35 supports Agent PG encrypting the JTAPI credentials which can be configured, if required. To use the Agent PG encryption feature, install UCCE 12.6(2)_ES35 on Agent PG and follow the instructions in the ES35 reference document.

Support for 48000 Agents (ES04 and ES 25)

UCCE 12.6(2), with ES 04 and ES 25, supports an increased scale of up to 48000 concurrent agents on a single UCCE instance. It is based on the 24000 and 36000 reference models and needs reconfiguration of the router. For more information about moving to the 48000-deployment model, see the ES-specific Release Notes.

- [12.6\(2\) ES04](#)
- [12.6\(2\) ES25](#)

Updated Features

The following table lists the updated features available for each Contact Center Enterprise solution in Release 12.6(2).

Table 2: Updated Features for Contact Center Enterprise Solutions

Feature	Unified CCE	Packaged CCE
Disabling Personal Callback Reattempt	Yes	Yes
Simplified upgrade, on page 12	Yes	Yes
AppDynamics built-in integration with CCE, on page 13	Yes	Yes
Inactivity Timer	Yes	Yes

Feature	Unified CCE	Packaged CCE
Support for Third Party Gateways	No	Yes
Agent Multi Edit Attribute	Yes	Yes
Graceful Shutdown on Router	Yes	Yes

Disabling Personal Callback Reattempt (ES85 for Router or Logger) (ES86 for PG)

The outbound enhancement improves agent productivity and customer experience by preventing agents from being assigned to unanswered PCB calls and by restricting redialing. It also disables rescheduling of unreachable personal callback records with call results 2, 4, 6, 8, 9, or 16. Additionally, the list of unanswered calls for manual rescheduling can also be retrieved.

Contact Center Enterprise now allows you to use the **PersonalCallbackReattempt** registry on both the Campaign Manager and Dialer to control redial attempts for unanswered Personal Callback (PCB) calls.

You can prevent retry of unanswered PCB calls by disabling the **PersonalCallbackReattempt** registry on both the Dialer and Campaign Manager. This configuration stops the Dialer from redialing unanswered PCB calls and ensures that the Campaign Manager does not reschedule them, instead marking the records with a closed status (C).



Note To leverage this feature in the Unified CCE 12.6(2), install the Unified CCE 12.6(2) [ICM12.6.2_ES85](#) for Router or Logger, or install the Unified CCE 12.6(2) [ICM12.6.2_ES86](#) for PG.

For more information about enabling or disabling the PersonalCallbackReattempt registry, see the *Registry Settings* chapter in the *Outbound Option Guide for Unified Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

Simplified upgrade

The Orchestration feature provides partners and administrators an option to automatically download software updates and simplify the installation and rollback processes.

The following CLIs are introduced in Release 12.6(2):

- CLI to initiate software download from Cisco hosted software artifactory to Cloud Connect server. This CLI is used to initiate software download before the next scheduled download. The CLI can also be used to enforce the clean-up and download of restricted vs unrestricted software when the usage of restricted vs unrestricted software is changed for the deployment after initial configuration.



Note Software download will not be initiated during Cloud Connect restart.

- CLI to configure the bandwidth, used by orchestration, for downloading software from Cisco hosted software artifactory to Cloud Connect server. Bandwidth control is disabled by default, and you must

configure it on Cloud Connect publisher and subscriber separately. Also, you must configure the bandwidth only after the software from Cisco hosted software artifactory is downloaded for the first time locally to the Cloud Connect server. We recommend a minimum of 10 Mbps bandwidth for optimal software download.

- CLI to change the default schedule for software download from Cisco hosted software artifactory or to change the previously configured software download schedule. This is configured on Cloud Connect publisher and subscriber separately.
- CLI to configure the proxy, used by Orchestration, for checking and fetching updates from Cisco-hosted cloud artifactory. Orchestration supports only HTTPS proxy.

For more information on the new CLIs, see the *Orchestration* chapter in the [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide](#) or [Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide](#).

Orchestration supports upgrade and rollback of 12.5(2) and 12.5(2) ES.

Orchestration supports the recent change in multistage upgrade workflow for 4000 agents and above deployments, where Unified CVP and Cisco VVB moved to Stage 2 and Stage 3 respectively in the updated workflow. For more information, refer to the following documents:

- Unified Contact Center Enterprise: See the *Multistage Upgrade Workflow for 4000 Agents and above* section in the [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide](#).
- Packaged Contact Center Enterprise: See the *Upgrade Flowcharts for 4000 Agents and above Deployments* section in the [Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide](#).

Software download via orchestration now validates the digital signature for Unified ICM and Unified CVP software and removes the software from Cloud Connect if the signature validation fails. Email notification is sent if the digital signature validation fails.

Serviceability for software download entitlement failure is enhanced. The logs capture the MDFID along with the product name for which the entitlement failed for the customer.

AppDynamics built-in integration with CCE

For Cisco Contact Center Enterprise solution, it's important to have continuous and seamless monitoring of the deployed solution and automated alerting when anomalies are detected. AppDynamics provides a solution for application and platform performance monitoring.

CCE 12.6(2) introduces the following enhancements for AppDynamics monitoring:

- Support for Windows Event Log monitoring in Unified ICM 12.6(2). You can enable this monitoring service while enabling AppDynamics monitoring for Unified ICM 12.6(2). If you have configured AppDynamics for Unified ICM 12.6(1), then post upgrade to 12.6(2), you must disable and re-enable AppDynamics to enable Windows Event Log Monitoring. Administrator must provide the AppDynamics controller username and password to enable Windows Event Log Monitoring on Unified ICM. For more information, see the *Enable Performance Monitoring* section in the [Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise](#). You can also check if the Windows Event Log Monitoring service is enabled or disabled using the status CLI. For more information, see the *Check Status of Performance Monitoring* section in the [Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise](#).
- App Monitoring Proxy Set and Show CLIs introduced in 12.6(1) are removed in 12.6(2). App Monitoring enable CLI now provides an option to configure Proxy Host and Proxy Port. App Monitoring status CLI

shows the proxy enabled status. The option to configure Proxy User Name and Proxy Password is removed in 12.6(2). For more information, see the *Enable Performance Monitoring* and *Check Status of Performance Monitoring* sections in the [Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise](#).

- If Cloud Connect is on 12.6(2) and the target Windows and VOS nodes are on 12.6(1) during stagewise upgrade, ensure the required ESs and COP are applied in respective 12.6(1) target nodes. For more information, see the *CCE Serviceability and Monitoring using AppDynamics* chapter in [Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise](#).
- When you install [CCE 12.6\(2\)_ES37](#), the AppDynamics agents deployed on the CCE VMs are upgraded to the following latest versions:

Agent	Version
DotNet	24.3
Machine	24.3
Java	24.3

**Note**

- CCE supports SaaS and On-Premise AppDynamics controller over secure connection only. For the supported On-Premise AppDynamics controller version, see the *CCE Serviceability and Monitoring using AppDynamics* chapter in [Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise](#).
- AppDynamics monitoring for VVB-Admin and Finesse-Notification Java App Agents is not supported in 12.6(2). Post upgrade from 12.6(1) to 12.6(2), you will still see the VVB-Admin and Finesse-Notification services in the AppDynamics controller. But the metrics will not be received from the respective 12.6(2) nodes. You can right-click these services and remove them from the AppDynamics controller.

Inactivity Timer

Administrators can now configure the inactivity timeout for a session to avoid being logged out after 30 minutes of inactivity. Navigate to the **Unified CCE Administration Portal > Call Settings > Miscellaneous > Global > Login Session > Session Inactivity Timeout** to set the inactivity time.

**Note**

This feature is only applicable for sessions where administrators are using the Unified CCE Administration Console and does not apply to agent sessions in Finesse Desktop and ECE.

For more information, see the following guides:

- The *System Setting for Unified CCE Deployment* section in the *Administration Guide for Cisco Unified Contact Center Enterprise Release, 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html>

- The *Miscellaneous* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>



Note This feature requires [ICM_12.6\(2\)_ES9](#) to be installed on the 12.6(2) target system.

Support for Third Party Gateways



Note This feature requires [ICM_12.6\(2\)_ES9](#) to be installed on the 12.6(2) target system.

Administrators can now add third-party gateways to the inventory for routing calls. For instructions, see the *Optional Configurations* section in the [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide](#).



Note Cisco does not test or provide support for these third-party gateways.

Agent Multi-Edit Attribute



Note This feature requires [ICM_12.6\(2\)_ES9](#) to be installed on the 12.6(2) target system.

Administrators and supervisors can now edit multiple attributes for a set of agents at the same time. Ensure that the agents belong to the same site and department. The agents can also be global agents.

For instructions, see the *Agent Multi Edit Attribute* section in the [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide](#).

For instructions, see the *Manage Agents* section in the [Administration Guide for Cisco Unified Contact Center Enterprise](#).

Graceful Shutdown on Router (ES68)



Note This feature requires [ICM12.6.2_ES68](#) to be installed on the 12.6(2) target system.

In 12.6(2), you can leverage the capabilities of graceful shutdown on Routers only if you apply the [ICM12.6.2_ES68](#) patch.

**Note**

- Maintenance mode is only supported when both Side A and Side B Routers are on version 12.6(2).
- Apply the [ICM12.6.2_ES68](#) to both Side A and Side B of the Router to ensure that the maintenance mode takes effect. Failing to apply the patch to either side will result in the transition to maintenance mode getting rejected.

For more information, see the Graceful Shutdown section in the following guides:

- *Administration Guide for Cisco Unified Contact Center Enterprise* Release, 12.6(2) at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html>
- *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* Release, 12.6(2) at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>

Important Notes

Support for Microsoft Windows 11 (64 bit)

CCE supports the Microsoft Windows 11 (64 bit) operating system for Administration Client and Internet Script Editor (ISE) components.

RAM and Mandatory ES for Cloud Connect

Cloud Connect 12.6(2) requires 16 GB of RAM. For details, see the [Cloud Connect Virtualization](#) page.

[CCE 12.6\(2\) ES03](#) or later is required to optimize the functionality of Cloud Connect 12.6(2).

Ensure you increase the RAM and then apply the ES before upgrading to Cloud Connect 12.6(2).

SQL Server Execution Plan Issue

Microsoft SQL Server 2016 and later includes a set of query optimizer enhancements. Under rare circumstances, queries against the Logger historical data have shown higher bandwidth and disk utilization. Interaction with the Logger VM becomes sluggish and the Windows Resource monitor shows close to 100 percent active time on the SQL Server database drive.

If you observe this issue, upgrade Microsoft SQL Server to the latest service pack. If you still experience this issue, run the following query against the database to set compatibility to Microsoft SQL Server 2014:

```
"Alter Database <dbname> set COMPATIBILITY_LEVEL = 120"
```

You can run this query while the system is in operation. For more information about this issue, refer to [CSCvw51851](#).

OpenJDK Java Runtime Update

The CCE 12.6(2) installer installs the OpenJDK version 1.8 (32-bit), update 432. If the existing Oracle JRE is not needed, you may uninstall it from the system manually.



Note Install the most recent ES patch to obtain OpenJDK version 1.8 (32-bit) update 432.

For more information, see the following documents:

- [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide](#)
- [Security Guide for Cisco Unified ICM/Contact Center Enterprise](#)
- [Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide](#)

For information about supported Java versions, see the [Contact Center Enterprise Solution Compatibility Matrix](#).

Tomcat Upgrade

Tomcat is upgraded to 9.0.111. For details on how to apply later security patches on Tomcat 9, refer to the *Upgrade Tomcat Utility* section in the [Security Guide for Cisco Unified ICM/Contact Center Enterprise](#).



Note Install the most recent ES patch to obtain Tomcat 9.0.111.

Account Lockout Support for Active Directory

The account lockout mechanism is now supported for Microsoft Active Directory users of the following applications:

- **Unified CCE Administration** portal
- **Web Setup** tool
- **Diagnostic Portico** web service

For more information, see the following documents:

- The *Active Directory Deployment* section in the [Security Guide for Cisco Unified ICM/Contact Center Enterprise](#).
- The *Active Directory and ICM/CCE* section in the [Staging Guide for Cisco Unified ICM/Contact Center Enterprise](#).

CUIC Co-resident Compatibility

CUIC Co-resident Live Data can be used on 12.6(2) when the CCE Central Controller/AW is on 12.6(1). However, if both Live Data and CCE Central Controller/AW are on 12.6(2), then the ports used in Live Data will change. Releases earlier than 12.6(2) use ports 12005 and 12008; 12.6(2) and later releases use port 443.

Deprecated Features

Deprecated features are fully supported. However, there is no additional development for deprecated features. These features may be scheduled to be removed in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

Table 3: Deprecated Features

Deprecated Feature	Announced	Replacement	Notes
ECSPIM/Avaya (Definity) PG using CVLAN interface	11.5(1)	Migrate to Contact Center Enterprise or Webex Contact Center Enterprise	None
TAESPIM/Avaya (Definity) PG using TSAPI interface	12.6(2)	Migrate to Contact Center Enterprise or Webex Contact Center Enterprise	None
Unified Intelligent Contact Management (ICM) deployments including all NICs	12.6(2)	None	INCRP NIC is the only exception, as it will continue to be used for routing calls between two Unified CCE instances and in Contact Director deployments.
Unified CCE System PG	12.6(2)	Agent PG and VRU PG	None
CTI OS	12.6(2)	Cisco Finesse on Unified CCE or Packaged CCE deployments	None
Contact Share	12.6(2)	None	None
Microsoft Windows Server 2016	12.6(2)	Microsoft Windows Server 2019	None
Microsoft SQL Server 2017	12.6(2)	Microsoft SQL Server 2019	None
Webex Experience Management	12.6(2)	None	None

Deprecated Feature	Announced	Replacement	Notes
UCC Enterprise Gateway PG (Parent PG in Parent-Child deployments)	12.5(1)	None	None

Removed and Unsupported Features

The features listed in the following table are no longer available.

Table 4: Removed and Unsupported Features

Feature	Effective from Release	Replacement
Integrity Check Tool	12.6(2)	None
External Script Validation	12.6(2)	None
Translation Route Wizard	12.6(2)	Translation Route Explorer
Generic PG	12.6(2)	Agent PG and VRU PG
App Monitoring for VVB-Admin JVM App Agent	12.6(2)	NA
Cisco Hosted Collaboration Solution for Contact Center (HCS for CC)	12.6(1)	Unified CCE or Webex CCE.
MIB Objects: <ul style="list-style-type: none"> • cccaDistAwWebViewEnabled • cccaDistAwWebViewServerName • cccaSupportToolsURL • cccaDialerCallAttemptsPerSec 	12.6(1)	None
"Sprawler" deployment	12.6(1)	Packaged CCE deployment
Shared ACD Line	12.6(1)	Agent Device Selection Note For more information on device selection, see the <i>Agent Device Selection</i> section in <i>Cisco Finesse Agent and Supervisor Desktop User Guide</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html .

Feature	Effective from Release	Replacement
Avaya Aura Contact Center (AACC - formerly Symposium) PG	12.5(2)	Migrate to Contact Center Enterprise or Webex CCE.
Aspect PG	12.5(2)	Migrate to Contact Center Enterprise or Webex CCE.
Symposium ACD	12.5(2)	Migrate to Contact Center Enterprise or Webex CCE.
Customer Journey Analyzer for Business Metrics (Trials)	12.5(2)	None Note Customer Journey Analyzer was available for trials only in Release 12.5(1). The trials have been discontinued.
Internet Explorer 11	12.5(2)	Edge Chromium (Microsoft Edge)

Third Party Software Impacts

For the list of third-party softwares, see [Open Source Documents](#). Filter by **Product/Release Name** and **Version** to download the required Open Source document.



CHAPTER 3

Cisco Unified Customer Voice Portal

- [New Features, on page 21](#)
- [Updated Features, on page 23](#)
- [Important Notes, on page 24](#)
- [Third Party Software Impacts, on page 24](#)

New Features

Ability to Host Custom Code Applications

CVP (along with it [12.6\(2\) ES 18](#)) supports hosting and running custom code applications. You can easily migrate existing CVP applications, whether hosted locally or on remote servers, to other remote servers without disrupting ongoing calls using VXML and Call servers. This allows you to separate your custom code from the core VXML application, allowing easier identification and isolation of unexpected issues. Overall, it boosts the computing power and scalability for the components involved.

For more information on how to install and configure custom code using remote server, refer to the following documents:

- [Installation and Upgrade Guide for Cisco Unified Customer Voice Portal](#)
- [Configuration Guide for Cisco Unified Customer Voice Portal](#)

Regionalized Media Support

Contact Center Enterprise (CCE) now extends support for regionalized media to all supported data center locations. Regionalized media allows customers and agent media (audio and SIP signaling) to remain local to a geographic region, regardless of the location of the CCE tenant or home location resides. Keeping media local to a region reduces latency, improves audio quality, meets in-country data residency security compliance requirements, and allows for unique regionalized configurations in multinational deployments.

For example, if the location of the CCE tenant is based in the United States (US) region, calls within the US are localized there, European calls are handled in Europe, and Asian calls are managed in Asia. Only control signals are transmitted from the media endpoint to the US region.

Regional media is available at no additional cost for all WxCCE and on-prem deployment customers who opt for Cisco CCAI services. Ensure that your assigned tenant has been enabled for enhanced media platform capability. For more information, refer to the [Solution Design Guide for Cisco Contact Center Enterprise](#).

Custom SIP header passing to VXML server

You can parse selected SIP headers (custom headers) when using standalone deployment model and SIP trunk termination on VVB. This feature provides you with a great amount of flexibility when sending user-data or context from third-party Automatic Call Distributor (ACD) or service provider to a VXML server for processing. You can send and receive SIP headers only on the initial *SIP Invite* message and not on the reinvite messages.

For more information, see Custom SIP header passing to a VXML server in [Solution Design Guide for Cisco Unified Contact Center Enterprise](#) and [Solution Design Guide for Cisco Packaged Contact Center Enterprise](#).

Virtual Agent–Voice via Cloud-Based Connector



Note This feature is available to customers on request and only after necessary review and agreement. Please contact your Partner or Customer Success Manager or Cisco Support for details.

Virtual Agent–Voice (VAV) via cloud-based connector leverages Cisco's cloud-based Artificial Intelligence (AI) and Natural Language Understanding (NLU) services for designing virtual voice agents and creating complex IVR call flows.

The Webex CCAI services platform enables integration with speech-based services from different vendors. On the premises side, VVB interfaces with the Orchestrator service and connects to the CCAI service via cloud-based connector.

Hybrid IVR with VAV via Cloud-Based Connector

With Cisco's Hybrid IVR functionality, customers who have on-premises applications can leverage their traditional ASR/TTS/CRM integrations, along with cloud-based Dialogflow CX AI capabilities. They can select a few nodes or sections of their application to be processed in the cloud and few nodes to be processed on-premises. For example, in an application, OTP generation can be performed on-premises, while other tasks can be processed in the cloud.

The above services are enabled through the *VirtualAgentVoice* element of Cisco Unified Call Studio. For more information, see the *VirtualAgentVoice* chapter in the *Element Specifications for Cisco Unified CVP VXML Server and Call Studio, Release 12.6(2)* guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-programming-reference-guides-list.html>.

For details on how to configure VAV via cloud-based connector and Hybrid IVR, refer to the following documents:

- *Virtual Agent–Voice > VAV via Cloud-Based Connector* section in the *Cisco Unified Contact Center Enterprise Features Guide, Release 12.6(2)* guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>.
- *Virtual Agent–Voice > VAV via Cloud-Based Connector* section in the *Cisco Packaged Contact Center Enterprise Features Guide, Release 12.6(2)* guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/series.html#%7Etab-documents>.

Specific License Reservation (SLR)

CVP devices registered with Smart Licenses share device information at regular intervals with Cisco Smart Software Manager (CSSM). However, the devices that are deployed in highly secure networks must not share this information outside the network. Cisco offers specific license reservation as an on-request configuration for these CVP devices.

For details on how to reserve specific licenses for a device, see the *Cisco Unified Customer Voice Portal > Operations Console (NOAMP) > Smart Licensing > Specific License Reservation (SLR)* section in the following guide:

Administration Guide for Cisco Unified Customer Voice Portal 12.6(2) at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

Partial Response in Virtual Agent—Voice (ES01 Update)

The partial response feature addresses a key aspect of the user experience by engaging a user during a call. It plays an interim message while the Webhook response takes time to process in the background.

An API or Webhook request to an AI application (Dialogflow CX) that requires several parameters often takes longer to receive the correct response. An end user is kept absolutely silent while an API request is being processed. There is a chance that the end-user will hang up the phone. To avoid this, an intermediate response must be sent to the end user informing them that their request is currently being processed.

This feature allows an AI bot developer to create a static response that may be conveyed to the end user while their inquiry is still being processed. In the CX bot agent, static messages can be configured for up to 30 seconds. Once the final API response is received, the flow can be continued.

For configurations instructions, see [Configure Partial Response in Dialogflow CX](#).

To configure this feature, you must upgrade Cisco VVB to Release 12.6(2) ES01 or above. You can access the 12.6(2) ES01 Release and Readme from [Virtualized Voice Browser Engineering Specials for Release 12.6\(2\)](#).

Updated Features

TTS Server Status Update

In this release, you can retrieve the status of the TTS server (Reachable or Unreachable) by invoking the following REST API call:

```
https://<IP address> /adminapi/ttsServer/
```

DecryptKeystoreUtil.bat Utility Update

In this release, you can retrieve the keystore password by running the `DecryptKeystoreUtil.bat` file stored in the `%CVP_HOME%\bin` folder.

Important Notes

The following device/feature are supported in this release:

- **Cisco Catalyst 8000 series**
- **Private Network Access (PNA) Compatibility** in Chrome browser

If the Packaged CCE is not in 12.6(2) release, then the following ES has to be applied in Packaged CCE, before upgrading CVP to 12.6(2).

- ES 24 in 12.5(2)
- ES 144 in 12.5(1)

Third Party Software Impacts

For the list of third-party softwares, see [Open Source Documents](#). Filter by **Product/Release Name** and **Version** to download the required Open Source document.



CHAPTER 4

Cisco Unified Intelligence Center

- [New Features, on page 25](#)
- [Updated Features, on page 25](#)
- [Important Notes, on page 26](#)
- [Deprecated Features, on page 27](#)
- [Removed and Unsupported Features, on page 27](#)
- [Third Party Software Impact, on page 27](#)

New Features

None.

Updated Features

Logging and Tracing Information

The following `utils oamp` logging commands are introduced to set the log traces:

- `utils oamp show logging-level`
- `utils oamp update logging-level`

For information, see the *Command Line Interface* section in the [Administration Console User Guide for Cisco Unified Intelligence Center](#).

SNMP Object Identifiers (OIDs)

The following counters related to permalink are added to SNMP:

- `cuicReportingHistoricalHTMLPermalinkDataSetRead`
- `cuicReportingHistoricalEXCELPermalinkDataSetRead`
- `cuicReportingHistoricalXMLPermalinkDataSetRead`
- `cuicReportingHistoricalHTMLPermalinkDataSetCreated`

- cuicReportingHistoricalEXCELPermalinkDataSetCreated
- cuicReportingHistoricalXMLPermalinkDataSetCreated
- cuicReportingRealtimeHTMLPermalinkDataSetRead
- cuicReportingRealtimeEXCELPermalinkDataSetRead
- cuicReportingRealtimeXMLPermalinkDataSetRead
- cuicReportingRealtimeHTMLPermalinkDataSetCreated
- cuicReportingRealtimeEXCELPermalinkDataSetCreated
- cuicReportingRealtimeXMLPermalinkDataSetCreated

Important Notes

Allow External Links

If you are upgrading from 12.5(1) SU or earlier version, the external links in the Unified Intelligence Center dashboard will be disabled. If required, the administrator can enable the external links again using the **set cuic properties allow-external-links** command.

If enabled, the contents from external links are rendered within the HTML iFrame in the dashboard. This will include the `frame-src*` directive in the Content Security Policy of the Unified Intelligence Center web pages.

Gadget URL

The JSP format is not supported for Unified Intelligence Center gadgets (Live Data and Historical). If you are upgrading from 12.5(1) SU or earlier version, to change the JSP format references to XML format, the administrator must run the following commands on the primary Cisco Finesse server.

- **utils finesse layout updateCuicGadgetUrl 12.6.1+**—Updates the Unified Intelligence Center URL configured in the Cisco Finesse desktop layout to work with Release 12.6(2) and later versions. For more information, see the *Upgrade* section in the [Cisco Finesse Administration Guide](#).

Cisco IdS Upgrade

Cisco IdS 12.6(2) upgrade requires all SSO clients to log out from SSO, before any of the upgraded nodes is brought online. Deployments using VPN-less access to Finesse desktop should also upgrade the reverse proxy to 12.6(2) before Cisco IdS is upgraded to 12.6(2).

Graceful shutdown feature will not be available for Cisco IdS 12.6(2) upgrade for the above reasons. Therefore, you must plan for the required downtime for upgrading Cisco IdS to 12.6(2).

Live Data

- If Unified Intelligence Center is upgraded to 12.6(2) and your Live Data (standalone) server remains on the earlier version, ensure that you update the Live Data server with the latest ES for that release. This is required for the Live Data gadgets to work in Finesse desktop.

- If you are upgrading Live Data from 12.5(1) ES06 or earlier, the Live Data Virtual Machine (VM) configuration requirement changes for 12.6(2). For information on configuration requirements, see [Virtualization Guide](#).
- AppDynamics monitoring for LiveData-Worker JVM App Agent is disabled by default, because of performance overhead. You can enable it using the `set live-data appd-monitoring enable` CLI. For more information on the CLI, see the *Live Data CLI Commands* Commands section in the [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide](#).

Unified Intelligence Center Gadgets Failover in VPN-less Setup

In VPN-less setups, if the primary reverse proxy goes down, the Unified Intelligence Center gadget does not render till the primary node comes back online. If you anticipate an extended downtime of the primary reverse proxy, change the gadget URL in the Desktop Settings to point to the Unified Intelligence Center node that is configured with the failover reverse proxy. For instructions, see the *Manage System Settings* chapter in the [Cisco Finesse Administration Guide](#).



Note This issue is addressed in release 12.6(2) ES01. From release 12.6(2) ES01, the Unified Intelligence Center gadget renders when the primary reverse-proxy goes down.

Deprecated Features

None.

Removed and Unsupported Features

Log Trace

In this release, the log trace setting OAMP Web page is removed. The administrator must use the `utils oamp logging` commands to set the log traces.

For information, see the *Command Line Interface* section in the [Administration Console User Guide for Cisco Unified Intelligence Center](#).

Third Party Software Impact

For the list of third-party softwares, see [Open Source Documents](#). Filter by **Product/Release Name** and **Version** to download the required Open Source document.



CHAPTER 5

Cisco Finesse

- [New Features, on page 29](#)
- [Updated Features, on page 31](#)
- [Important Notes, on page 33](#)
- [Deprecated Features, on page 33](#)
- [Removed and Unsupported Features, on page 33](#)
- [Third Party Software Impacts, on page 33](#)

New Features

Manage Digital Channels gadget

This gadget allows agents and supervisors to interact with customers through digital channels. This gadget is available only with SSO login. This gadget is available to agents and supervisors only when an administrator configures and assigns at least one digital channel to them. The following digital channels are available:

- **Chat/Social Channels**—Represents the Chat and SMS media.
- **Email**—Represents the email digital channel.

For information on how to configure this gadget, see the *Manage Digital Channels gadget* section in the [Cisco Finesse Administration Guide](#).

For information on how to use this gadget, see the [Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide](#).

Customizable gadget behavior

As an administrator, you can now modify the desktop layout entry of a gadget to customize and override the gadget properties. You can modify the gadget properties for a specific team.

For an example on customizing and overriding the gadget properties, see the *Manage Digital Channels gadget properties* section in the [Cisco Finesse Administration Guide](#).

Refresh of drag-and-drop and resize gadgets feature

The desktop drag-and-drop and resize behaviors are refreshed to provide new capabilities. The new capabilities that are now available on the desktop are as follows:

- The restrictions on moving and resizing of page level gadgets are removed.
- Each desktop tab can be customized to have a unique layout without affecting other tabs.
- Each desktop tab can be reset to its original layout without affecting the customizations of other tabs.
- If the browser size is reduced, based on the width of the browser, the gadgets in the desktop layout are automatically organized one below the other.
- When the desktop drag-and-drop feature is enabled, Maximize and Collapse features are available in the Multi-Tab gadget.
- Call Control gadget automatically minimizes and restores when the gadgets under Call Control gadget are maximized and restored respectively.

For instructions, see the *Drag-and-Drop and Resize Gadget or Component* section in the [Cisco Finesse Agent and Supervisor Desktop User Guide](#).

JMX Counters for Finesse APIs

You can now access the detailed application API performance-related counters through REST APIs. For more information, see the *Finesse Performance API* section in the [Cisco FinesseWeb Services Developer and JavaScript Guide](#) on [DevNet](#).

Finesse REST APIs

The following are the new Finesse REST APIs:

- **/finesse/api/DigitalChannels/Configuration**—This API enables you to get the digital channel configuration.
- **/finesse/api/ScriptSelectors**—This API enables you to get the script-selectors for specific channels (Voice and Non-Voice) or for both the channels.
- **/finesse/api/performance**—This API enables you to get the complete list of JMX counters exposed in Cisco Finesse Tomcat service.
- **https://<FQDN>/finesse/api/User/<id>/Media**—A new method **PUT** is introduced, which enables you to update a list of Media objects for all nonvoice Media Routing Domains (MRDs) configured on Unified CCE.
- **https://<FQDN>/desktop/api/ResourceURLs?type=desktop**—Returns in string format the list of all the valid desktop web application file paths that are available on the server.
- **https://<FQDN>/desktop/api/ResourceURLs?type=3rdParty**—Returns in string format the list of all the valid third-party gadget web application file paths that are available on the server.

For more information on the Finesse REST APIs, see the [Cisco FinesseWeb Services Developer and JavaScript Guide](#) on [DevNet](#).

JavaScript APIs

The following is the new JavaScript API that is introduced corresponding to the newly introduced Finesse API:

- **finesse.containerservices.NotificationPopoverService**—This API enables you to create notifications for login failures and show them on the Finesse desktop. You can also capture notifications from any of the gadgets and display them on the navigation bar of the Finesse desktop.

For details about this API, see the *Container Services* section in the *Cisco Finesse Web Services Developer and JavaScript Guide* on [DevNet](#).

New Desktop Capabilities

Finesse introduces the following new desktop capabilities for notifications:

- Notification icon on the navigation pane
- Desktop popups for alerting users

The notifications are used to inform the agents about the login failures and incoming messages from various media channels. You can add specific icons, that are supported by Finesse, to the notifications. If you don't add an icon, a default icon is displayed.

A new JavaScript API **NotificationPopoverService** is introduced to publish the notifications. For more information, see the *Cisco Finesse Web Services Developer and JavaScript Guide* on [DevNet](#).

Structured Logs

Finesse and Openfire logs are now in JSON format so that the logs can be used more easily with the analytical tools.

Updated Features

VPN-Less Finesse reverse-proxy support

The VPN-less Finesse deployments are made much easier with the support of a new installer that has the following features:

- Installer autodeploys Nginx and separates the configurations from the rules.
- Support for reverse-proxy access through load balancer.
- Support for reverse-proxy access through clients behind a proxy.
- Support for deployments that are larger than 2000 agents.

For more information, see the *Reverse Proxy Automated Installer* chapter in the *Cisco Unified Contact Center Enterprise Features Guide*.

Finesse REST APIs

The following are the updated Finesse REST APIs:

- `showMyGadgetNotification`—This container services API is updated to accept a new parameter **messageDetails**.
- `finesse/api/User/<id>/Media`—GET method is updated to return only the non-voice MRDs associated with the user. Previously, it was incorrectly returning all of the non-voice MRDs configured in the system.



Note You can retrieve the complete list of MRDs configured in the system using the existing API – **finesse/api/MediaDomain**.

For more information, see the *Container Services* section in the *Cisco Finesse Web Services Developer and JavaScript Guide* on [DevNet](#).

JavaScript APIs

The `channelState` object in the Digital Channel is modified to show login warnings on the respective digital channels. For more information, see the *Digital Channel* section in the *Cisco Finesse Web Services Developer and JavaScript Guide* on [DevNet](#).

Support for IdS Asymmetric key-based tokens

Cisco IdS 12.6(2) uses asymmetric keys for token encryption, which can be authenticated independently by clients without requesting the token validity to Cisco IdS. Cisco Finesse 12.6(2) adds support for asymmetric key tokens and switches the authentication mechanisms appropriately, based on the configured IdS. For more information, see the *Single Sign-On* chapter in the following documents:

- [Cisco Unified Contact Center Enterprise Features Guide](#)
- [Cisco Packaged Contact Center Enterprise Features Guide](#)
- *Cisco Finesse Web Services Developer and JavaScript Guide* on [DevNet](#)

Command Line Interface

The following are the new parameters for the **utils finesse set_property webservices** command-line interface (CLI):

- `mrdScriptSelectorPollingInterval`—Time interval in seconds to poll the updates for script-selectors from Unified CCE.
- `drapiStatusPollingInterval`—Time interval in seconds to check the DR-API status.
- `drapiRequestRetryInterval`—Time interval in seconds to retry the DR-API request.
- `drapiMaxTimeToWaitBeforeRequestDiscard`—Time in seconds to discard the DR-API request if there's a failure.

- `drapiRequestRetryIntervalForChat`—Time interval in seconds to retry the DR-API request for Chat conversations.
- `drapiMaxTimeToWaitBeforeRequestDiscardForChat`—Time in seconds to discard the DR-API request if there's a failure for Chat conversations.

For more information about these CLI parameters, see the *Cisco Finesse CLI* chapter in the [Cisco Finesse Administration Guide](#).

Important Notes

- After the fresh install, by default the **utils system reverse-proxy client-auth** is enabled. If this is enabled and there are multiple certificates in the client system, when agents login to Finesse through LAN, it forces the agents to select one of the certificates to communicate with the Finesse server. If the deployments aren't configured for VPN-less access to Finesse, disable it by running the **utils system reverse-proxy client-auth disable** command on both the Finesse nodes.
- SSO connectivity requires Cisco IDS to be on version 12.6(2).
- SSO Deployments upgrading to 12.6(2) should ensure that Reverse Proxy Installer (for VPN-Less deployments) 12.6(2) ES02 or later, followed by IdS 12.6(2) ES02 or later, is installed before upgrading any of the components like Cisco Finesse/CUIC to 12.6(2)
- For 2K Co-Res Deployment model, CUIC, LD and CCE (Router, logger and AW) should be upgraded to in the same maintenance window.

Deprecated Features

None.

Removed and Unsupported Features

None.

Third Party Software Impacts

For the list of third-party softwares, see [Open Source Documents](#). Filter by **Product/Release Name** and **Version** to download the required Open Source document.



CHAPTER 6

Cisco Enterprise Chat and Email

- [In This Release, on page 35](#)

In This Release

There is no release notes for this component. Refer [Release Notes for Cisco Contact Center Enterprise Solutions, Release 12.6\(1\)](#).



CHAPTER 7

Cisco Unified Contact Center Management Portal

- [In This Release, on page 37](#)

In This Release

There is no release notes for this component. Refer [Release Notes for Cisco Contact Center Enterprise Solutions, Release 12.6\(1\)](#).



CHAPTER 8

Cisco Unified Contact Center Domain Manager

- [In This Release, on page 39](#)

In This Release

There is no release notes for this component. Refer [Release Notes for Cisco Contact Center Enterprise Solutions, Release 12.6\(1\)](#).



CHAPTER 9

Webex Workforce Optimization

- [New Features, on page 41](#)
- [Updated Features, on page 54](#)
- [Deprecated Features, on page 54](#)
- [Removed and Unsupported Features, on page 54](#)

New Features

WFM - Intraday Re-forecasting

Webex WFO now supports WFM Intraday Reforecasting, a powerful enhancement that enables supervisors to realign staffing throughout the day based on the latest demand. By quickly generating and implementing revised forecasts, teams can efficiently address unexpected events like call surges or agent absences with increased precision and flexibility.

This functionality enhances intraday management, supporting contact centers in boosting service levels, minimizing both overstaffing and understaffing, and ensuring well-balanced schedules. With unlimited reforecasts accessible directly from the Intraday Staffing view, supervisors can make informed, data-driven staffing decisions seamlessly, without interrupting current workflows.

For more information, refer to [View staffing levels and actual need](#).

New Media Player Interface

Webex WFO now supports a refreshed Media Player interface designed for a cleaner, more intuitive user experience. This transition from dense, static panels to a sleek, modular design, the new UI ensures that essential information is available exactly when needed, reducing visual clutter and improving workflow efficiency.

Key Benefits:

- **Modernized Aesthetic:** Updated styling and a refined color palette provide a fresh, contemporary look.
- **Flexible, Modular Layout:** Easily expand or collapse sections to optimize your screen space and maintain focus on the task at hand.
- **Contextual Metadata:** Information is displayed on-demand, ensuring you have the data you need without overwhelming your view.

- **Personalized Viewing:** Use a centralized menu to quickly show or hide key elements, such as Transcripts, Audio, Sentiment, and Phrase Hits.

For more information, see [Play contacts with the new media player](#).

WFM - New Forecasts Viewing Page

Webex WFO now supports a new Forecasts Viewing page on the web that provides enhanced visualization of forecast charts alongside workload and skills interval data for specific skills, combining capabilities currently available in the WFM client. This new page will operate alongside the existing web forecast page, giving users flexible options for viewing forecast information and enabling a seamless transition of these features to the web platform.

In addition, editing capabilities for forecast workload and skill data will soon be available on this page, including convenient copy and paste functionality within the workload and skill grid components.



Note The client version of the forecast page will continue to be supported and will not be retired.

For more information, see [Forecasts Tool \(web\)](#).

Manage Workflow Control Sets on the Web

Webex WFO now supports Workflow Control Set management directly on the web. This transition from the WFM client to the browser-based interface provides a more streamlined, centralized administration experience, supporting easier access and ongoing platform modernization.

For more information refer to [Manage workflow control sets and profiles in the web](#).



Note This functionality transitions to the web-based platform through a phased rollout between March 31, 2026, and April 6, 2026. Effective April 6, 2026, all WFM workflow control set operations are exclusively managed via the web portal. To maintain uninterrupted service, ensure that all WFM workflow control sets are fully migrated by this date.

Expanded Language Support in Webex WFO Analytics

Webex WFO Analytics now supports seven additional languages: Turkish, Filipino, Thai, Bahasa, Greek, Hungarian, and Czech. This enhancement extends analytics coverage across both voice and digital channels, enabling broader global adoption. Customers can now leverage key capabilities, including Auto QM, Interaction Summary, Trending Topics, and Advanced Sentiment in these languages, ensuring consistent, AI-driven insights and quality analysis across more regions and customer interactions.

For more information, see [Localization and supported languages](#).

WFM Agent Assist

Agent Assist is now live in Webex WFO, helping administrators streamline schedule-related interactions with agents while maintaining control over workforce policies. The GenAI-powered assistant evaluates every agent request against configured WFM rules, permissions, and eligibility criteria before actions are submitted or approved.

By automating validation and handling common scheduling interactions, Agent Assist reduces repetitive administrator workload while keeping workforce operations compliant and consistent. It is available in 59 languages.

Key Benefits:

- Reduce repetitive agent inquiries related to schedules and availability
- Ensure requests follow defined WFM rules and permissions
- Maintain consistent policy enforcement at scale
- Spend more time on intraday management and agent support

For prerequisites and other details, refer to [About Agent Assist](#).

This feature will need the Full WFM SKU.

Enhanced Live Screen Monitoring

Webex WFO has enhanced Live Screen Monitoring to provide supervisors sharper, targeted visibility across agent workspaces. With this enhancement, supervisors will be able to select and focus on individual monitors during live sessions, enabling clearer insights into key workflows.

Key Benefits:

- **Precision Monitoring:** Easily focus in on the most important screen.
- **Improved Clarity:** View details without distraction for better coaching and compliance.
- **Optimized Experience:** Designed for multi-monitor environments to simplify monitoring.

For more information, see the "Monitor an Agent's Screen" section at [Monitor agents in real time](#).

Coaching Effectiveness Dashboard in Performance Management

Webex WFO Performance Management has launched the Coaching Effectiveness Dashboard, a new tool that enables supervisors to gain insights into how coaching is delivered across teams and to assess its overall impact.

Key Benefits:

- View coaching activity and impact across teams in one place
- Spot performance trends quickly and take action with confidence
- Identify which coaching methods are effective and pinpoint areas that have potential for improvement

Performance Management requires customers to sign in through their configured Tenant Specific URL. For more information, refer to [Tenant Specific URL for Webex WFO Users](#).

This feature requires a minimum of Full WFM, Full QM, or WFO Bundle to access Performance Management. For more information, see [View coaching effectiveness in Performance Management](#).

WFM with Trending Topics

Webex WFO is introducing Trending Topics in WFM, an AI-powered capability that provides deeper operational insights within Workforce Management. By analyzing thousands of customer interactions, Trending Topics identifies emerging themes and topics, helping to explain increases in interaction volume or average handle time.

Key Benefits:

- Identifies emerging trends in customer interactions to support informed staffing decisions.
- Highlights changes in customer discussion topics to optimize scheduling.
- Identifies coaching and training opportunities based on trending themes.
- Flags potential issues early, enabling proactive resolution before escalation.

This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

For more information, see [View and analyze topics in WFM](#).

Vacation Planner Pro

Vacation Planner Pro in Webex WFO streamlines and automates the management of vacation requests for contact centers, ensuring a fair and efficient process. By eliminating the need for spreadsheets or manual approvals, this feature is seamlessly integrated within Webex WFO.



Note This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

What to Expect

- Agents can submit and manage vacation requests directly from the Webex WFO web or mobile app.
- Supervisors can configure vacation rules, including daily allowance, open periods, or required lead times and implement fair assignment methods such as performance-based ranking, seniority, or first-come, first-served.
- Availability is automatically updated whenever vacations are added, modified, or cancelled.
- With Vacation Change, agents can request alternative dates after their initial approvals. Waitlisting and rule-based automatic approvals help maintain a fair process.

Key Benefits

- **Fair and transparent:** Every agent sees a clear and unbiased process, even during peak holiday periods.

- **Time-saving:** Removes the need for spreadsheets and manual reconciliation, saving valuable supervisor hours.
- **Compliant:** Meets union and local labor requirements by ensuring vacations are assigned according to defined rules.
- **Agent-friendly:** Empowers employees with self-service options, supporting better work-life balance.
- **Performance-aligned:** Enables organizations to reward tenure or KPIs by factoring them into vacation approvals.

For more information, see <https://wfohelp.com/doc/Content/user-guides/vacation-planning/overview.htm>.

Insights Data Export Service

The Insights Data Export Service for Webex WFO provides direct access to your Insights data. Rather than relying on manual downloads, your data is securely delivered to your Amazon S3 bucket, allowing seamless integration with your existing tools and systems.



Note This feature will need a minimum of Webex WFO Bundle SKU and Enterprise Analytics 100 Interactions Addon SKU.

What to Expect:

- Exports data across Analytics, QM, WFM, and Call Recording subject areas.
- Supports incremental exports (records added, changed, or deleted since the last export).
- Ensures secure, reliable transfers with built-in error checking and automatic retries.

Key Benefits:

- **Seamless access:** Data is always available and export-ready with no coding required.
- **Trusted and secure:** Delivered via secure S3 Access Points with integrity safeguards.
- **Scalable:** Built to handle your growing data needs over time.
- **Time-saving:** Automates data workflows, eliminating the need for manual effort by your teams.



Note To enable the Insights Data Export Service, please contact your Cisco Customer Success Manager or Cisco Support for details.

For more information, see [Set up Insights data export service](#) and [Insights data export service data model dictionary](#).

Performance Management

Webex WFO has introduced Performance Management, a new solution that unifies coaching, performance metrics, and agent development in one experience. It connects key data from QM and WFM to give supervisors

a complete view of performance, helping them track progress, improve coaching effectiveness, and empower agents with timely visibility into their goals.

For additional details, please refer to [Performance Management on Webex WFO](#).



Note Customers must sign-in through their Tenant Specific URL to access Performance Management. For more information, refer to the <https://help.webex.com/en-us/article/nw6wf91/Tenant-Specific-URL-for-Webex-WFO-Users>.

Tenant-Specific URL

Tenant-Specific Sign-In URL are now live in Webex WFO. This new tenant-based sign-in process provides each Webex WFO tenant a dedicated subdomain, offering a more secure and streamlined way to sign in. It also enables access to the Performance Management module within Webex WFO.

Your existing sign-in method will remain active for the foreseeable future to ensure a smooth transition for your organization.

Key Benefits:

- A more streamlined sign-in experience when accessing Webex WFO
- Fewer lockouts, fewer errors, and easier password resets
- Seamless switching between modules - no more re-authenticating
- Prepares you for future enhancements
- Delivers a more personalized experience with tenant-specific subdomains
- Access to the new Performance Management application

Actions Required for Administrators

- Administrators are responsible for communicating the new tenant-specific sign-in URL to internal users.
 - To locate your tenant-specific URL and view configuration details, please refer to the instructions provided in the configuration documentation [Tenant Specific URL for Webex WFO](#).
 - Administrators should sign-in to Webex WFO and follow the steps mentioned in the screen modal to access the feature (In product Tip Guide).

Plans

Plans is now available in Webex WFO. This intelligent, web-based scheduling tool is designed to streamline future workforce planning. It introduces dynamic planning groups, configurable periods, and built-in validation checks, all aimed at minimizing errors and reducing manual effort. With one-step scheduling and day-off optimization, planners benefit from faster and more consistent results. Planners stay in control using publishing tools, change tracking, and seamless interoperability with the WFM Client, enabling smarter, scalable, and future ready schedule creation.

Key Benefits:

- Faster scheduling with automated day-off optimization
- Improved accuracy through pre-scheduling validations
- Structured planning periods for consistent scheduling cycles
- Dynamic agent grouping that adapts to staffing changes
- Real-time control and visibility over publishing

For more information, see <https://www.wfohelp.com/doc/Content/user-guides/plans/plans.htm>.

Advanced Sentiment

Webex WFO has rolled out Advanced Sentiment, offering deeper and more focused insights into customer interactions. Powered by Generative AI, this feature improves understanding of the full context of the entire conversation, bringing greater clarity, stronger coaching potential, and more effective quality monitoring. It helps contact center teams make faster and smarter decisions.

For a detailed breakdown of full capabilities, see [Advanced Sentiment on Webex WFO](#).

New WFM Datasets and Dashboards Available in Insights

Webex WFO has introduced new resources in **Insights** to provide Classic WFM cloud customers with deeper scheduling and performance insights. The "WFM (Classic)" folder now includes 7 new datasets and 5 new dashboards.

The following new datasets are added for WFM:

- **WFM Agent Schedule and Statistics:** Combine planned schedules with actual agent activity for easy comparison.
- **Forecast Workload and Queue Stats:** Supports recreating **Data Explorer Forecast** dashboards and custom versions.

The following new dataset is added for Quality Management and Conversation Intelligence:

- **Contacts with Phrases and Evaluations:** Analyze interaction data alongside evaluations, phrase hits, and Trending Topics.

We have released 13 new datasets supporting the WFM Group Pages feature in Insights. These mirror existing WFM datasets and use the same names with a "(Group Pages)" suffix.

For example:

- **Original dataset:** Agent Schedule Adherence
- **New dataset:** Agent Schedule Adherence (Group Pages)



Note Use these Group Pages datasets only if your dashboard requires Group Pages data. To prevent over-counting, make sure to use the WFM Group Page field as a grouping or filter in each visual.

You can find the new fields in the *Organization* folder within each dataset.

https://wfhelp.com/doc/Content/user-guides/insights-bi/get-started/how-insights-works.htm?tocpath=Data%20Analysts%7CInsights%7C_____1

Contact Queue Enhancements

Webex WFO now includes powerful enhancements to the Contact Queue, making it easier to create, manage, and track Contact Goals across teams and evaluators.

These updates make it easier to manage goals, target on the right conversations, and improve the experience for both Assignors and Assignees. Evaluators can now see more of their queues at once, track progress in real time, and complete evaluations more easily.

Key Benefits:

- Create more precise Contact Goals with flexible team or agent targeting.
- Use advanced logic to surface the most relevant conversations for evaluation.
- View multiple queued contacts at once for better planning and prioritization.
- Track goal progress with clear visibility and status indicators.
- Manage goals more easily with improved user experience.

These enhancements support smarter evaluation workflows, more accurate results, and a better experience across the entire quality process.

For more information, see the following topics:

- <https://wfhelp.com/doc/Content/user-guides/application-management/contact-goal-administration-v2.htm>
- <https://wfhelp.com/doc/Content/user-guides/recordings/contact-queue-v2.htm>

Absence and Attributes

Absence and Attributes is an upcoming capability that allows administrators to add additional details to absences using attributes. This update enhances reporting capabilities by enabling custom attributes for personal account balances and absence types and provides more flexibility in tracking and management.

Key benefits:

- Detailed tracking of absence types
- Reporting the number of hours scheduled for each absence attribute

With more detailed tracking and better alignment with specific business needs, Absence Attributes will simplify the management of available balances and improve overall workforce planning.

Basic WFM and QM Offerings

Webex WFO has expanded its portfolio with the launch of Basic WFM and Basic QM. These streamlined options are designed to help contact centers start strong with essential scheduling and evaluation tools. Built for teams moving off spreadsheets or basic recording setups, these packages make it easier to improve staffing accuracy, boost agent engagement, and drive consistent service quality from day one.

For a detailed breakdown of full capabilities, see [Basic WFM and QM Offerings on Webex WFO](#).



Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

Enterprise Analytics

Enterprise Analytics is now available in Webex WFO, introducing a new set of AI-powered capabilities that help contact centers analyze conversations more effectively, surface key trends, and evaluate performance at scale. With Auto QM, Trending Topics, and Interaction Summary working together, teams can uncover what matters most, reduce manual effort, and drive smarter, faster decisions across every customer interaction.

For a detailed breakdown of full capabilities, see, [Enterprise Analytics on Webex WFO](#).

For additional information, see the following topics:

- <https://wfohelp.com/doc/Content/user-guides/analytics/navigating-autoQM.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/understanding-AutoQM-evaluation.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/trending-topics.htm>
- <https://wfohelp.com/doc/Content/user-guides/media-player/data-insights-panel.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/interaction-summary.htm>



Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

Activity Requests

Activity Requests is now available in Webex WFO, improving Agent Self-Scheduling by enabling agents to request time for non-scheduled activities like training, administrative tasks, and development opportunities directly within their assigned schedules. Automation plays a crucial role in the process. When an agent adds an activity, the system handles the request according to the following predefined rules:

- The system instantly approves activities classified as auto-approved.
- Activities requiring manual approval stay pending until reviewed and approved by a team lead.
- Staffing-dependent activities are automatically approved or denied based on real-time staffing levels.

Key benefits:

- Minimize manual work through automated approval workflows
- Align scheduling decisions with staffing requirements and business objectives
- Balance oversight and flexibility while enabling a more agile and self-directed workforce

For more information, see [Configure activity request settings in WFM](#).

Periodization of Agent's Work Hours

Periodization is now available in Webex WFO, enabling contact centers to balance an agent's working hours over extended periods, such as a quarter or year, to align with contractual targets.

Benefits of Periodization:

- Improves work-hour flexibility
- Prevents agent overtime costs
- Manages agent under-utilization
- Controls regulatory violations
- Optimizes staffing based on time-based demand patterns
- Ensures that the required number of agents with necessary skills are scheduled for both peak and off-peak times
- Improves service levels while reducing costs
- Enhances resource allocation and scalability for long-term workforce planning

For more information, see [Periodization](#).

New Transcription Engine Now Live

We are excited to announce the rollout of the New Transcription Engine for Webex WFO customers, offering significant improvements in accuracy, speed, and scalability.

This cloud-based solution is designed to provide faster turnaround times and more consistent transcription quality across supported languages.

What to Expect:

- Experience up to 20% increase in accuracy for US English, along with significant improvements across other supported languages.
- Transcriptions are now delivered more quickly, enabling faster access to insights and accelerating workflows.
- Seamless Transition.
- Historical transcription data remains unchanged.
- All new and ongoing transcriptions automatically benefit from the upgraded engine.
- Built on a cloud-native architecture to support rapid processing and scalable deployment.

- Designed with data localization and compliance in mind to meet business and regulatory requirements.

Why It Matters:

- Delivers more accurate and actionable transcriptions for QA, compliance, and insights.
- Enhances business intelligence through improved text analytics, sentiment tracking, and searchable conversation data.
- Drives operational efficiency with faster access to conversation transcripts, enabling quicker follow-up and coaching.

Support for [15+ global languages](#), including English, Spanish, French Canadian, German, Arabic, and more.

Insights

Insights is a modern, fully featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO.

Reasons to get excited about Insights:

- The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards.
- AI-powered and highly customizable to help accelerate decision making
- Offers a broad range of visualizations
- Suitable for both efficient ad-hoc analysis and rich dash-boarding

Here is a [short video](#) to provide an overview of all the new capabilities that Insights brings to the table.



Note **Insights has replaced Data Explorer.** However, for **Workforce Management (WFM) customers**:

- Most WFM customers are already using Insights and many have [manually disabled Data Explorer](#).
- Classic WFM customers have started their transition to Insights since April 30, 2025. Many customers who also use QM and Analytics have already begun the transition.
- In a few cases, alternate timelines have been arranged for some customers. These customers have already been notified of their timelines.
- Some customers using Data Explorer export APIs are waiting on release of the new Insights Export Service to complete their journey.

For all these WFM customers mentioned above, Data Explorer is planned to be decommissioned on **June 30th, 2025**.

Improve Workforce Efficiency using Webex WFO Notifications

Notifications is an enhancement in Webex WFO designed to improve awareness and response for both agents and supervisors.

Key use cases supported by Notifications:

- **Shift Bidding Window Closing Notifications** - Agents who haven't placed their bids receive alerts 24 hours before the deadline via the MyTime Web App, Mobile App, and browser notifications. This helps optimize shift allocations and prevents missed bids.
- **Absence Request Notifications** - When an agent submits a time-off request through the Request Module, their team lead or supervisor receives a persistent in-app notification, pop-up notification, or system push notification.

The system applies rules to auto-approve, deny, or waitlist the request. If no rule applies, the request remains Pending, triggering a notification for supervisor review. Since these notifications operate at the team level, any transferred agent's new supervisor automatically receives the request for action.

Benefits of Notification

- Delivers timely notifications
- Enhances scheduling efficiency
- Reduces administrative workload
- Ensures seamless communication between agents and supervisors

For more information, see the following topics:

- [Notification Settings](#)
- [Display User Info](#)
- [Manage Basic User Info](#)
- [Configure Organization Hierarchy](#)

Introducing Sessions for Streamlined Scheduling and Enhanced Agent Management

Sessions is now live, streamlining the scheduling and management of agent activities beyond traditional shift planning. It allows managers to efficiently allocate time for training and other unscheduled tasks across a group of agents.

With features like automated, evenly distributed activities and drag-and-drop scheduling, Sessions reduces administrative effort and enhances flexibility.

Benefits of the Sessions feature:

- Provides clear visibility into agent allocation and performance for data-driven decision-making.
- Boosts operational efficiency.
- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see [Manage Session](#).

Global Language Support for Phrase Categories

Webex Workforce Optimization (Webex WFO) now offers improved multilingual support, simplifying the management of mixed-language conversations while maintaining accuracy across various contexts. Users can now utilize the same category name in multiple languages.

Key Updates:

- Accurate representation of multilingual contexts, including mixed-language conversations.
- Effective handling of consistent terms, such as brand names, that remain unchanged across languages.
- Enhanced flexibility in categorizing the same word or phrase across different languages.
- These enhancements make Webex WFO even more attuned to customer needs, providing a smoother and more user-friendly experience.

For more information, see the following topics:

- [Create and manage phrases and phrase categories](#)
- [Localization and supported languages](#)

Bulk Interaction Tool for Deletion and Updates

Webex WFO has introduced a self-service bulk contact deletion feature, enabling users to efficiently remove multiple contacts simultaneously without the need for manual, one-by-one deletions.

- Effortlessly delete interactions recorded in error or those containing unredacted sensitive data.
- Minimizes the need for development team intervention, conserving engineering resources.
- Empowers users with greater control over data management, thereby reducing the volume of support cases.

For more information, see [Delete or update multiple contacts at once](#).

Bulk Transfer User Data

Webex WFO Bulk transfer of user data provides a more efficient and user-friendly solution to transfer data from one user to another when an employee has more than one user account. This feature also enables you to transfer data for up to 2,000 users in bulk at once.

For more information about bulk data transfer, see the *About user data transfer for QM and Analytics* and *Transfer user data for QM and Analytics* topics at:

- [Transfer User Data](#)
- [About Transfer User Data](#)

Updated Features

Sessions for Streamlined Scheduling and Enhanced Agent Management

Sessions is now live, streamlining the scheduling and management of agent activities beyond traditional shift planning. It allows managers to efficiently allocate time for training and other unscheduled tasks across a group of agents.

With features like automated, evenly distributed activities and drag-and-drop scheduling, Sessions reduces administrative effort and enhances flexibility.

Benefits of the Sessions feature:

- Provides clear visibility into agent allocation and performance for data-driven decision-making.
- Boosts operational efficiency.
- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see [Manage Session](#).

Deprecated Features

None.

Removed and Unsupported Features

The features listed in the following table are no longer available.

Feature	Effective from Date	Replacement	Notes
Webex WFO Data Explorer	24 October, 2024	Webex WFO Insights	

Feature	Effective from Date	Replacement	Notes
			<p>The shutdown timeline for Webex WFO's Data Explorer has been extended from June 30, 2025 to July 30, 2025. After July 30, 2025, customers will no longer have access to Data Explorer and are expected to leverage Webex WFO Insights for all reporting needs. With the recent launch of Classic WFM datasets, this extension provides Classic WFM customers with additional time to familiarize themselves with Insights and move comfortably to the new reporting experience.</p> <p>Here is a summary of Webex WFO Insights:</p> <p>Insights is a modern, fully-featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO.</p> <p>Reasons to get excited about Insights:</p> <ul style="list-style-type: none"> • The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards. • Highly customizable to help accelerate decision making

Feature	Effective from Date	Replacement	Notes
			<ul style="list-style-type: none"> • Offers a broad range of visualizations • Suitable for both efficient ad-hoc analysis and rich dash-boarding. <p>Here is a short video to provide an overview of the capabilities that Insights brings to the table.</p> <p>https://wfohelp.com/doc/Content/user-guides/insights-bi/get-started/insights-bi-get-started-1.</p> <p>If your organization has already completed the transition to Insights, you also have the option to manually disable Data Explorer before it is automatically decommissioned.</p> <p>https://wfohelp.com/doc/user-guides/insights-bi/get-started/insights-bi-get-started-1.</p>



CHAPTER 10

Caveats and Limitations

- [Caveat Queries by Product](#), on page 59
- [Severity 3 or Higher Caveats for Release 12.6\(2\)](#), on page 60

Caveat Queries by Product

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at <https://bst.cloudapps.cisco.com/bugsearch/>. Enter the bug identifier in the search box, and press return or click **Search**.

To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

You can also choose your own filters and criteria in the tool to see a specific subset of caveats, as described in the following table.

If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting or Fixed in these Releases OR Affecting these Releases	Open	Any caveat in an open state for the release or releases you select.
Fixed in these Releases	Fixed	Any caveat in any release with the fix applied to the specific release or releases you select.
Affecting or Fixed in these Releases	Fixed	Any caveat that is either fixed or occurs in the specific release or releases you select.
Affecting these Releases	Fixed	Any caveat that occurs in the release or releases you select.

Severity 3 or Higher Caveats for Release 12.6(2)

Use the following links to the Bug Search Tool to view a list of Severity 3 or higher caveats for each solution or component for the current release. You can filter the result by setting the filter values in the tool.



Note If the list of caveats does not automatically appear when you open the browser, refresh the browser.

Cisco Unified Contact Center Enterprise

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=268439622&rls=12.6\(2\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=268439622&rls=12.6(2)&sb=anfr&svr=3nH&bt=custV)

Cisco Packaged Contact Center Enterprise

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284360381&rls=12.6\(2\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284360381&rls=12.6(2)&sb=anfr&svr=3nH&bt=custV)

Cisco Unified Intelligence Center and Cisco IdS

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=282163829&rls=12.6\(2\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=282163829&rls=12.6(2)&sb=anfr&svr=3nH&bt=custV)

Cisco Cloud Connect

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=12.6\(2\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=12.6(2)&sb=anfr&bt=custV)

Cisco Unified Customer Voice Portal

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=270563413&rls=12.6\(2\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=270563413&rls=12.6(2)&sb=anfr&svr=3nH&bt=custV)

Cisco Finesse

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=283613135&rls=12.6\(2\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=283613135&rls=12.6(2)&sb=anfr&bt=custV)

Cisco Customer Collaboration Platform

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=283613136&rls=12.6\(1\),12.6&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=283613136&rls=12.6(1),12.6&sb=anfr&bt=custV)

Cisco Unified Contact Center Management Portal

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286325298&rls=12.6\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286325298&rls=12.6(1)&sb=anfr&svr=3nH&bt=custV)

Cisco Unified Contact Center Domain Manager

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286281169&rls=12.6\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286281169&rls=12.6(1)&sb=anfr&svr=3nH&bt=custV)

Cisco Enterprise Chat and Email

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311237&rls=12.6\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311237&rls=12.6(1)&sb=anfr&svr=3nH&bt=custV)

Cisco Virtualized Voice Browser

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286290211&rls=12.6\(2\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286290211&rls=12.6(2)&sb=anfr&svr=3nH&bt=custV)

