



Release notes for Cisco Contact Center Enterprise Solutions 15.0(1) Engineering Specials, ES202508

First Published: 2025-08-29

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CHAPTER 1

Introduction

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About This Guide

This Release Notes outlines the new features, updated features, trials features, and defect fixes with Engineering Special (ES) [ES202508](#) for the following Contact Center solutions and their components:

- Cisco Unified Contact Center Enterprise, Release 15.0(1)
- Cisco Packaged Contact Center Enterprise, Release 15.0(1)

This document is intended for system administrators and support personnel responsible for deploying, maintaining, and upgrading Cisco Contact Center Enterprise solutions.

Key Considerations Before Installation

The Engineering Special (ES) is a cumulative update for the Contact Center Enterprise (CCE) components. It contains all new features, updated features, trials features, security fixes, and resolved defects from the base release, customized for VOS (Virtual Operating System), CCE, and Cisco Unified Customer Voice Portal (Unified CVP) components.

The CCE ES is applicable to all CCE nodes including PGs, Administration Clients, and all Central Controller Components (Logger, Router, and Administration and Data Server).

For procedures on how install (and uninstall) the ES patches on VOS, CCE, and CVP components, see the *Cisco Unified Contact Center Enterprise Engineering Specials Installation Guide, Release 15.0(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>

Ensure the Unified CVP VXML Server and Unified Call Studio are on the same ES version, then re-deploy all VXML Server applications containing the VAV element using the latest Call Studio by importing the application, selecting the appropriate Connector Type (Webex CCAI, Integration, or Service App) and Agent Type (Scripted or Autonomous) in the VAV settings, saving and re-deploying to the latest VXML Server, and finally restarting the VXML Server or running updateApp.bat to complete the update.

Quarterly Patch Downloads – 15.0_ES202508

For CCE [ES202508](#), the following components have made an ES available which can be downloaded from the provided links:

Component	Download Links
Cisco Reverse Proxy	https://software.cisco.com/download/home/268439622/type/286378842/release/15.0(1)ES202508 https://software.cisco.com/download/home/2860816/type/286378842/release/15.0(1)ES202508 https://software.cisco.com/download/home/2863798/type/286378842/release/15.0(1)ES202508
Cloud Connect	https://software.cisco.com/download/home/268439622/type/286325642/release/15.0(1)ES202508
Cisco Unified Customer Voice Portal.	https://software.cisco.com/download/home/270563413/type/280840592/release/15.0(1)ES202508
Cisco Virtualized Voice Browser	https://software.cisco.com/download/home/286338554/type/286289787/release/15.(1)ES202508
Finesse	https://software.cisco.com/download/home/2863353/type/28297842/release/15.0(1)ES202508
Cisco Enterprise Chat and Email	https://software.cisco.com/download/home/286311237/type/286310764/release/15.0(1)ES202508
Cisco Unified Contact Center Management Portal	https://software.cisco.com/download/home/280810493/type/281558204/release/15.0(1)ES202508
Cisco Unified Intelligence Center server	https://software.cisco.com/download/home/282163829/type/282377062/release/15.0(1)ES202508
Identity Service (IdS)/Single Sign-On(SSO)	
Live Data	
Logger	
Router	
Administration & Data Server	
PG	https://software.cisco.com/download/home/268439622/type/280840583/release/15.0(1)ES202508

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>.



CHAPTER 2

Features

- [Features Summary, on page 5](#)
- [New Features, on page 6](#)
- [Updated Features, on page 6](#)
- [Beta Features, on page 7](#)

Features Summary

- **General Availability (GA) feature:**

GA refers to the stage in the product lifecycle when the software version and its documentation are officially released and publicly available to all customers.

- **Beta Feature**

Beta refers to the stage in the product lifecycle where select customers are invited to evaluate and provide feedback on features that have not yet reached GA.

Beta features are not enabled by default and are "out of the box". To join Beta testing or enable these features, email the Product Management team at cce-pm-team@cisco.com.

For CCE ES202508, the following components have made features available:

Solution/Component	GA Features	Updated Features	Beta Features
Unified CCE/Packaged CCE	<ul style="list-style-type: none"> • Agent Typing Notification for ECE Chat Templates, on page 6 • CTI Server State sync with ECE Agent state , on page 6 • Ability to search Department while importing MRDs and Users, on page 6 • Support for Entra ID , on page 6 	<ul style="list-style-type: none"> • Disabling Personal Callback Reattempt , on page 6 • Graceful Shutdown for Router, on page 6 	Webex AI Agent for Voice and Digital Channels

New Features

Agent Typing Notification for ECE Chat Templates

Customers don't have to wait and guess anymore as they can now see real time indicator when agent is typing a response to their query. This feature is available across the templates and custom implementation using APIs.

CTI Server State sync with ECE Agent state

ECE Agent state will be updated real time in case of any disconnects or logout event from the CTI server. This will help enhance the agent experience while working on chat and email.

Ability to search Department while importing MRDs and Users

Administrators can now search the Department, while importing UCCE MRDs and Users into ECE.

Support for Entra ID

CCMP Portal now allows logins using Entra ID, in addition to Windows Authentication and ADFS.

Updated Features

Graceful Shutdown for Router

You can now initiate maintenance mode on Router or Rogger via orchestration.

For more information about maintenance mode in orchestration, see the *Initiate maintenance mode for a specific node(s)* section in CCE Orchestration chapter of the following guides:

- *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 15.0(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>
- *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide, Release 15.0(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>

Disabling Personal Callback Reattempt

This outbound enhancement improves agent productivity and customer experience by preventing agents from being assigned to unanswered Personal Callback (PCB) calls and by restricting redialing. Rescheduling is disabled for unreachable personal callback records with call results 2, 4, 6, 8, 9, or 16. The list of unanswered calls for manual rescheduling can also be retrieved.

CCE now allows you to use the **PersonalCallbackReattempt** registry item on both the Campaign Manager and Dialer to control redial attempts for unanswered.

You can prevent retry of unanswered PCB calls by disabling the **PersonalCallbackReattempt** registry item 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).

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>.

Beta Features

Webex AI Agent

The Webex AI Agent, an AI-powered virtual assistant, is now available for voice and digital channels. With the Webex AI Agent, you can create AI-driven voice agents to automate customer service and support interactions before involving a human agent. These agents facilitate voice interactions with intonation, language comprehension, and contextual awareness throughout conversations.

Customers will benefit from an experience similar to having a personal assistant, receiving help with inquiries, information retrieval, and reduced wait times.



CHAPTER 3

Defects Fixed by Solution/Component

- [Defects Fixed for Release 15.0\(1\) ES202508, on page 9](#)

Defects Fixed for Release 15.0(1) ES202508

Product	BST Link
Cisco Enterprise Chat and Email	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Enterprise%20Chat%20and%20Email%20150(1)
Cisco Finesse	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=custV&sb=fr&prdNm=Cco%20Finesse%20150(1)
Cisco Packaged Contact Center Enterprise	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Packaged%20Contact%20Center%20Enterprise%20150(1)
Cisco Unified Contact Center Enterprise	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Unified%20Contact%20Center%20Enterprise%20150(1)
Cisco Unified Contact Center Management Portal	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Unified%20Contact%20Center%20Management%20Portal%20150(1)
Cisco Unified Customer Voice Portal	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Unified%20Customer%20Voice%20Portal%20150(1)
Cisco Unified Intelligence Center	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Unified%20Intelligence%20Center%20150(1)
Cisco Virtualized Voice Browser	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=uiV&sb=fr&prdNm=Cco%20Virtualized%20Voice%20Browser%20150(1)
All products 15.0(1)ES202508	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&rls=15.0(1)ES202508&kw=*&tr=custV&sb=fr



Note Cisco IDS is included as part of Cisco Unified Intelligence Center (CUIC).
LiveData and CloudConnect are included as part of Cisco Unified Contact Center Enterprise (Unified CCE).
