Packaged Contact Center Enterprise Documentation Guide, Release 10.0.1

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Documentation guide

Overview

Cisco Packaged Contact Center Enterprise (Packaged CCE) is a predesigned, bounded deployment model of Cisco Unified Contact Center Enterprise. Customers whose contact center requirements fit the boundaries of the solution can enjoy the advantages of the simplified management interface, smaller hardware footprint, and reduced time to install. These customers can also benefit from the comprehensive feature set of Cisco Unified Contact Center Enterprise and Cisco Unified Customer Voice Portal. The solution comes packaged with Cisco Unified Intelligence Center for comprehensive reporting and Cisco Finesse desktop software for an enhanced, next-generation desktop experience.

This documentation guide provides details on all documents released for Packaged CCE, release 10.0.

For the latest version of Packaged CCE documents, see http://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html.

For all resources available for Packaged CCE, see the Packaged CCE master catalog documentation wiki at http://docwiki-dev.cisco.com/wiki/Packaged_CCE .

For more information on the latest Cisco documentation, see http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Documentation changes

The following table lists the documents that have title changes, new chapters, or are new documents for this release.

Document	Change
Installing and Configuring Cisco Packaged Contact Center Enterprise	• New Upgrade chapter. • Name change: Installation and Upgrade Guide for Cisco Packaged CCE.
Cisco Packaged CCE Administration Guide	• Reporting chapter moved to Cisco Packaged CCE Reporting User Guide • Name change: Cisco Packaged CCE Administration and Configuration Guide
Cisco Packaged CCE Developer Reference	• Now available in both online help and PDF on the Cisco Developer Network.
Cisco Packaged CCE Product Specifications Guide	• Name change: Cisco Packaged CCE Design Guide.

Document	Change
Cisco Packaged CCE Optional Features Guide	• New Agent Request chapter. • Name change: Cisco Packaged CCE Features Guide.
Cisco Packaged CCE Reporting User Guide	• New document.
Packaged CCE Documentation Guide	• New document.

Plan

Packaged Contact Center Enterprise Design Guide

This document lists the configuration and capacity boundaries of Packaged CCE.

To view the latest Packaged CCE Design guide, see: http://www.cisco.com/en/US/products/ps12586/prod_technical_reference_list.html.

Packaged Contact Center Enterprise Release Notes

This document describes the system requirements, new features, changed information, documentation updates, and open caveats for Packaged CCE. Users should read the latest release notes before initially installing or upgrading their Packaged CCE system.

To view the latest Packaged CCE release notes, see: http://www.cisco.com/en/US/products/ps12586/prod_release_notes_list.html.

Install and upgrade

Packaged Contact Center Enterprise Installation and Upgrade Guide

This document explains how to install, configure, and upgrade Packaged CCE. It is prepared for partners and service providers who will be implementing Packaged CCE, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

To view the latest Packaged CCE Installation and upgrade guide, see http://www.cisco.com/en/US/products/ps12586/prod_installation_guides_list.html.

Administer and maintain

Packaged Contact Center Enterprise Administration and Configuration Guide

Unified CCE Administration is a set of web-based tools for creating, configuring, and maintaining objects, such as agents, teams, skill groups, and call types, that are used to operate contact centers. This guide explains the complete set of Unified CCE Administration tools that are available in a Packaged CCE deployment to an administrator.

To view the latest Packaged CCE Administration and Configuration guide, see: http://www.cisco.com/en/US/products/ps12586/prod_maintenance_guides_list.html.

Packaged Contact Center Enterprise Features Guide

Packaged CCE contains many optional features that you can enable and configure after installation. In addition to the optional features in Packaged CCE, you can integrate other Cisco products with Packaged CCE to extend the functionality of your contact center. This document describes these additional features and products. It also lists assumptions and prerequisites for proceeding with the configuration of the optional features described in this document.

To view the latest Packaged CCE Features guide, see: http://www.cisco.com/en/US/products/ps12586/prod_maintenance_guides_list.html.

Packaged Contact Center Enterprise Online Help

The online help for Packaged CCE provides details on how to use each of the menu and tools, depending on the user's access.

It can be accessed directly from the Packaged CCE interface by clicking on the question mark icon in the top right corner of the screen.

Packaged Contact Center Enterprise Reporting User Guide

This document contains information on how to run and schedule Packaged CCE reports. It also contains information about reporting capabilities and data sources.

To view the latest Packaged CCE Reporting Guide, see http://www.cisco.com/en/US/products/ps12586/prod_maintenance_guides_list.html.

To view the new Cisco Unified Intelligence Center Report Customization Guide, see http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html.

Troubleshoot

Troubleshooting wiki

The troubleshooting wiki is the location for all Packaged CCE troubleshooting tips, and can be a useful reference for all users.

To view the latest troubleshooting tips, see http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_PCCE_10.0.

Reference

Packaged Contact Center Enterprise Developer Reference Guide

This document explains the methods and parameters for each configurable item in Packaged CCE. Developers working with Packaged CCE APIs can refer to this document for API operations, parameter values, and example outputs.

The Developer Reference guide is provided as online help and PDF. Access the latest versions at https://developer.cisco.com/web/pcce.

Related documents

Subject	Link
Packaged Contact Center Enterprise	http://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html
Unified Contact Center Enterprise	http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html
Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
Unified Intelligence Center	http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse	http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Customer Voice Portal	http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html

For information related to the CCE PAC M1 deployment, see the current Design Guides for Unified CCE and for Unified CVP. While this document takes precedence over—and overrides—these two guides, some elements are common:

- Cisco Unified Contact Center Enterprise Design Guide: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html.
- Cisco Unified Customer Voice Portal (CVP) Solution Reference Network Design (SRND): http://www.cisco.com/en/us/products/sw/custcosw/ps1006/products_implementation_design_guides_list.html.

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