



# Cisco Packaged Contact Center Enterprise Documentation Guide, Release 11.5(1)

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## 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 enjoy a simplified management interface, smaller hardware footprint, and reduced time to install. These customers 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 document provides details on all documents for this release of Packaged CCE.

For the latest version of Packaged CCE documents, see <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

For all resources available for Packaged CCE, see the *Packaged CCE DocWiki* at [http://docwiki.cisco.com/wiki/Packaged\\_CCE](http://docwiki.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

### New Documents

The following table describes documents that are new for this release.

Document	Description
<i>Solution Design Guide for Cisco Packaged Contact Center Enterprise</i>	<p>Presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html</a>.</p>

Document	Description
<i>Enterprise Chat and Email System Requirements</i>	<p>Outlines the software specification for ECE. It provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Design Guide</i>	<p>Provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Installation Guide (for Packaged Contact Center Enterprise)</i>	<p>Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Browser Settings Guide</i>	<p>Provides instructions to set up the web browser before logging into the system. Also contains instructions to configure Java which is required only for administrators of email workflows.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html</a>.</p>
<i>Enterprise Chat and Email Deployment and Maintenance Guide (for Packaged Contact Center Enterprise)</i>	<p>Provides instructions on preparing unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Administrator's Guide to Administration Console</i>	<p>Introduces the Administration Console and helps users understand how to use it to set up and manage various business resources.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>

Document	Description
<i>Enterprise Chat and Email Administrator's Guide to Email Resources</i>	<p>Introduces the administrator to the email infrastructure within the application. It includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources</i>	<p>Introduces the administrator to the chat and collaboration infrastructure within the application. It includes instructions on how to set up entry points and templates.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Administrator's Guide to Routing and Workflows</i>	<p>Introduces the administrator to routing and explains how to set up service levels and queues for emails. Workflows, which route all email and other activities, are also discussed in this guide.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Administrator's Guide to Tools Console</i>	<p>Describes how to create custom attributes for business objects.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Administrator's Guide to Reports Console</i>	<p>Provides details about historical reports available in the Reports Console of ECE. Real-time reports are available through Cisco Unified Intelligence Center.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html</a>.</p>
<i>Enterprise Chat and Email Administrator's Guide to System Console</i>	<p>This document introduces the administrator to the System Console and describes how to use it to set up and monitor system services.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html</a>.</p>
<i>Enterprise Chat and Email Agent's Guide</i>	<p>Describes how agents can use ECE to receive emails and reply to them and conduct chat sessions with customers.</p> <p>To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html</a>.</p>

Document	Description
<i>Enterprise Chat and Email Supervisor's Guide</i>	Describes how to monitor queues and users. To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html</a> .

### Documents Retired in this Release

The following table describes documents that are retired in this release.

Document	Description
<i>Packaged CCE Lab Only Deployment Information</i>	Content moved to the <i>Cisco Packaged Contact Center Enterprise Administration and Configuration Guide</i> . To view the latest guide, see: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html</a> .
<i>Packaged CCE UCS B-Series Fabric Interconnects Validation Tool</i>	Content moved to the <i>Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide</i> . To view the guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html</a> .

### Updated Documents

The following table lists the documents that have updates for this release, and describes the major changes.

Document	Major Changes
<i>Release Notes for Cisco Packaged Contact Center Enterprise Solution</i>	Includes information for Packaged CCE and its components: Unified CVP, Finesse, Unified Intelligence Center, Enterprise Chat and Email (ECE), MediaSense, and SocialMiner. To view the notes, see: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html</a> .

Document	Major Changes
<p><i>Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide</i></p>	<ul style="list-style-type: none"> <li>• New Packaged CCE: 2000 Agents deployment model - Installation and upgrade procedures have changed.</li> <li>• Information added for Packaged CCE UCS B-Series Fabric Interconnects Validation Tool.</li> <li>• New chapter added for Enterprise Chat and Email.</li> <li>• New chapter added for Cisco Virtualized Voice Browser.</li> <li>• The Upgrade VMWare Settings utility is not available for this release. You must manually update the VMware settings that changed since the last release to match the 11.5(1) OVA files as part of the preupgrade tasks.</li> <li>• New appendix on security considerations. Moved the section on updating the Java Runtime Environment from the Installation chapter to this appendix. Added a section on the Upgrade Tomcat Utility.</li> </ul> <p>To view the latest guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html</a>.</p>
<p><i>Cisco Packaged Contact Center Enterprise Administration and Configuration Guide</i></p>	<ul style="list-style-type: none"> <li>• Support for Task Routing for third-party multichannel applications.</li> <li>• New Media Routing Domain tool in Unified CCE Administration.</li> <li>• Precision Queues can now be associated with nonvoice Media Routing Domains.</li> <li>• Support for single sign-on.</li> <li>• Roles updates to support feature changes in this release.</li> <li>• System Inventory updates.</li> <li>• Automated initialization for Packaged CCE Lab Only deployment.</li> </ul> <p>To view the latest guide, see: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html</a>.</p>

Document	Major Changes
<p><i>Cisco Packaged Contact Center Enterprise Features Guide</i></p>	<ul style="list-style-type: none"> <li>• Support for Task Routing for third-party multichannel applications.</li> <li>• Support for Single sign-on.</li> <li>• Support for Enterprise Chat and Email.</li> <li>• Rogger deployment for Packaged CCE support. Terminology changes throughout document. Updated instructions.</li> <li>• Support for Outbound Option API .</li> <li>• Support for Extension Mobility Cross Cluster.</li> <li>• Support for Call by Call mode in Mobile Agent.</li> <li>• Automatic configuration for SocialMiner "CCE Configuration for Multichannel Routing" settings.</li> <li>• Cisco Email Interaction Manager and Cisco Web Interaction Manager no longer supported. Related content removed.</li> <li>• Cisco CTI OS no longer supported. Related content removed.</li> </ul> <p>To view the latest guide, see: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html</a>.</p>
<p><i>Cisco Packaged Contact Center Enterprise Reporting User Guide</i></p>	<ul style="list-style-type: none"> <li>• Cisco Unified Intelligence Center - User Experience Refresh.</li> <li>• Support for Task Routing.</li> <li>• Support for Enterprise Chat and Email.</li> <li>• Media field added to certain historical, real-time, and live data reports.</li> <li>• Stock Report templates data and column headings updated.</li> </ul> <p>To view the latest guide, see <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html</a>.</p>

Document	Major Changes
<p><i>Cisco Packaged Contact Center Enterprise Developer Reference Guide</i></p>	<p>New APIs:</p> <ul style="list-style-type: none"> <li>• Campaign Status</li> <li>• Context Service Configuration</li> <li>• Context Service Registration</li> <li>• DNC</li> <li>• Import</li> <li>• Internet Script Editor</li> <li>• Outbound Campaign</li> <li>• Personal Callback</li> <li>• Single Sign-On Global State</li> <li>• Single Sign-On Registration</li> <li>• Single Sign-On Status</li> <li>• Stats</li> <li>• Time Zone</li> </ul> <p>Updated APIs:</p> <ul style="list-style-type: none"> <li>• Agent Desk Settings</li> <li>• Agent</li> <li>• Bulk Job</li> <li>• Deployment Type Info</li> <li>• Machine Inventory</li> <li>• Media Routing</li> <li>• Precision Queue</li> <li>• Status API</li> </ul> <p>To view the latest guide, see: <a href="https://developer.cisco.com/site/packaged-contact-center/documentation/index.gsp">https://developer.cisco.com/site/packaged-contact-center/documentation/index.gsp</a>.</p>
<p><i>Cisco Packaged CCE Software Compatibility Matrix DocWiki</i></p>	<p>Updated information for this release.</p> <p>To view the latest version, see: <a href="http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Packaged_CCE">http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Packaged_CCE</a>.</p>

Document	Major Changes
<i>Virtualization for Cisco Packaged CCE DocWiki</i>	<p>Updated information for this release, including the following:</p> <ul style="list-style-type: none"> <li>• Support added for Rogger deployment. References to Call Server/Data Server removed.</li> <li>• Supported Versions of VMWare vSphere ESXi.</li> <li>• Reduction from 2 CVP servers per side to 1 CVP server.</li> <li>• Removed support for C260 M2 server.</li> </ul> <p>To view the latest version, see: <a href="http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Packaged_CCE">http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Packaged_CCE</a>.</p>
<i>Open Source Used in Cisco Unified Contact Center Enterprise and Packaged Contact Center Enterprise</i>	<p>License and open source software information for this release.</p> <p>To view the latest version, see: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-licensing-information-listing.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-licensing-information-listing.html</a>.</p>
<i>Port Utilization Guide for Cisco Unified Contact Center Enterprise Solutions</i>	<ul style="list-style-type: none"> <li>• The PG ports were adjusted to support PG3 deployment.</li> <li>• Updated traffic direction to bi-directional for Unified CCE port.</li> </ul> <p>To view the latest version, see: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-and-configuration-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-and-configuration-guides-list.html</a>.</p>

## Plan

### Release Notes for Cisco Packaged Contact Center Enterprise Solution

This document describes new, updated, and deprecated features, and open caveats for Packaged CCE and its components. Read this document before installing or upgrading your Packaged CCE system.

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

### Solution Design Guide for Cisco Packaged Contact Center Enterprise

This document presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.

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



### **Enterprise Chat and Email System Requirements**

This document outlines the software specification for Enterprise Chat and Email (ECE). It provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

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

### **Enterprise Chat and Email Design Guide**

This document provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.

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

## **Reference**

### **Cisco Packaged CCE Software Compatibility Matrix DocWiki**

This page lists the Contact Center and third-party software, gateway, and endpoint compatibility information for Packaged CCE.

To view the latest version, see [http://docwiki.cisco.com/wiki/Compatibility\\_Matrix\\_for\\_Packaged\\_CCE](http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Packaged_CCE).

### **Cisco 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.

This information is provided as online help and PDF.

To view the latest version, see <https://developer.cisco.com/site/packaged-contact-center/documentation/index.gsp>.

### **Open Source Used in Cisco Unified Contact Center Enterprise, Packaged, and Hosted**

This document provides licenses and notices for open source software used in Unified CCE, Packaged, and Hosted solutions.

To view the latest guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-licensing-information-listing.html>.

### **Packaged CCE DocWiki**

This master catalog lists all resources available for Packaged CCE. To view the latest version, see [http://docwiki.cisco.com/wiki/Packaged\\_CCE](http://docwiki.cisco.com/wiki/Packaged_CCE).

### **Virtualization for Cisco Packaged CCE DocWiki**

This page lists the hardware and VMware requirements for Packaged CCE in a virtual environment, and includes networking information.

To view the latest version, see [http://docwiki.cisco.com/wiki/Virtualization\\_for\\_Cisco\\_Packaged\\_CCE](http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Packaged_CCE).

## Install and Upgrade

### **Cisco 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 guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.

### **Enterprise Chat and Email Installation Guide (for Packaged Contact Center Enterprise)**

This document provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Packaged Contact Center Enterprise.

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

## Configure

### **Port Utilization Guide for Cisco Unified Contact Center Enterprise Solutions**

This document lists the TCP and UDP ports used by Cisco Contact Center products and step-by-step instructions. Use this guide when you implement an Architecture for Voice, Video, and Integrated Data (AVVID) solution.

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

## Maintain and Operate

### **Cisco Packaged Contact Center Enterprise Administration and Configuration Guide**

Unified CCE Administration is a set of web-based tools for configuring objects, such as agents, teams, skill groups, and call types, that are used to operate contact centers. This document explains the complete set of Unified CCE Administration tools that are available in a Packaged CCE deployment to an administrator. This document also explains how to create Script Editor routing scripts and Unified CVP Call Studio applications for Packaged CCE.

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

### **Cisco 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 guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

### **Cisco Packaged Contact Center Enterprise Reporting User Guide**

This document explains how to run and schedule Packaged CCE reports, provides information about reporting capabilities and data sources, and describes report templates.

To view the latest *Cisco Packaged Contact Center Enterprise Reporting User Guide*, see <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

To view the latest *Cisco Unified Intelligence Center Report Customization Guide*, see <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>.

### **Cisco Unified CCE Administration Online Help**

The online help for Unified CCE Administration provides details about using each of the menus and tools, depending on the user's access.

To access the online help from the Unified CCE Administration interface, click the question mark icon in the top right corner of the screen.

### **Enterprise Chat and Email Administrator's Guide to Administration Console**

This document introduces the Administration Console and helps users understand how to use it to set up and manage various business resources.

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

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

This document, aimed at the Partition and Department Administrators of ECE responsible for configuring the system to service chats and callback activities, introduces the administrators to the chat and collaboration infrastructure within the application. It includes instructions on how to set up entry points and templates.

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

### **Enterprise Chat and Email Administrator's Guide to Email Resources**

This document, aimed at the Partition and Department Administrators of ECE responsible for configuring the system to service emails from customers, introduces the administrators to the email infrastructure within the application. It includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.

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

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

This document, aimed at the Partition and Department Administrators of ECE responsible for configuring the system to route activities to the appropriate users, introduces the administrators to routing and explains how to set up service levels and queues for emails. Workflows, which route all email and other activities, are also discussed in this guide. Enterprise Chat and Email Administrator's Guide to System Console

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

### **Enterprise Chat and Email Administrator's Guide to System Console**

This document introduces the administrator to the System Console and describes how to use it to set up and monitor system services.

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

### **Enterprise Chat and Email Administrator's Guide to Tools Console**

This document describes how to create custom attributes for business objects.

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

### **Enterprise Chat and Email Deployment and Maintenance Guide (for Packaged Contact Center Enterprise)**

This document provides instructions on preparing unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.

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

## Use

### **Enterprise Chat and Email Administrator's Guide to Reports Console**

This document provides details about historical reports available in the Reports Console of ECE. Real-time reports are available through Cisco Unified Intelligence Center (CUIC).

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

### **Enterprise Chat and Email Agent's Guide**

This document describes how agents can use ECE to receive emails and reply to them and conduct chat sessions with customers.

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

### **Enterprise Chat and Email Browser Settings Guide**

This document provides instructions for setting up the web browser before logging into the system. Also contains instructions to configure Java which is required only for administrators of email workflows.

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

### **Enterprise Chat and Email Supervisor's Guide**

This document describes how to monitor queues and users.

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

## Troubleshoot

### Packaged CCE Troubleshooting DocWiki

The troubleshooting page contains all Packaged CCE troubleshooting tips, and is a useful reference for all users.

To view the latest troubleshooting tips, see: [http://docwiki.cisco.com/wiki/Troubleshooting\\_Packaged\\_CCE](http://docwiki.cisco.com/wiki/Troubleshooting_Packaged_CCE).

## Related Documents

Subject	Link
Cisco Packaged Contact Center Enterprise (Packaged CCE)	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html</a>
Cisco Unified Contact Center Enterprise (Unified CCE)	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html</a>
Cisco Unified Communications Manager	<a href="http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html</a>
Cisco Unified Intelligence Center	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html</a>
Cisco Finesse	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html</a>
Cisco Unified Customer Voice Portal (Unified CVP)	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html</a>
Cisco Remote Expert Mobile	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-series-home.html</a>
Cisco MediaSense	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>

Subject	Link
Cisco SocialMiner	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>

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