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Change History

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

Change	See	Date
Initial Release of Document for Release 12.5(1)		
Updated description of Sites field.	Add and Maintain Location Configurations	June, 2023
OpenJDK updates	Import CA Certificate into AW Machines	Mar, 2021
	Import CCE Component Certificates	
	Import Diagnostic Framework Portico Certificate into AW Machines	
	Import ECE Web Server Certificate into AW Machines	
	Import WSM Certificate into AW Machines	
	Import VOS Components Certificate	
	Change Java Truststore Password	

Change	See	Date
Edge Chromium (Microsoft Edge) updates	Set Up CA Certificate for Chrome and Edge Chromium (Microsoft Edge) Browsers Accept Security Certificates	Dec, 2020
New chapter has been added for Technology Refresh configurations	Post Technology Refresh Configurations	July, 2020
New topics have been added for IP address or hostname update	Update IP Address or Hostname for 2000 Agent deployments	
	Update IP Address or Hostname for 4000 and 12000 Agent deployments	
	Update Peripheral Set	
	Inventory Management	

Change	See	Date
New chapter has been added for executing REST API calls	Command Execution Pane	February, 2020
New chapters have been added	CA Certificates	
	Self-Signed Certificates	
Updated the topics to include certificate information	Packaged CCE 2000 Agents Deployment	
	Packaged CCE 4000 Agents Deployment	
	Packaged CCE 12000 Agents Deployment	
	Add External Machines	
	Add and Maintain Machines	
	Remote Sites in Lab Mode	
	Packaged CCE Lab Only Deployment Components	
Updated the userName description with the list of unsupported characters.	Avaya Configurations	
	Add and Maintain Agents	
Added a new chapter for Customer Virtual Assistant feature	Bulk Agent Content File	
	Customer Virtual Assistant	
Added Principal VVB information for Customer Virtual Assistant feature.	System Inventory for Packaged CCE 2000 Agents Deployment	
	Edit Credentials	
	Add and Maintain Main Site in 4000 Agents or 12000 Agents Deployment Type	
	Edit Credentials	
	Delete Machine	
Added information on the new Third-party Integration feature	Third-party Integration	
Updated topics to include Media Server details		

Change	See	Date
	Add Media Server as External Machine Edit Credentials Edit Credentials Delete Machine	
Updated the list of Configuration Manager tools.	PCCE 4000/12000 Supported Tools	
Added Configuration details for Avaya	Avaya Configurations	
Added Configuration details for ICM-to-ICM Gateway	ICM-to-ICM Gateway Configurations	
Added CVP and CVP Reporting statistics	Unified CVP Statistics Unified CVP Reporting Statistics	
Updated the table with CVP and CVP Reporting Statistics information	System Inventory for PCCE 2000 Agents Deployment System Inventory for PCCE 4000 and 12000 Agents Deployment	
Added Smart License details	Smart License	

About This 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 for an Administrator who has the System Administrator role. Administrators with other roles, Supervisors, and those who sign in with other deployment types may not have access to all of tools documented in this guide.

Audience

This guide is prepared for:

- Contact center administrators who configure and run the contact center, manage agents and supervisors, and address operational issues.
- Contact center supervisors, who lead agent teams and are responsible for team performance.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send calls.

Related Documents

Document or resource	Link
<i>Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
<i>Cisco Packaged Contact Center Enterprise Documentation Guide</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-documentation-roadmaps-list.html
Cisco.com site for Packaged CCE documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html
<i>Solution Design Guide for Cisco Packaged Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html
<i>Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html
<i>Cisco Packaged Contact Center Enterprise Features Guide</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html
<i>Cisco Unified Contact Center Enterprise</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html
<i>Cisco Unified Communications Manager</i>	https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html
<i>Cisco Unified Intelligence Center</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html
<i>Cisco Finesse</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html
<i>Cisco Unified Customer Voice Portal</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html
<i>Cisco Enterprise Chat and Email</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).

- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: <ul style="list-style-type: none">• Choose Edit > Find.• Click Finish.
<i>italic</i> font	Italic font is used to indicate the following: <ul style="list-style-type: none">• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none">• Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none">• For arguments where the context does not allow italic, such as ASCII output.• A character string that the user enters but that does not appear on the window such as a password.

