Preface

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Change History

Change	See	Date
Edge Chromium (Microsoft Edge) updates	Browser Settings and Single Sign-On	December, 2020
Initial Release of Document for Release 12.5		February, 2020
Overview of Avaya Support.	Avaya Support chapter	
Overview of ICM-to-ICM Gateway Support.	ICM-to-ICM Gateway Support chapter	
Information on how to configure Cisco Webex Experience Management	Webex Experience Management Integration chapter	
Information on how to configure Customer Virtual Assistant feature	Customer Virtual Assistant chapter	

About This Guide

This document explains the features you can enable after your Packaged CCE system is installed, configured, and operational. For each feature, there is a description, procedures for initial setup, and details on the functionality the feature provides.

Audience

This document 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 document 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

Subject	Link
Cisco Packaged Contact Center Enterprise (Packaged CCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html
Contact Center Enterprise Compatibility Matrix	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-device-support-tables-list.html
Virtualization for Cisco Packaged CCE	https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/virtualization/pcce_virt_index.html
Cisco Unified Communications Manager	https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html
Cisco Unified Intelligence Center	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html
Cisco Finesse	https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html
Cisco Unified Customer Voice Portal (Unified CVP)	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html
Cisco Remote Expert Mobile	https://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-series-home.html
Cisco Customer Collaboration Platform	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html
Enterprise Chat and Email	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-email-interaction-manager/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: • Choose **Edit** > **Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • 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.