Preface

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 12.6(1)		Mar, 2021
OpenJDK Migration	Import CA Certificate into AW Machines	
	Self-signed Certificates	
	Change Java Truststore Password	
Edge Chromium (Microsoft Edge) updates	Set Up CA Certificate for Chrome and Edge Chromium (Microsoft Edge) Browsers	
	Accept Security Certificates	
New chapters/topics have been added for Contact Center AI	Enable or Disable Contact Center AI Services for Multiple Agents	
	Bulk Contact Center AI Services Content File	
	Contact Center AI Configuration	
Updated topics for Agent Answers	Add and Maintain Agents	
	Manage Bulk Jobs	
	Add and Maintain Call Types	

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
Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
Cisco Packaged Contact Center Enterprise Documentation Guide	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
Solution Design Guide for Cisco Packaged Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html
Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html
Cisco Packaged Contact Center Enterprise Features Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html
Cisco Unified Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.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	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html
Cisco Enterprise Chat and Email	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html

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- Software Updates

- Updates to Known Bugs

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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.