



Preface

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Change History

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

Change	See	Date
Added the URL of the Webex Connect datacenter in Canada.	Integrate Cloud Connect with Webex Connect	07 August, 2023

Change	See	Date
Initial Release of Document for Release 12.6(2)		April, 2023
A new chapter has been added that has information about how to provision and work with digital channels.	Digital Channels Integration using Webex Connect	
The VPN-less Access to Finesse Desktop section that was in the Mobile Agent chapter has been made into a separate chapter with additional details added.	VPN-less Access to Finesse Desktop	
A new chapter has been added that provides information about how to set up and use the Virtual Agent-Voice Call Transcription feature.	Virtual Agent–Voice Call Transcription	
The Virtual Agent-Voice and the Virtual Agent–Voice for Dialogflow CX chapters have been combined into one chapter. This chapter also includes information about cloud-based connectors.	Virtual Agent-Voice	
Cisco IdS now supports an asymmetric key encryption for signing the tokens generated for authentication.	Single Sign-On	
A new appendix has been added. This appendix replaces the Reverse-Proxy Configuration appendix.	Reverse Proxy Automated Installer	
A new appendix has been added that has guidelines for custom reverse proxy deployment.	Guidelines for Custom Reverse Proxy Deployment	

About This Guide

This guide explains features you can use in conjunction with Cisco Unified Contact Center Enterprise. For each feature, there is a description, procedures for initial setup, and details on the functionality the feature provides.

Audience

This guide is prepared for Contact Center administrators who configure and run the contact center, manage agents, and address operational issues.

Related Documents

Subject	Link
Design considerations and guidelines for deploying a Unified CCE solution, including its various components and subsystems.	<i>Solution Design Guide for Cisco Unified Contact Center Enterprise</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html

Communications, Services, and Additional Information

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

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- Software Updates
- Updates to Known Bugs

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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	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <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	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<p>Angle brackets are used to indicate the following:</p> <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.