

# Cisco Collaboration Systems Release 12.7: Release Notes for Contact Center

---

**First Published:** 2020-08-06

**Last Modified:** 2021-03-19

## Contact Center Releases

This document covers Cisco Collaboration Systems Release 12.7 systems testing for Contact Center. Although a variety of Contact Center versions are supported with this systems release, the following Contact Center versions are recommended:

- Cisco Unified Contact Center Express 12.5(1)SU1
- Cisco Unified Contact Center Enterprise 12.6(1)
- Cisco Packaged Contact Center Enterprise 12.6(1)

For a detailed listing of Contact Center applications that are supported with this systems release, including **Minimum** and **Recommended** versions, see the [Compatibility Matrix for Cisco Collaboration Systems Release](#).

## Introduction to Cisco Collaboration Systems Release for Contact Center

As part of our standard methodology for each Cisco Collaboration Systems Release, we:

- Perform system-wide testing of Cisco Collaboration products to supplement the product-level testing performed on each collaboration product.
- Recommend compatible software releases that were verified by the testing teams. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual applications or products.

For software compatibility data, see the [Cisco Collaboration Systems Release Compatibility Matrix](#).



---

**Note** Not all Collaboration System product release versions may be available at the same time. For latest product version availability, see individual product support pages at, [Support and Downloads](#).

---

This document focuses on the Contact Center components tested as part of the Cisco Collaboration Systems Release. For information focused on Collaboration components that were tested as part of Cisco Collaboration Systems Release, see: *Release Notes for Cisco Collaboration Systems Release* at <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-system/products-release-notes-list.html>.

This document provides release notes details based on the system-wide testing which includes the following types of components:

- Call control components, such as Cisco Unified Communications Manager (Unified CM), and Cisco Unified Communications Manager IM and Presence Service.
- Contact center components, such as Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Packaged Contact Center Enterprise (Packaged CCE), Cisco Unified Contact Center Express (Unified CCX), Cisco Unified Intelligence Center (Unified Intelligence Center), Cisco Finesse, and Cisco Unified Customer Voice Portal (Unified CVP).
- Enterprise Edge components such as Cisco Unified Border Element (CUBE), and Cisco Expressway Series.
- Devices (Endpoints), such as Cisco DX Series (DX Series), Cisco IP Phone 7800 Series, Cisco IP Phone 8800 Series, and Cisco Jabber for Windows (Jabber for Windows).
- Communications gateway components such as Cisco Integrated Services Routers (ISR).

## Tested Functionality

System-wide testing was done for features and upgrade paths.

### Feature Testing

The following Contact Center features were tested:

#### Packaged Contact Center Enterprise

- **Customer Virtual Assistant (CVA)**—This feature enables the IVR Platform to integrate with cloud-based speech services (currently validated with Google Dialog flow). The feature supports human-like interactions that let customers resolve issues quickly and more efficiently within the IVR, thereby reducing the number of calls that are directed towards actual agents. Solution validation included the intent fulfilment done at both the Cloud Provider (Google) and the On-prem side (CVVB).
- **Hybrid Features:**

- **Hybrid Analyzer**—Hybrid Analyzer lets On-Premise solutions (Enterprise and Express) leverage CJP Business Metrics reporting (Analyzer) capabilities to provide Business Insights to customers. These Insights provide the information to make better decisions. Today, we provide operational metrics only to our on-prem customers and we can use the barrage of data that customers have to provide Business Insights to our customers.

*Use Case Validated*—Abandon contacts. For basic and supplementary call flows in Packaged CCE 2K deployments for voice-only call flows.

- **Voicea**—Contact Center integration with Voicea reduces the agent workload and saves costs for the contact center. This feature enhances the agent experience by providing the agent with a live transcript of the call so that the agent can recap on what the customer said and so that the agent can capture notes in real time. This functionality helps the agent to improve the accuracy of the call "wrap-up" notes and reduces the time needed for call wrap-up.

*Use case validated:*—Validated the transcript for a basic call between agent and customer using the transcript gadget in Finesse desktop.

- **Webex Experience Management (WXM) aka CloudCherry**—This feature lets Packaged CCE customers use WXM (CloudCherry) for presenting surveys to users. This feature also lets customers access analytics on the survey responses so that they can understand the customer experience trend.

*Use Case Validated*—Basic call between agent and customer, post hanging up the call, the customer is transferred so that they can provide the survey inputs. Due to lab limitations, validation is done up when the refer transfer is made successfully to the WMX media server.

### Unified Contact Center Express

- **Hybrid Analyzer**—Hybrid Analyzer enables Premise solutions (Enterprise and Express) to leverage CJP Business Metrics reporting (Analyzer) capabilities to provide Business Insights to our customers. These Insights provide necessary wisdom to take to better decisions/course corrections. Today, we provide operational metrics only to our on-prem customers and we can use the barrage of data that customers have to provide Business Insights to our customers.

*Use Case Validated*—Abandon contacts. For basic and supplementary call flows in Unified CCX deployment for voice and non-voice (chat) call flow:

*sRTP*: Unified CCX supports End to End secure call flow.

## Upgrade Paths

System-wide testing included verifying upgrade paths, including a single-stage upgrade to Cisco Collaboration Systems Release 12.7 from releases such as 12.0, 12.5 or 12.6.

For a list of versions that are compatible with this Cisco Collaboration Systems Release, see the [Cisco Collaboration Systems Release Compatibility Matrix](#).

## New and Changed Features

For details about what is new for Cisco Collaboration Systems Release 12.5, 12.6, and 12.7 see the [Solution Overview](#).

For details about new and changed contact center product features, access individual product release notes from [Product Documentation, on page 7](#).

## System Requirements

This section provides information about system requirements for this Cisco Collaboration Systems Release.

## End-of-Sale Components

### Product Components

As of March 31, 2021, the following product components are End-of-Sale (EOS), but are still supported. Refer to the corresponding link for up to date information.

- Cisco TelePresence MX700D, MX800S, 800D, [End of Life and End of Sale Notices](#)
- Cisco TelePresence MX300G2, [End of Life and End of Sale Notices](#)
- Cisco TelePresence MX200G2, [End of Life and End of Sale Notices](#)

- Cisco TelePresence SX10, SX20, SX80, [End of Life and End of Sale Notices](#)
- Cisco TelePresence EX90, [End-of-Sale and End-of-Life Notices](#)
- Cisco DX70, [End of Sale and End of Life Notices](#)
- Cisco Webex DX80, [End of Life and End of Sale Notices](#)
- Cisco DX650, [End-of-Sale and End-of-Life Notices](#)
- Cisco Unified IP Phone 7945G, 7965G, 7975G Cisco Unified IP Phone Expansion Module 7916, , [End-of-Sale and End-of-Life Notices](#)
- Cisco Unified IP Conference Phone 8831, [End of Sale and End of Life Notices](#)
- Cisco IP Phone 9951 and 9971. [End of Life and End of Sale Notices](#)




---

**Note** The following phone models are End-of-Support as of March 31 2021: 3911, 3951, 6911, 6921, 6941, 6945, 6961, 7902G, 7905G, 7906G, 7911G, 7912G, 7915 7925G, 7925G-EX, 7926G, 7931G, 7936, 7937G, 7940G, 7941G, 7941G-GE, 7942G, 7960G, 7961G, 7961G-GE, 7962G, 7970G, 7971G-GE, 7985G, 8941, 8945, 8961

---




---

**Note** Many phone models are deprecated in Cisco Unified Communications Manager Releases 11.5(x) and up. Deprecated phone models will not work in the Unified Communications Manager for which they are deprecated. For information on which phone models are deprecated, and as of which release, see the [Deprecated Phone Models](#) notice.

---

- Cisco IP Communicator, [End of Life and End of Sale Notices](#)
- Cisco ATA 190 Analog Telephone Adapter, [End of Sale and End of Life Notices](#)
- Cisco VG350 Analog Voice Gateways [End-of-Sale and End-of-Life Notices](#)
- Cisco 2900 Series Integrated Services Routers, [End of Sale and End of Life Notices](#)
- Cisco 3900 Series Integrated Services Routers, [End of Life and End of Sale Notices](#)




---

**Note** The following gateway models are End-of-Support as of March 31, 2021: Cisco VG202 Analog Voice Gateway, Cisco VG204 Analog Voice Gateway, Cisco VG224 Analog Voice Gateway, Cisco VG248 48-Port Analog Voice Gateway, Cisco 2800 Series Integrated Services Routers, Cisco 3800 Series Integrated Services Routers, Cisco ATA 187 Analog Telephony Adapter.

---

- Cisco Unified Workforce Optimization, [End of Life and End of Sale Notices](#)

The EOS date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. Another process, the end-of-life (EOL) cycle, guides the final business operations associated with the product.

The EOL process consists of a series of technical and business milestones and activities that, when completed, make a product obsolete. After a product becomes obsolete, it is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements and a comprehensive list of announcements, see [Products & Services End-of-Sale and End-of-Life Products](#).

Go to [End-of-Life Policy](#) for more information about the EOL policy.

### Software Versions

For support information for specific product components, and which software versions are End of Sale for those components, refer to the below links:

- Cisco Unified Communications Manager, [End of Life and End of Sale Notices](#)
- Cisco Unified Communications Manager IM and Presence Service, [End of Life and End of Sale Notices](#)
- Cisco Expressway, [End of Life and End of Sale Notices](#)
- Cisco Unified Border Element, [End of Life and End of Sale Notices](#)
- Cisco Unified Contact Center Enterprise or Packaged Contact Center Enterprise, [End of Life and End of Sale Notices](#)
- Cisco Finesse, [End of Life and End of Sale Notices](#)
- Cisco Social Miner, [End of Life and End of Sale Notices](#)
- Cisco Unified IP Interactive Voice Response, [End of Life and End of Sale Notices](#)
- Cisco Unified Customer Voice Portal, [End of Life and End of Sale Notices](#)
- Cisco Unified Intelligent Contact Management Enterprise, [End of Life and End of Sale Notices](#)
- Cisco Jabber for Windows, [End of Life and End of Sale Notices](#)
- Cisco Jabber for Mac, [End of Life and End of Sale Notices](#)
- Cisco Jabber for iOS, [End of Life and End of Sale Notices](#)
- Cisco Jabber for Android, [End of Life and End of Sale Notices](#)
- Cisco Jabber Softphone for VDI, [End of Life and End of Sale Notices](#)
- Cisco Unified SIP Proxy, [End of Life and End of Sale Notices](#)
- Cisco VG Series Gateways, [End of Life and End of Sale Notices](#)
- Cisco ATA 190 Series Analog Telephone Adapters, [End of Life and End of Sale Notices](#)
- Cisco ASR 1000 Series Aggregation Services Routers, [End of Life and End of Sale Notices](#)
- Cisco 2900 Series Integrated Services Routers, [End of Life and End of Sale Notices](#)
- Cisco 3900 Series Integrated Services Routers, [End of Life and End of Sale Notices](#)
- Cisco 4000 Series Integrated Services Routers, [End of Life and End of Sale Notices](#)

- Cisco IOS XE Software for Cisco 4000 Series Integrated Services Routers, [End of Life and End of Sale Notices](#)

## Deployment Considerations

This section lists deployment considerations for Cisco Collaboration Systems Release. Cisco Collaboration Systems validation does not test every rebuild. Therefore, more regression testing in a customer or Cisco-specific certification lab is recommended before deployment.



---

**Note** For your reference, see the [Cisco Collaboration Systems Release Design Guides](#).

---

When deploying Cisco Collaboration Systems, consider the following.

- At the minimum, deploy the software release that is recommended in:  
[Cisco Collaboration Systems Compatibility Matrix](#)
- For other software components, use the most current rebuild of a maintenance release. For IOS, information about the latest releases, including deferral advisories, is available at:  
<http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp>
- If the recommended release has been deferred to a subsequent release, use the subsequent release.
- Before deploying a release, examine the open caveats in the chosen release to determine if any affect your implementation. View open caveats through the Bug Search tool, which is located at:  
<https://tools.cisco.com/bugsearch/>
- Deploy the chosen release in a lab environment that uses the same product components as your product components before moving to a production environment.
- If you want to deploy Cisco TelePresence Conductor, the product is now End of Software Maintenance:  
<https://www.cisco.com/c/en/us/products/collateral/conferencing/telepresence-conductor/eos-eol-notice-c51-739456.html>

## Latest Software Upgrades

The following are links to the latest software upgrades for Cisco Collaboration Systems Release components.

To launch the Product Upgrade Tool, go to:

<https://upgrad.cloudapps.cisco.com/upgrad/jsp/index.jsp>

To download the latest software for all other components, go to:

<https://software.cisco.com/download/home>

## Component Versions

For current Cisco Collaboration Systems Release compatible component versions, refer to the [Cisco Collaboration Systems Compatibility Matrix](#).




---

**Note** Product-specific compatibility documents provide complete compatibility information between components.

---




---

**Note** Not all Collaboration System product release versions may be available at the same time. For latest product version availability, see individual product support pages at, [Support and Downloads](#).

---




---

**Note** You can set up a virtualized environment by running collaboration applications on a virtual machine on a Unified Computing System (UCS). For more details, including UCS hardware information and third-party requirements, see:

<https://www.cisco.com/go/virtualized-collaboration>

---




---

**Note** Cisco Hosted Collaboration Solution (Cisco HCS) is a hosted solution that includes various Cisco Collaboration Systems release components. For more information about Cisco HCS, see: [Cisco Hosted Collaboration Solution](#) and [Cisco HCS Product Support](#).

---

## Related Documentation

### Collaboration Systems Documentation

For systems documentation that covers Cisco Collaboration Systems Releases 12.5 through 12.7, go to <https://www.cisco.com/c/en/us/support/unified-communications/collaboration-systems-release-12-5/model.html>

### Product Documentation

For documentation that covers the product components that make up the Contact Center portion of a Cisco Collaboration Systems Release, refer to the below table. For each product component, the table provides links to:

- **Product Overview** pages, from which you can access general product information such as product data sheets and additional marketing material.
- **Documentation** pages, from which you can access technical documentation such as release notes, design, installation, configuration, and troubleshooting guides.




---

**Note** For details about which product versions are recommended for this Collaboration Systems Release, see Cisco Collaboration Systems Release Compatibility Matrix at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html).

---

Table 1: Product Documentation Links

Component	Links
<b>Call Control</b>	
Cisco Unified Communications Manager	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Unified Communications Manager IM & Presence Service	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
<b>Contact Center</b>	
Cisco Packaged Contact Center Enterprise	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Unified Contact Center Express	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Unified Contact Center Enterprise	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Finesse	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Unified Intelligence Center	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Virtualized Voice Browser	<ul style="list-style-type: none"> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Unified Intelligent Contact Management Enterprise	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Unified Customer Voice Portal	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
<b>Enterprise Edge</b>	
Cisco Expressway Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>



Component	Links
Cisco Unified Border Element	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
<b>Endpoints</b>	
Cisco Headset 500 Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Headset 700 Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Webex Board	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Webex Desk Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Webex Room Phone	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Webex Room Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Webex Share	<ul style="list-style-type: none"> <li>• <a href="#">Product Information</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence System EX Series (EOS)	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence System 500-32 (EOS)	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence System 500-37 (EOS)	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence IX5000	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>

Component	Links
Cisco TelePresence MX Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence SX Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence System 1100 (EOS)	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence Integrator C Series (EOS)	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco TelePresence Precision 60 Camera	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco IP Phone 7800 Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco IP Phone 8800 Series	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Jabber for Android	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Jabber iPhone and iPad	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Jabber for Mac	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco Jabber for Windows	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
<b>Communication Gateways</b>	
Cisco IOS 15 M&T	<ul style="list-style-type: none"> <li>• <a href="#">Documentation</a></li> </ul>
Cisco IOS XE 16	<ul style="list-style-type: none"> <li>• <a href="#">Documentation</a></li> </ul>

Component	Links
Cisco VG Series Gateways	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco ASR 1000 Routers	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco 2900 Series Integrated Services Routers (EOS)	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco 3900 Series Integrated Services Routers	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>
Cisco 4000 Series Integrated Services Routers	<ul style="list-style-type: none"> <li>• <a href="#">Product Overview</a></li> <li>• <a href="#">Documentation</a></li> </ul>

## Limitations and Restrictions

If you are a Cisco partner or a registered Cisco.com user with a Cisco service contract, you can use the Bug Search tool to find caveats of any severity for any release. Access Bug Search at: <https://bst.cloudapps.cisco.com/bugsearch/>.

We offer a Cisco Notification Service that allows you to set up one or more profiles. These profiles enable you to receive email notification of new Field Notices, Product Alerts, or End of Sale information for the products that you have selected. The Product Alert Tool is available at: <https://www.cisco.com/cisco/support/notifications.html>.

### Important Notes

This section includes important notes related to the testing of this Cisco Collaboration Systems Release.

#### Push Notifications Calls Fail During Unified Communications Manager Failover

Incoming Push Notifications calls to Cisco Jabber on iPhone or iPad will fail if Cisco Unified Communications Manager is in failover state and the Jabber client has been in standby mode for more than 3 minutes, or if Jabber is in a killed or swiped-away state. In this case, to receive incoming Push Notifications calls, the mobile device, or the Jabber client, must be relaunched.

For details, see [CSCvj93746](#).

### Open Caveats

#### Open Caveats for Cisco Collaboration Systems Release for Contact Center 12.7

The following table contains severity level 1-3 open caveats for Cisco Collaboration Systems for Contact Center, Release 12.7.

Caveat	Headline
<a href="#">CSCvs94916</a>	Kernel Panic seen on UCCX Box after graceful reboot

## Troubleshooting

For troubleshooting information, tips, and recommendations related to Cisco Collaboration Systems Releases, see individual product Troubleshooting Guides located in [Component Documentation](#).

