



Cisco Unified Contact Center Express Documentation Guide, Release 11.6(1)

First Published: 2017-08-24

Documentation Guide

This documentation guide provides details of all the documents for this release of Unified Contact Center Express (Unified CCX), Release 11.6(1) and contains links to the documents.

For the latest version of all of the documents of Unified CCX, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>.

Documentation Changes

The following tables identify the documents that changed for this release.

New Solution Documents in This Release

There are no new solution documents in this release.

New Documents in This Release

This table lists the Unified CCX documents that are new in this release:

Document	Notes
Cisco Unified Contact Center Express Administration and Operations Guide	<p>This document provides instructions for using the Unified CCX Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications. This document also describes all the operations that are related to Unified CCX.</p> <p>The latest guide is located at:</p> <p>https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.</p>

Document	Notes
Cisco Unified Contact Center Express Features Guide	<p>This document describes Cisco Context Service, a cloud-based, omnichannel solution. Context Service captures customer interaction history and provides flexible storage of the customer interaction data across all channels (including voice, chat, email, and Internet of Things).</p> <p>The latest guide is located at: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html</p>
Cisco Unified Contact Center Express Reporting Guide	<p>This document describes all the fields in the Historical Reports and the query designs for the Historical Reports. It describes the fields, charts, available views, filters, and grouping for the Historical and Live Data Reports.</p> <p>The latest guide is located at: https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.</p>

Documents Updated in This Release

This table lists the documents that are updated in this release.

Document	Notes
Cisco Unified Contact Center Express Administration and Operations Guide	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Manage System Parameters • Import Contacts for Campaign • Mail Server Configuration • Wrap-Up Reason • Email Signatures and Email Signature Configuration • Chat Web Form Configuration • Plug-ins • Real-Time Reporting Tool • Context Service Status • show uccx livedata connections • show tls server min-version • show tls client min-version • set tls server min-version • set tls client min-version • utils cuic user make-admin • Network Services • Context Service Status • Default Layout XML
Cisco Unified Contact Center Express Installation and Upgrade Guide	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Install Unified CCX Clients • Upgrade Unified CCX Real-Time Reporting Tool • Roll Back Unified CCX Clients • Upgrade VMware Tools using vSphere Client for Unified CCX

Document	Notes
Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Chat and Email Control Gadget <ul style="list-style-type: none"> • Chat Interaction panel • Initiate a Group Chat • Accept a Group Chat • Decline a Group Chat • Apply Wrap-Up Reasons for Chat and Email • Email Reply Panel • Reply to an Email Contact • Forward an Email • Initiate a Direct Transfer of a Call • Monitor a Call
Cisco Unified Contact Center Express Report User Guide	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> • Dashboards • Reports • Permalinks • View Help
Cisco Unified Contact Center Express Developer Guide	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> • WrapupCategory • Chat Widget • Proxy Configuration • Channel Provider
Cisco Unified Contact Center Express Editor Step Reference Guide	<p>This document includes updates to the following features:</p> <ul style="list-style-type: none"> • Document Step

Document	Notes
Cisco Unified Contact Center Express CTI Protocol Developer Guide	<p>This document contains updates related to the CTI Protocol version 16. The following events are updated:</p> <ul style="list-style-type: none"> • SNAPSHOT_DEVICE_CONF • QUERY_DEVICE_INFO_CONF • CALL_ORIGINATED_EVENT • CALL_DATA_UPDATE_EVENT • END_CALL_EVENT • BEGIN_CALL_EVENT • CONFIG_DEVICE_EVENT • All Message Types Organized by ID Number

Documents Not Updated in This Release

This table lists the documents that are not updated in this release.

Document	Notes
Cisco Unified CCX Getting Started with IP IVR Guide	This document does not contain any updates for this release.
Cisco Unified Contact Center Express Report Developer Guide	This document does not contain any updates for this release.
Cisco Unified Contact Center Express Getting Started with Scripts	This document does not contain any updates for this release.
Cisco Unified Contact Center Express Expression Language Reference Guide	This document does not contain any updates for this release.

Documents Retired in This Release

This table lists the documents that are retired in this release.

Document	Notes
Cisco Unified Contact Center Express Operations Guide	From this release, this document is retired. For information on all the operations that are performed related to Unified CCX, see the <i>Cisco Unified Contact Center Express Administration and Operations Guide</i> .
Cisco Unified Contact Center Express Historical Reporting Guide	From this release, this document is retired. For information on all the fields in the Historical Reports and the query designs for the Historical Reports, see the <i>Cisco Unified Contact Center Express Reporting Guide</i> .

Document	Notes
Cisco Unified Contact Center Express Report Online Help	From this release, this document is retired. For more information on all the fields, charts, available views, filters, and grouping, see the <i>Cisco Unified Contact Center Express Reporting Guide</i> . Online help file is available for each report.
Cisco SocialMiner User Guide for Cisco Unified Contact Center Express	From this release, this document is retired.

Other Documentation Sources

This table lists other documentation sources that are updated in this release:

Document	Notes
Compatibility Matrix for Cisco Unified Contact Center Express 11.6(1)	Replaces the Compatibility Matrix Wiki. Updated to meet Cisco Unified Contact Center Express, Release 11.6(1) requirements. To view the page, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html .
Virtualization for Cisco Unified Contact Center Express	Updated to meet Cisco Unified Contact Center Express, Release 11.6(1) requirements. To view the page, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html .

Plan

The guides listed in this section relate to planning and designing a Unified CCX system.

Cisco Customer Contact Solutions Ordering Guide

This document describes the pricing, packaging structure and ordering for Unified CCX.

The latest guide is located at:

https://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/design/guides/UCgoList.html.

Cisco Unified Contact Center Express Solution Design Guide

This document describes system-level best practices and design guidelines for Unified CCX Solution and the solution components.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html

Release Notes for Unified Contact Center Express Solution

This document describes the new features, updated features, and caveats for Unified CCX Solution. Users should read the latest release notes before initially installing or upgrading their Unified CCX system.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html.

Open Source Used in Unified Contact Center Express

This document lists the licenses and notices for open source software that are used in Unified CCX.

The latest guide is located at:

https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/UnifiedContactCenterExpress1251v10.pdf.

Compatibility Matrix for Unified Contact Center Express

This compatibility document lists supported product combinations for active Unified CCX product sets.

The latest compatibility information is located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>

Virtualization for Cisco Unified Contact Center Express

The virtualization document describes Unified CCX virtualization requirements, guidelines, and procedures.

The latest virtualization-related information is located at:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html

Install and Upgrade

The guides listed in this section relate to installing and upgrading Unified CCX.

Cisco Unified Contact Center Express Installation and Upgrade Guide

This document explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Getting Started with Cisco Unified IP IVR

This document describes how to install and set up Unified IP IVR.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

Configure

The guides listed in this section relate to configuring a Unified CCX system. Configuration tasks are normally completed after you install the product or system.

Cisco Unified CCX Administration and Operations Guide

This document provides instructions for using the Unified CCX Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications. This document also describes all the operations that are related to Unified CCX:

- Using the Unified CCX Serviceability interface to configure, monitor, and troubleshoot Unified CCX services and components.
- Using Real-Time Monitoring Tool (RTMT) to monitor system performance and troubleshoot system problems.
- Backing up and restoring.
- Using CLI commands to configure, administer and troubleshoot Unified CCX.

The latest guide is located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>

Cisco Unified Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR

This document describes the system administration functions through the Cisco Unified Operating System for Unified CCX.

The latest guide is located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>

Cisco Unified Contact Center Express Features Guide

This document describes Cisco Context Service, a cloud-based, omnichannel solution. Context Service captures customer interaction history and provides flexible storage of the customer interaction data across all channels (including voice, chat, email, and Internet of Things).

The latest guide is located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html>

Port Utilization Guide for Cisco Unified Contact Center Express Solutions

This document describes all the operations using the TCP and UCP ports that are related to Unified CCX and its components.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Cisco Unified Contact Center Express CTI Protocol Developer Guide

This document describes how to use the Unified CCX CTI protocol messages, and provides the CTI protocol message definitions, and provides client application development guidelines.

The latest guide is located at:

<https://developer.cisco.com/docs/contact-center-express/#!/previous-documentation-pdfs>.

Cisco Unified Contact Center Express Developer Guide

This document describes all the configuration REST APIs that are available for Unified CCX.

The latest guide is located at:

<https://developer.cisco.com/docs/contact-center-express/>

Cisco Unified Contact Center Express Getting Started with Scripts

This document is volume 1 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It presents the properties of Unified CCX Editor.

The latest guide is located at:

<https://developer.cisco.com/docs/contact-center-express/>

Cisco Unified Contact Center Express Editor Step Reference Guide

This document is volume 2 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It describes how to use the Cisco Editor interface to create interactive scripts.

The latest guide is located at:

<https://developer.cisco.com/docs/contact-center-express/>

Cisco Unified Contact Center Express Expression Language Reference Guide

This document is volume 3 of the Scripting and Development Series, which contains three volumes, and describes how to use the Unified CCX Editor to develop interactive scripts. It describes the language used for evaluation expressions in Unified CCX scripts, prompt templates, and grammar templates.

The latest guide is located at:

<https://developer.cisco.com/docs/contact-center-express/>

Cisco Unified Contact Center Express Report Developer Guide

This document describes the call, chat, and email detail records. It describes how to create new reports by using Cisco Unified Intelligence Center.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html

User

The guides listed in this section are for agents, supervisors, and reporting administrators of Unified CCX.

Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express

This document describes how to use Finesse agent desktop and Finesse supervisor desktop.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Unified Contact Center Express Reporting Guide

This document describes all the fields in the Historical Reports and provides the query designs for the Historical Reports. It describes the fields, charts, available views, filters, and grouping for the Historical and Live Data Reports.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Cisco Unified Contact Center Express Report User Guide

This document describes the features that are available to a user using Unified Intelligence Center.

The latest guide is located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

Reference

The guides listed in this section are technical references related to Unified CCX.

Cisco Unified CCX Database Schema Guide

This document describes how data is organized in the Unified CCX databases.

The latest guide is located at: https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html.

Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at:

<https://tools.cisco.com/security/center/publicationListing.x>

Related Documentation

This section provides links to the documentation of the product components that are deployed with Unified CCX.

Subject	Link
Finesse	For Cisco Finesse documentation, see: https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html .

Subject	Link
MRCP, ASR and TTS	<p>For Media Resource Control Protocol (MRCP), Automated Speech Recognition (ASR), and the MRCP Text-to-Speech (TTS) client components, see the Third-Party section of the latest compatibility information is located at:</p> <p>https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html.</p>
SocialMiner	<p>For Cisco SocialMiner documentation, see:</p> <p>https://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html.</p>
Cisco Unified Communications Manager	<p>For Cisco Unified Communications Manager documentation, see:</p> <p>https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.</p>
Cisco Unified Intelligence Center	<p>For Cisco Unified Intelligence Center documentation, see:</p> <p>https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html.</p>
Unified Workforce Optimization Workforce Management	<p>For Cisco Unified Workforce Optimization Workforce Management documentation, see:</p> <p>https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html.</p>
Unified Workforce Optimization Advanced Quality Management	<p>For Cisco Unified Workforce Optimization Advanced Quality Management documentation, see:</p> <p>https://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html.</p>