Cisco Unified Contact Center Express Documentation Guide, Release 12.5(1) SU1

First Published: 2021-01-31

This documentation guide provides details of all the documents for this release of Unified Contact Center Express (Unified CCX), Release 12.5(1) SU1 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.

Document 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

There are no new Unified CCX documents in this release.

Documents Updated in This Release

The following table lists the documents that are updated for this release.

Document	Notes
Cisco Unified Contact Center Express Administration and Operations Guide	

Document	Notes
	Updates to this document are as follows: • Removed the commands, **set cuic trace** and **show cuic trace** • Included Syslog Support for Critical Cisco Finesse Log Messages • Removed the Cisco Finesse Trace Logging section • Added Finesse Log Configuration, Connected Agents, and Multi-Tab Gadget • The procedure to set up certificates in Chrome has been updated with Edge Chromium • Added the command **set cuic properties report-query-timeout** • Updated SRTP with the information related to RmCm provider user • Added information related to Data Check and Data Resync when SRTP is selected • Added information related to data synchronization • Added info about restoring from a backup when SRTP is enabled and disabled • Introduced setting of webapp session timeout • Added the commands **show webapp session timeout**, **show cli session timeout**, **set webapp session maxlimit**, and **set webapp session timeout** • Updated Agent ID details to support 64 characters • Added a note about secure JTAPI connection for the SRTP field • Added information about custom logon message • Removed Cisco Unified Intelligence Center Services and added a note about CUIC CLI • Added the commands **utils cuic logging list**, **utils cuic logging config set**, **utils cuic logging update**, **utils cuic logging config show**, **utils cuic logging reset, utils cuic logging config clear, utils cuic session list,** and **utils cuic session delete**

Document	Notes
	• Updated the description of **Authorization Status** and **Status** fields with **Added Authorized - Reserved** and **Not Authorized - Reserved** • Added the fields **Reserved Count**, **License Control**, **Current License Type**, **Overage Allowance**, and **I have purchased High Availability License** Smart License Management • Added a new topic **Utils FIPS** to mention the points to be considered before enabling FIPS • Added the new alerts **EmailOAuthConnectionFailed** and **EmailAuthenticationFailed** in Unified CCX Alerts • Added the new fields **Authentication Type** and **Private Key** in Contact Service Queues • Added a note for **Email password** field in Contact Service Queues • Added information about accessibility support for visually challenged • Updated Localize Accessibility Messages • Added a new topic to list Specific License Reservation commands • Added the new field **HTTP** in Mail Server Configuration • Included Agent Device Selection • Included Auto Answer
Cisco Unified Contact Center Express Developer Guide	Updates to this document are as follows: • Added new attributes**emailAuthType** and **emailOAuthDetails** • Added information about **emailAuthType** for **accountPassword** attribute • Added a new attribute **useHttpProxy** • Added new elements **emailAuthType**, **emailOAuthDetails**, and **useHttpProxy**

Document	Notes
Cisco Unified Contact Center Express CTI Protocol Developer Guide	Updates to this document are as follows: • Updated the maximum supported CTI Protocol version to 18 • Updated the configuration mask with Terminal Information • Introduced a new event as part of Agent Device Selection • Updated the message with new field **ActiveTerminal** • Introduced a new field **ConfigMsgMaskGranted** • Updated the **FieldDataID** field is 2 bytes • Updated **FieldDataID** values **302 -305** for Agent Device Selection • New error code **CCX_ACTIVE_TERMINAL_NOT_SPECIFIED** for Agent Device Selection • The Maximum size of the **Agent ID** field is updated to **129**
Cisco Unified Contact Center Express Database Schema Guide	Updates to this document are as follows: • A new field **autoanswer** is included in the **Team** table • The storage size of the **resourceLoginID** and **reskiller** fileds are updated to **128** • Added two new fields **emailAuthType** and **emailOAuthDetails** • Added a point about SMS/Email survey • Added new fields **surveyname**, **dispatchid**, and **usehttpproxy** • Removed the fields **wdcode** and **wdcontextservicefieldsets**

Document	Notes
Cisco Unified Contact Center Express Features Guide	Updates to this document are as follows: • The step to accept certificates in Chrome is updated to include Edge Chromium • Added a note about Custom logon message • Added new fields**HTTP**, **Authentication Type**, and **Private Key** • Added a note about authentication type in **Email password** field • Added information about JAWS and a related note • Added information about Overage Allowance
Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express	Updates to this document are as follows: • Added **Multi-Tab Gadgets** • Added Custom logon details • The procedure to accept certificates in Chrome has been updated with Edge Chromium (Microsoft Edge) • Added **Agent Device Selection**
Cisco Unified Contact Center Express Installation and Upgrade Guide	Updates to this document are as follows: • Added details about COP file • Added the point about disabling SRTP before upgrade • Added a caution for installing second node
Cisco Unified Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR	Updates to this document are as follows: • For CSR generation, updated the supported key lengths that are restricted • Updated the introduction of Set Up Customized Logon Message to reflect all the applications that are impacted

Document	Notes
Cisco Unified Contact Center Express Reporting User Guide	Updates to this document are as follows: • Updated the procedure to trust self signed certificates of Chrome with Edge Chromium (Microsoft Edge) • Updated information about Custom messages during sign in
Cisco Unified Contact Center Express Editor Step Reference Guide	Updates to this document are as follows: • Added the note about hostname validation • Added info about **HTTP Content-type** header
Solution Design Guide for Cisco Unified Contact Center Express	Updates to this document are as follows: • Changed Cisco WFO to Webex WFO and Advanced Quality Management to Quality Management • Added info about secure JTAPI connection between CUCM and Unified CM Telephony and RmCm • Added **Agent Device Selection**

Documents Not Updated in This Release

- Getting Started with IP IVR Guide
- Cisco Unified Contact Center Express Getting Started with Scripts
- Cisco Unified Contact Center Express Expression Language Reference Guide
- Port Utilization Guide for Cisco Unified Contact Center Express Solution

Documents Retired in This Release

None

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 12.5(1)	Replaces the Compatibility Matrix Updated to meet Cisco Unified Contact Center Express, Release 12.5(1) SU1 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.

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/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=Unified%20contact%20center%20express&flt1_general-table0=12.5(1)#~documentation.

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.
- Using the TCP and UCP ports.

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 Webex Experience Management. The Cisco Webex Experience Management is a cloud service to configure surveys.

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 User Guide

This document describes the features that are available to a user using Unified Intelligence Center and all the fields in the Historical Reports and provides the query designs for the Historical Reports. This document also 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.

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.
MRCP, ASR and TTS	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: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html.
Customer Collaboration Platform	For Cisco Customer Collaboration Platform documentation, see: https://www.cisco.com/c/en/us/support/contact-center/unified-contact-center-express-12-5-1/model.html
Cisco Unified Communications Manager	For Cisco Unified Communications Manager documentation, see: https://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.
Cisco Unified Intelligence Center	For Cisco Unified Intelligence Center documentation, see: https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html.
Cisco Webex Workforce Optimization	For Cisco Webex Workforce Optimization documentation, see: https://www.cisco.com/c/en/us/support/contact-center/webex-workforce-optimization/series.html.

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