Cisco Hosted Collaboration Solution for Contact Center Documentation Guide, Release 12.0(1)

First Published: 2019-01-11

Cisco Hosted Collaboration Solution for Contact Center Documentation Guide

This documentation guide provides details of all the documents for the release of Cisco Hosted Collaboration Solution for Contact Center and contains the links to the documents.

For the latest version of all the Cisco Hosted Collaboration Solution for Contact Center documents, see https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html.

Documentation Changes

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

Updated documents are also listed under Collaboration in *What's New in Cisco Product Documentation* at: https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html. This service lists new and revised Cisco documentation since the last release of this monthly publication. You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader: https://www.cisco.com/cdc_content_elements/rss/whats_new/whatsnew_rss_feed.xml.

New Documents in This Release

There are no new HCS for Contact Center guides that are introduced for this release.

This table describes the Enterprise Chat and Email guides that are introduced for this release.

Document	Notes
Enterprise Chat and Email Installation and Configuration Guide for UCCE	This document provides instructions to install the Enterprise Chat and Email component for Release 12.0(1). To view this guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html.

New Solution Documents in This Release

There are no new solution documents in this release.

Documents Updated in This Release

This table lists the HCS for Contact Center guides updated for this release, and describes the major changes.

Document	Notes
Solution Design Guide for Cisco Hosted Collaboration Solution for Contact Center	Updated the following topics: • Availability for Reference Designs • Contact Center Enterprise Solutions Overview • Design Considerations for Integrated Features • Solution Security • Bandwidth, Latency and QoS for Core Components See the guide's Change History section for more details.
Configuration Guide for Cisco Hosted Collaboration Solution for Contact Center	Added the following topics: • Configure ECC Payload • Create Customer Instance for 24000 Agent Deployment Model Updated the following topics: • Configure VRU Peripheral Gateway • Configure MR Peripheral Gateway • Configure Unified CCE • Configure CTI OS Server See the guide's Change History section for more details.
Installing and Upgrading Guide for Cisco Hosted Collaboration Solution for Contact Center	Added the following topic: • Unified Communications Manager Upgrade Procedures Updated the following topic: • Install Microsoft SQL Server Standard Edition See the guide's Change History section for more details.

Document	Notes
Cisco Hosted Collaboration Solutions for Contact Center Features Guide	Added the following chapters: • Agent Greeting • Whisper Announcement • Courtesy Callback • DB Integration • Outbound Option • Post Call Survey • A-law Codec • CM Silent Monitoring • Music on Hold • Agent Request • Extension Mobility • Precision Queue • Task Routing See the guide's Change History section for more details.
Documentation Guide for Cisco Hosted Collaboration Solution for Contact Center	Lists all the documents that are released for Cisco HCS for Contact Center Solution Release 12.0(1).
Release Notes for Cisco HCS for Contact Center Solution	Lists the new features, updated features, important notes, deprecated features, and removed and unsupported features for Cisco HCS for Contact Center Solution Release 12.0(1).

This table lists the Enterprise Chat and Email guides that were updated for this release, and describes the major changes.

Document	Notes
Enterprise Chat and Email Upgrade Guide for UCCE	Updated the following topics: • Preparing Database Servers • Restoring Backup Copies of Databases on SQL 2016
Enterprise Chat and Email Administrator's Guide to Administration Console	This document includes changes for the following features: • Agent Availability Buffer • Agent Availability Check Mechanism • Precision Routing

Document	Notes
Enterprise Chat and Email Design Guide	This document includes the following new chapter: • System Flow and Configuration Design
Enterprise Chat and Email Administrator's Guide to System Console	Updated the following topic: • Configuring Security Settings for an EAAS Service Instance
Enterprise Chat and Email Administrator's Guide to Routing and Workflow	This document includes changes for the following features: • Queue Configuration • Precision Routing
Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources	Updated the following topic: • Configuring Sub-Domain Navigation Options
Enterprise Chat and Email Agent's User Guide	This document includes changes for the following feature. • Pick and pull emails
System Requirements for Enterprise Chat and Email	This document includes updates to the SQL Server, Application Server, Java, IOS, and Android versions.

This table lists the Unified CCDM guides updated for this release, and describes the major changes.

Document	Notes
Installation and Configuration Guide for Cisco Unified Contact Center Domain Manager	Added the following topics: • Installing SQL Server Management Studio (SSMS), Release 16.x or 17.x • Installing Microsoft KB Patches Updated the following topics: • User Desktop Requirements • About the Upgrade Procedure
User Guide for Cisco Unified Contact Center Domain Manager	Added the following topic: • Resource Management Gadget Updated the following topic. • Agent Fields

Document	Notes
Web Services Reference for Cisco Unified Contact Center Domain Manager	Updated the following topics: • Default Domain Management • Association Option

Retired Documents

The following document was retired in this release.

Document	Notes
Enterprise Chat and Email Deployment and Maintenance Guide	This document discusses best-practices for maintaining the Enterprise Chat and Email (ECE) installation. To view the 11.6 and earlier versions of this guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/ cisco-enterprise-chat-email/ products-installation-guides-list.html.

Other Documentation Sources

This table lists the other documentation sources that were updated for this release.

Document	Notes
Virtualization for Cisco HCS for Contact Center	Updated to meet Cisco HCS for Contact Center Release 12.0(1) requirements. To view the page, see: https://www.cisco.com/c/dam/en/us/td/ docs/voice_ip_comm/uc_system/virtualization/hcs_cc_ virt.html.
Compatibility Matrix for Unified Contact Center Enterprise 12.0(1)	Updated to meet Unified Contact Center Enterprise 12.0(1) requirements. To view the page, see: https://www.cisco.com/c/en/us/support/ customer-collaboration/ unified-contact-center-enterprise-11-6-1/ model.html#CompatibilityInformation.

Plan

The guides listed in this section relate to planning and designing Cisco HCS for Contact Center.

Release Notes for Cisco HCS for Contact Center

Audience: All.

Purpose: Describes new features and changes in Cisco HCS for Contact Center, Unified CVP, Finesse, Unified Intelligence Center, Remote Expert Mobile, SocialMiner, Unified CCDM, and Enterprise Chat and Email for a given release.

Content: What's new in the release, restrictions and limitations, and caveats.

To view the latest guide, see: https://www.cisco.com/c/en/us/support/unified-communications/ hosted-collaboration-solution-contact-center/products-release-notes-list.html.

Solution Design Guide for Cisco HCS for Contact Center

Audience: Designers and installers.

Purpose: Provides design considerations and guidelines for deploying the Cisco HCS for Contact Center.

Content: Architecture overview, types of deployments, features, requirements, and constraints.

To view the latest guide, see: https://www.cisco.com/c/en/us/support/unified-communications/ hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html.

Open Source Used in Unified Contact Center Enterprise Solution

Audience: Lawyers.

Purpose: To acknowledge open source code used in Cisco HCS for Contact Center, Unified CCDM, Unified CCE, Packaged CCE, Enterprise Chat and Email, and Unified CCMP.

Content: Licenses and notices for open source software used in Cisco HCS for Contact Center, Unified CCDM, Unified CCE, Packaged CCE, Enterprise Chat and Email, and Unified CCMP.

To view the guide, see:https://www.cisco.com/c/en/us/support/unified-communications/ hosted-collaboration-solution-contact-center/products-licensing-information-listing.html .

Enterprise Chat and Email System Requirements

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes requirements.

Content: Outlines the software specification for ECE. Provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/ cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Enterprise Chat and Email Design Guide

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/ cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Enterprise Chat and Email Data Extracts Guide

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Describes design considerations and guidelines.

Content: Describes the output of the ECE Data Extracts solution for business intelligence.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Install and Upgrade

The guides listed in this section relate to installing and upgrading Cisco HCS for Contact Center.

Installation and Upgrade Guide for Cisco HCS for Contact Center

Audience: System Administrators with knowledge of their Unified Contact Center Enterprise (Unified CCE) system architecture.

Purpose: Provides an overview, installation and upgrade of Cisco Hosted Collaboration Solutions for Contact Center.

Content: Technical specifications and requirements, a list of procedures you must perform to install and upgrade this solution.

To view the latest guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html.

Installation and Configuration Guide for Cisco Unified Contact Center Domain Manager

Audience: System Administrators with knowledge of their Unified Contact Center Enterprise (Unified CCE) system architecture.

Purpose: Describes how to install the Unified CCDM server components.

Content: Technical specifications and requirements, a list of procedures you must perform to install, configure and upgrade this solution.

To view the guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html.

Enterprise Chat and Email Installation Guide (for Unified Contact Center Enterprise)

Audience: Engineers, system architects, and other technical audience who install ECE for Unified CCE.

Purpose: Procedures and instructions.

Content: Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-installation-guides-list.html.

Enterprise Chat and Email Installation Guide (for Unified Contact Center Enterprise)

Audience: Engineers, system architects, and other technical audience who plan, design, and prepare the installation of ECE.

Purpose: Procedures and instructions.

Content: Provides instructions to upgrade the Enterprise Chat and Email component for Release 11.(6).

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html.

Configure

The guides listed in this section relate to configuring a Cisco HCS for Contact Center. Configuration tasks are normally completed after you install the product or system.

Configuration Guide for Cisco HCS for Contact Center

Audience: Managers and administrators of Cisco HCS for Contact Center.

Purpose: Describes how to configure customer instances, includes procedures for OS customization and integration of customer instance with shared management of Cisco HCS for CC deployments. Also describes how to install and configure optional cisco components.

Content: Procedures for using the configuration tools, optional cisco components, and integrated features.

To view the latest guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html.

Enterprise Chat and Email Browser Settings Guide

Audience: All users of ECE who log into the Supervision, KB, Administration, Reports, Tools, and System Consoles of ECE.

Purpose: How to set up web browser and Java for ECE.

Content: Instructions for setting up the web browser before logging into the system and configuring Java.

To view the latest guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html.

Enterprise Chat and Email Deployment and Maintenance Guide (for Unified Contact Center Enterprise)

Audience: System administrators responsible for integrating ECE with Unified CCE and maintaining the deployment over time.

Purpose: How to prepare for and maintain an installation.

Content: Provides instructions on preparing unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.

To view the latest guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Administer and Maintain

The guides listed in this section relate to the administration and maintenance tasks that are performed regularly to keep the system running smoothly.

Administration Guide for Cisco Unified Contact Center Domain Manager

Audience: All users of Unified CCDM from high-level administrators to team supervisors.

Purpose: Describes the suite of server components of the Unified CCDM

Content: Introduces the server components of Unified CCDM and helps users understand how to use it to set up, manage, and troubleshoot standard and advanced administrative operations.

To view the guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Administration Console

Audience: System, Partition and Department Administrators of ECE.

Purpose: Describes the Administration Console.

Content: Introduces the Administration Console and helps users understand how to use it to set up and manage various business resources.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Email Resources

Audience: Partition and Department Administrators of ECE responsible for configuring the system to service emails from customers.

Purpose: Describes email basics.

Content: Introduces the administrator to the email infrastructure within the application. Includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources

Audience: Partition and Department Administrators of ECE responsible for configuring the system to service chats and callback activities.

Purpose: Describes Chat and Collaboration and Template Sets.

Content: Introduces the administrator to the chat and collaboration infrastructure within the application. It includes instructions on how to set up entry points and templates.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Routing and Workflows

Audience: Partition and Department Administrators of ECE responsible for configuring the system to route activities to the appropriate users.

Purpose: Routing and workflow procedures.

Content: Introduces the administrator to routing and explains how to set up service levels and queues for emails.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Tools Console

Audience: Partition and Department Administrators of ECE.

Purpose: Describes the Tools Console.

Content: Describes how to create custom attributes for business objects.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

Enterprise Chat and Email Administrator's Guide to Reports Console

Audience: Business users of ECE.

Purpose: Describes the Reports Console.

Content: Provides details about historical reports available in the Reports Console of ECE.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html.

Enterprise Chat and Email Administrator's Guide to System Console

Audience: Business users of ECE.

Purpose: Describes the System Console.

Content: Introduces the system console and describes how to use it to set up and monitor system services.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-maintenance-guides-list.html.

User

The guides listed in this section are for agents, supervisors, and reporting administrators of Cisco HCS for Contact Center.

User Guide for Cisco Unified Contact Center Domain Manager

Audience: All users of Unified CCDM from high-level administrators to team supervisors.

Purpose: Describes how to use the Unified CCDM server components

Content: Describes how to manage settings, services, security, and your system using the Web Portal tool.

To view the guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-user-guide-list.html.

Enterprise Chat and Email Agent's Guide

Audience: Agents using ECE to service customer emails and chats.

Purpose: How to work with ECE as an agent.

Content: Describes how agents can use ECE to receive emails and reply to them and conduct chat sessions with customers.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html.

Enterprise Chat and Email Supervisor's Guide

Audience: Supervisors of agent using ECE to service customer emails and chats.

Purpose: How to work with ECE as a supervisor.

Content: Describes how to monitor queues and users.

To view the guide, see: https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-user-guide-list.html.

Reference

The guides listed in this section are technical references related to Cisco HCS for Contact Center.

Security Guide for Cisco Unified Contact Center Domain Manager

Audience: Administrators responsible for the commissioning and ongoing maintenance of the Unified CCDM and all users responsible for managing Unified CCDM security

Purpose: Describes how to set up and maintain security for the Unified CCDM

Content: Introduces the fundamentals of the Unified CCDM security and helps users understand how to manage roles and security

To view the guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-technical-reference-list.html.

Web Services Reference for Cisco Unified Contact Center Domain Manager

Audience: Web developers who use the Unified CCDM Web Service APIs

Purpose: Describes the Web Service APIs that Unified CCDM exposes

Content: Describes how to use the Web Services API to perform management operations remotely from a third party client application

To view the guide, see: https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-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 Documents

Subject	Link
Cisco Unified Contact Center Enterprise (Unified CCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html

Subject	Link
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 (Unified CVP)	https://www.cisco.com/c/en/us/support/ customer-collaboration/unified-customer-voice-portal/ tsd-products-support-series-home.html
Cisco Remote Expert Mobile	https://www.cisco.com/c/en/us/support/ customer-collaboration/remote-expert-mobile/ tsd-products-support-series-home.html
Cisco SocialMiner	https://www.cisco.com/c/en/us/support/ customer-collaboration/socialminer/ 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