



Cisco Packaged Contact Center Enterprise Documentation Guide, Release 12.6(2)

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Documentation Guide

This document provides details on all documents for this release of Packaged CCE and contains links to the documents.

For the latest version of all the Packaged CCE documents, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

Documentation Changes

New Documents in This Release

This table lists the documents that are newly added in this release.

Document	Notes
<i>Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide</i>	Describes how to use the Manage Digital Channels gadget to interact with customers. See Cisco Contact Center Enterprise Manage Digital Channels Gadget User Guide .
<i>Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise</i>	Describes how to use the Cisco Contact Center AI gadgets that appear on the Agent Desktop. Note This document was hosted on a Cloud server for 12.6(1). It is now published on Cisco.com. See Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise .
<i>Administration and Setup Guide for Webex Engage with Cisco Contact Center Enterprise</i>	Describes how to set up the customer chat widget and verify that the agents who are enabled for digital channel interaction are synchronized to Webex Engage. See Administration and Setup Guide for Webex Engage with Cisco Contact Center Enterprise .

New Solution Documents in This Release

There are no new Solution documents in this release.

Documents Updated in This Release

The following documents are updated in this release:

Document	Major Changes
<i>Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> • Simplified upgrade using orchestration • Unified ICM upgrade path • Multistage upgrade • Java upgrade <p>See the document's Change History for more details.</p> <p>To view the guide, see Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide, Release 12.6(2).</p>
<i>Cisco Packaged Contact Center Enterprise Administration and Configuration Guide</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> • Licence reservation • Digital channels integration using Webex Connect <p>See the document's Change History for more details.</p> <p>To view the guide, see Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.6(2).</p>
<i>Cisco Packaged Contact Center Enterprise Features Guide</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> • Digital Channels Integration using Webex Connect • VPN-less Access to Finesse Desktop • Virtual Agent—Voice Call Transcription • Virtual Agent—Voice that includes information about cloud-based connectors. • Reverse proxy automated installer • Guidelines for custom reverse proxy deployment. <p>See the document's Change History for more details.</p> <p>To view the guide, see Cisco Packaged Contact Center Enterprise Features Guide, Release 12.6(2).</p>

Document	Major Changes
<i>Cisco Packaged Contact Center Enterprise Developer Reference Guide</i>	<p>New API: None</p> <p>Updated APIs:</p> <ul style="list-style-type: none"> • Routing Type API • Outbound Campaign API • Agent Service API • Machine Inventory API • Cloud Connect Device Configuration API • Reason Code API • Department API <p>To view the guide, see Cisco Packaged Contact Center Enterprise Developer Reference Guide.</p>
<i>Solution Design Guide for Cisco Packaged Contact Center Enterprise</i>	<p>This document includes changes for the following features:</p> <ul style="list-style-type: none"> • Digital Channels integration using Webex Connect • VAV via Cloud-based connector <p>See the document's Change History for more details.</p> <p>To view the guide, see Solution Design Guide for Cisco Packaged Contact Center Enterprise, Release 12.6(2).</p>
<i>Port Utilization Guide for Cisco Unified Contact Center Solutions</i>	<p>This document includes changes for the Digital channels integration with Webex Connect feature and few other updates related to OAMP and Live Data.</p> <p>To view the guide, see Port Utilization Guide for Cisco Unified Contact Center Solutions, Release 12.6(2).</p>
<i>Open Source used in Cisco Unified Contact Center Enterprise, Release 12.6(2)</i>	<p>Lists licenses and notices for open source software used in Cisco Unified Contact Center Enterprise and Packaged Contact Center Enterprise Solutions, Release 12.6(2)</p> <p>To view this page, see https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/CiscoUnifiedContactCenterEnterprise-1262-1682252233.pdf</p>
<i>Open Source Used in CTI Object Server for Contact Center Enterprise Solutions, Release 12.6(2)</i>	<p>Lists licenses and notices for open source software used in CTI Object Server for Contact Center Enterprise Solution, Release 12.6(2)</p> <p>To view this page, see https://www.cisco.com/c/dam/en_us/about/doing_business/open_source/docs/CTIOS-1262-1682079549.pdf</p>

Retired Documents

There are no documents that are retired in this release.

Other Documentation Sources

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

Document	Notes
<i>Contact Center Enterprise Compatibility Matrix</i>	Updated to meet CCE Solution Release 12.6(2) requirements. To view the latest version, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html .
<i>Virtualization for Cisco Packaged CCE</i>	License and open source software information for this release. To view the latest version, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-packaged-contact-center-enterprise.html .

Plan

The guides listed in this section relate to planning and designing a Packaged CCE system.

Release Notes for Cisco Contact Center Enterprise Solutions

This document describes new, updated, and deprecated features, and open caveats in Unified CCE and Packaged CCE for Contact Center, and their respective components.

To view the latest guide, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

Solution Design Guide for Cisco Packaged Contact Center Enterprise

This document presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

Enterprise Chat and Email System Requirements

This document outlines the software specification for Enterprise Chat and Email (ECE). It 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

This document 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>.

Reference

Contact Center Enterprise Compatibility Matrix

This page lists the Contact Center and third-party software, gateway, and endpoint compatibility information for Cisco Contact Center Enterprise products.

To view the latest version, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-device-support-tables-list.html>.

Cisco Packaged Contact Center Enterprise Developer Reference Guide

This document explains the methods and parameters for each configurable item in Packaged CCE. Developers working with Packaged CCE APIs can refer to this document for API operations, parameter values, and example outputs.

This information is provided as online help and PDF.

To view the latest version, see <https://developer.cisco.com/site/packaged-contact-center/documentation/index.gsp>.

Open Source Used in Cisco Unified Contact Center Enterprise and Packaged CCE Solution

Purpose: To acknowledge open source code used in Cisco Packaged CCE and Enterprise Chat and Email.

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

To view the latest guide, see https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=Unified%20contact%20center%20enterprise#~documentation.

Virtualization for Cisco Packaged CCE

This page lists the hardware and VMware requirements for Packaged CCE in a virtual environment, and includes networking information.

To view the latest version, see https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/virtualization/pcce_virt_index.html.

Install and Upgrade

Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide

This document explains how to install, configure, and upgrade Packaged CCE. It is prepared for partners and service providers who will be implementing Packaged CCE, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.

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

This document provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Packaged 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>.

Configure

Port Utilization Guide for Cisco Unified Contact Center Solutions

This document lists the TCP and UDP ports used by Cisco Contact Center products and step-by-step instructions. Use this guide when you implement an Architecture for Voice, Video, and Integrated Data (AVVID) solution.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Maintain and Operate

Cisco Packaged Contact Center Enterprise Administration and Configuration Guide

Unified CCE Administration is a set of web-based tools for configuring objects, such as agents, teams, skill groups, and call types, that are used to operate contact centers. This document explains the complete set of Unified CCE Administration tools that are available in a Packaged CCE deployment to an administrator. This document also explains how to create Script Editor routing scripts and Unified CVP Call Studio applications for Packaged CCE.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

Cisco Packaged Contact Center Enterprise Features Guide

Packaged CCE contains many optional features that you can enable and configure after installation. In addition to the optional features in Packaged CCE, you can integrate other Cisco products with Packaged CCE to extend the functionality of your contact center. This document describes these additional features and products. It also lists assumptions and prerequisites for proceeding with the configuration of the optional features described in this document.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

Cisco Packaged Contact Center Enterprise Reporting User Guide

This document explains how to run and schedule Packaged CCE reports, provides information about reporting capabilities and data sources, and describes report templates.

To view the latest *Cisco Packaged Contact Center Enterprise Reporting User Guide*, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

To view the latest *Cisco Unified Intelligence Center Report Customization Guide*, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>.

Cisco Unified CCE Administration Online Help

The online help for Unified CCE Administration provides details about using each of the menus and tools, depending on the user's access.

To access the online help from the Unified CCE Administration interface, click the question mark icon in the top right corner of the screen.

Enterprise Chat and Email Administrator's Guide to Administration Console

This document 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 Chat and Collaboration Resources

This document, aimed at the Partition and Department Administrators of ECE responsible for configuring the system to service chats and callback activities, introduces the administrators 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 Email Resources

This document, aimed at the Partition and Department Administrators of ECE responsible for configuring the system to service emails from customers, introduces the administrators to the email infrastructure within the application. It 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 Routing and Workflows

This document, aimed at the Partition and Department Administrators of ECE responsible for configuring the system to route activities to the appropriate users, introduces the administrators to routing and explains how to set up service levels and queues for emails. Workflows, which route all email and other activities, are also discussed in this guide. Enterprise Chat and Email Administrator's Guide to System Console

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 System Console

This document introduces the administrator to 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>.

Enterprise Chat and Email Administrator's Guide to Tools Console

This document 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 Deployment and Maintenance Guide (for Packaged Contact Center Enterprise)

This document provides instructions on preparing unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.

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

Use

Enterprise Chat and Email Administrator's Guide to Reports Console

This document provides details about historical reports available in the Reports Console of ECE. Real-time reports are available through Cisco Unified Intelligence Center (CUIC).

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 Agent's Guide

This document 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 Browser Settings Guide

This document provides instructions for setting up the web browser before logging into the system. Also contains instructions to configure Java which is required only for administrators of email workflows.

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

This document 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>.

Cisco Security Advisories

The Cisco Product Security Incident Response Team (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 Packaged Contact Center Enterprise (Packaged CCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html
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
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 MediaSense	https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html
Cisco Customer Collaboration Platform	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html
Cisco Unified Web and E-Mail Interaction Manager	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-email-interaction-manager/tsd-products-support-series-home.html

