Cisco Unified Contact Center Express Documentation Guide, Release 11.5(1)

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Documentation Guide

Documentation Overview for Unified CCX

This documentation guide provides details of all the documents that are released for Unified Contact Center Express (Unified CCX), Release 11.5(1) and contains links to the documents.

For the latest version of Unified CCX documents, see:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html.

For more information on the latest Cisco documentation, see:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Documentation Changes

The following table lists the documents that are released for Release 11.5(1).

Document	Change
Cisco Unified Contact Center Express Documentation Guide	Lists all the documents that are released for Cisco Unified Contact Center Express Release 11.5(1)
Cisco Unified Contact Center Express Administration Guide	• Added "Single Sign-On" • Added "Change in the Log in and Log out scenario" • Added Context Service
Cisco Unified Contact Center Express Solution Design Guide	New solution level document for release 11.5(1)
Cisco Unified Contact Center Express Solution Release Notes	Describes release-specific information.
Port Utilization Guide for Cisco Unified Contact Center Express Solutions	Updated for release 11.5(1)

Document	Change
Cisco Unified Contact Center Express Installation and Upgrade Guide	• Added "Virtual Machine parameters to support Refresh Upgrade" • Added "Change in the Log in and Log out scenario" • Added "Upgrade of VMware Tools" • Added "Change of NIC adapter type" • Updated the latest OVA changes for 100 and 300 agents
Cisco Unified Contact Center Express Operations Guide	• Added a new command to set the authentication mode for the Single Sign-On • Added a new CUIC command to make a Unified CCX Administrator user as the administrator in CUIC. • Added a new command synchronize the security configuration files from the primary node to secondary node • Added new alerts
Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express	Added Toaster Notification for Finesse Desktop
Cisco Unified CCX Getting Started with IP IVR Guide	Updated for release 11.5(1)
Cisco Unified Contact Center Express Report Developer Guide	Updated for release 11.5(1)
Cisco Unified Contact Center Express Historical Reporting Guide	The following Reports are added: • Agent All Fields Report • Contact Service Queue Activity by Window Duration • CSQ All Fields Report • Reason Code Report by Agent Grouping • Reason Code Report - Reason Grouping

Document	Change
Cisco Unified Contact Center Express Report User Guide	The following Reports are added: • Agent All Fields Report • Contact Service Queue Activity by Window Duration • CSQ All Fields Report • Reason Code Report by Agent Grouping • Reason Code Report - Reason Grouping • Email Agent Statistics Report • Email CSQ Summary Report
Cisco Unified Contact Center Express Developer Guide	The following APIs were added: • Context Service • Proxy Configuration
Cisco Unified Contact Center Express Getting Started with Scripts	Updated for release 11.5(1)
Cisco Unified Contact Center Express Editor Step Reference Guide	Updated for release 11.5(1)
Cisco Unified Contact Center Express Expression Language Reference Guide	Updated for release 11.5(1)
Cisco Unified Contact Center Express CTI Protocol Developer Guide	Updated for release 11.5(1)

Plan

Cisco Customer Contact Solutions Ordering Guide

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

The latest guide is located at:

http://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:

http://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:

http://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:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_licensing_information_listing.html.

Compatibility Matrix for Unified CCX wiki

This wiki lists supported product combinations for active Unified CCX product sets.

The latest wiki is located at:

http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX.

Virtualization for Cisco Unified Contact Center Express

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

The latest virtualization-related information is located at:

http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express.

Install and Upgrade

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:

http://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:

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

Configure

Cisco Unified CCX Administration Guide

This document provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications.

The latest guide is located at:

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

Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR

This document describes the system administration functions through the Cisco Unified Communications operating system for Unified CCX.

The latest guide is located at:

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

Port Utilization Guide for Cisco Unified Contact Center Express Solutions

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

The latest guide is located at:

http://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/web/uccxcti/documentation.

Cisco Unified Contact Center Express Developer Guide

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

The latest guide is located at:

https://developer.cisco.com/site/uccxapi/documentation/.

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/site/express-scripting/documentation.

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/site/express-scripting/documentation.

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/site/express-scripting/documentation.

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 in a standalone Cisco Unified Intelligence Center.

The latest guide is located at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.

Maintain and Operate

Cisco Unified Contact Center Express Operations Guide

This document describes all of 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:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html.

User

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:

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

Cisco Unified Contact Center Express Historical Reporting Guide

This document describes all the fields in the Historical Reports and provides the query designs for the Historical Reports.

The latest guide is located at:

http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Cisco Unified Contact Center Express Report Online Help

Online help file is available for each report. It describes the fields, charts, available views, filters, and grouping.

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:

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

Cisco SocialMiner User Guide for Cisco Unified Contact Center Express

This document describes the features that are available to a user using Cisco SocialMiner for the Cisco Unified Contact Center Express solution.

The latest guide is located at:

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

Troubleshoot

Troubleshooting Unified Contact Center Express

The troubleshooting wiki is the location for all Unified CCX troubleshooting tips, and is a useful reference for all users.

The latest troubleshooting tips are located at:

http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express

Reference

Cisco Unified CCX Database Schema Guide

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

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

Related Documentation

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

Finesse

For Cisco Finesse documentation, see:

http://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 documentation, contact the speech vendor, Nuance.

SocialMiner

For Cisco SocialMiner documentation, see:

http://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html.

Unified Communications Manager

For Cisco Unified Communications Manager documentation, see:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

Unified Intelligence Center

For Cisco Unified Intelligence Center documentation, see:

http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html.

Unified Workforce Optimization Workforce Management

For Cisco Unified Workforce Optimization Workforce Management documentation, see:

http://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html.

Unified Workforce Optimization Quality Management

For Cisco Unified Workforce Optimization Quality Management documentation, see:

http://www.cisco.com/en/US/partner/products/ps8293/tsd_products_support_series_home.html.