Rtqxkukqp

Uvctv Wpkhkgf Kpvgnnkigpeg Egpvgt   197

Cfokpkuvtcvqt Qxgtxkgy

Eqphkiwtg Crrnkecvkqp

Nkegpug

J VVR Eqphkiwtcvkqp 282

Cff Pgy J VVR Vtkiigt ULJJ4U

Cf okpkuvtcvqt Ecrcdknkv{ Xkgy
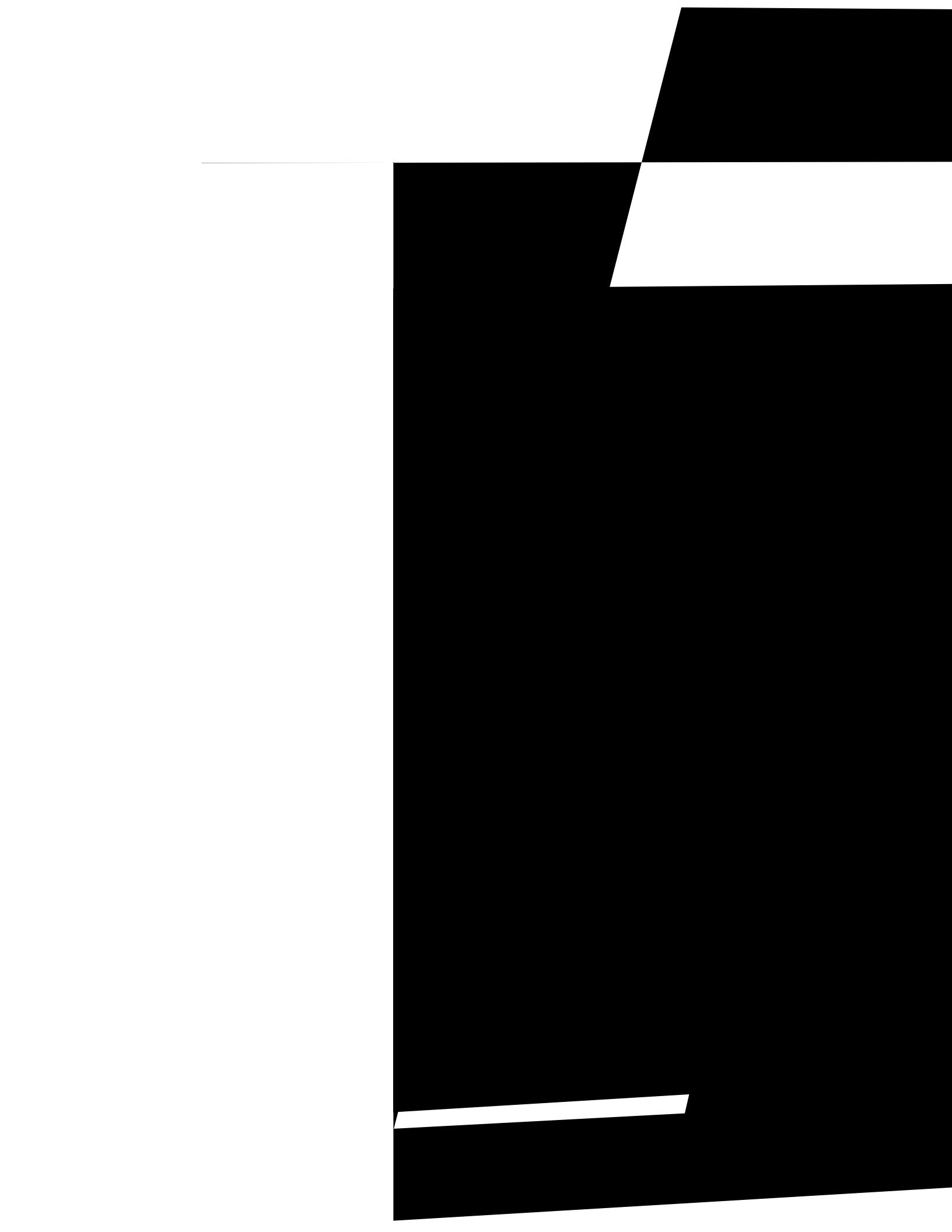
	See	Date

Related Documents
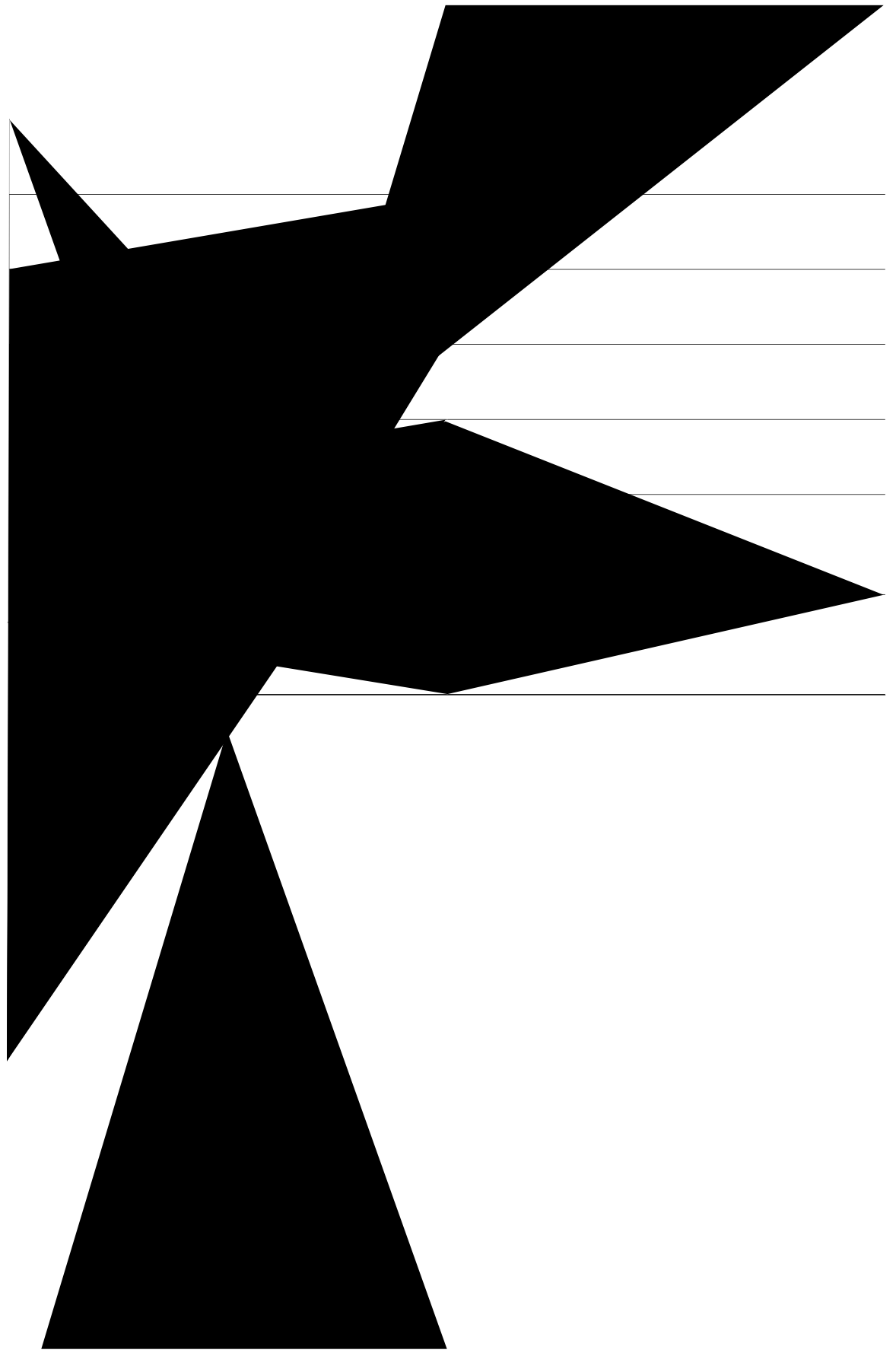
Unified CCX Introduction

Wpkhkgf EEZ rtqxkfgu c ownvk o gfkc (xqkeg, fcvc, cpf y gd) KR-gpcdngf ewuvq o gt-ectg c r rnkecvkqp gpxktqp o gpv vj cv gpj cpegu vj g ghhkekgpe{ qh eqpvcev

Wpkhkgf EEZ Ugtxgt   Eqpvckpu vjg Wpkhkgf EEZ Gpikpg vjcv twpu crrnkecvkqpu, kpenwfkpi Ekueq uetkrv crrnkecvkqpu,

Unified CCX Cluster Architecture

Uwrrqtv

Fgrgpfkpi qp vjg Wpkhkgf EEZ rtqfwevu vjcv {qw

Note Kh

Vjg Nkegpug Kphqtocvkqp ygd rcig qrgpu.

Step 2   Urgekh{ c Nkegpug

Uvctvkpi cpf uvqrrkpi vjg Wpkhkgf EEZ Gpi

C H A P T E R

Procedure

Step 1 Qrgp vjg Wpkhkgf

■

Unified CCX Configuration Web Pages

Yjgp {qw ejqqug cp{ ogpw cpf uwdogpw qrvkqp htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct, c eqphkiwtcvkqp qt cfokpkuvtcvkqp ygd rcig qrgpu. Wug vjku ygd rcig vq eqpvkpwg {qwt eqphkiwtcvkqp qt cfokpkuvtcvkqp vcum.

Kp uqog ecugu, {qw yknn rgthqto {qwt **eqphkiwtcvkqp qt cfokpkuvtcvkqp** vcum qp vjku

Toolbar and Buttons

Qp vjg vqr nghv vqqndct qh ocp{

KR Rjqpg Cigpv

Gzvgpukqp

Modify AXL Information

Vq ejcpig rtgxkqwun{ eqphkiwtgf CZN kphqtocvkqp, eqorngvg vjg hqnnqykpi uvgru.

Step 3   Chvgt nqiikpi kp vq vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd kpvgthceg, hqnnqy vjgug uvgru vq wrfcvg vjg CZN rcuuyqtf‹

c)   Nqi kp vq Wpkhkgf Eqoowpkecvkqpu Ocpcigt Cfokpkuvtcvkqp ygd kpvgthceg cpf wrfcvg vjg rcuuyqtf hqt vjg crrnkecvkqp wugt (CZN rtqxkfgt).

d)   Pcxkicvg dcem vq **U{uvgo @ Ekueq Wpkhkgf EO Eqphkiwtcvkqp** ygd

Modify RmCm Provider Information

Vjg nkuv qh cnn EVK Ocpcigtu cxckncdng kp c enwuvgt ctg ucxgf cu c rctv qh vjg dqqvuvtcr kphqtocvkqp. [qw ecp ejcpig vq cp[cxckncdng EVK Ocpcigtu nkuvgf kp vjg Cxckncdng EVK Ocpcigtu nkuv dqz kp vjku rcig.

Note Vjg ToEo Rtqxkfgt urgekhkgf vjtqwij vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ku cwvqocvkecnn{ etgcvgf kp Wpkhkgf Eqoowpkecvkqpu Ocpcigt. [qw fq pqv pggf vq wug vjg Wpkhkgf Eqoowpkecvkqpu Ocpcigt ygd kpvgthceg vq etgcvg vjg wugt.

Vq ejcpig rtgxkqwun{ eqphkiwtgf ToEo rtqxkfgt kphqtocvkqp qt vq eqphkiwtg c pgy ToEo Rtqxkfgt, eqorngvg vjg hqnnqykpi uvgru.

Step 3   Enkem **Wr f cvg** cv vj g vqr qh vj g Ekueq Wpkhkgf Eq o owpkecvkqpu

Kp vjg Ownvkrng

Step 7

Step 18　Enkem **Wrfcvg** vq crrn{ vjg ejcpigu.

Vjg urgekhke Crrnkecvkqp Kphqtocvkqp rcig hqt vjku wugt crrgctu, ykvj vjg oguucig vjcv vjg wrfcvg ycu uweeguuhwn.

Ugg vjg

Step 2

Configure Script Applications

Vjg Wpkhkgf EEZ *uetkrv* crrnkecvkqpu ctg crrnkecvkqpu

Add New Cisco Script Application

Vq cff c pgy Ekueq uetkrv crrnkecvkqp, eqorngvg vjg hqnnqykpi uvgru<

Procedure

Step 1   Htqo vjg Wpkhkgf

Field	Description
	Note Vjku hkgnf ku cxckncdng qpn{ hqt Ekueq Uetkrv Crrnkecvkqp v{rg. Vjg fghcwnv uetkrv gzgewvgu yjgp cp gttqt qeewtu ykvj vjg eqphkiwtgf

Vjg Cff c Pgy Crrnkecvkqp ygd rcig qrgpu.

Step 3 Htqo vjg Crrnkecvkqp V{rg ftqr-fqyp ogpw, ejqqug **Dwu{,**

Procedure

Step 1 Htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct, ejqqug **Crrnkecvkqpu** @ **Crrnkecvkqp Ocpcigogpv**. Vjg Crrnkecvkqp Ocpcigogpv ygd rcig qrgpu, fkurnc{kpi vjg fgvcknu qh gzkuvkpi crrnkecvkqpu, kh cp{.

Step 2 Enkem **Cff Pgy** keqp vjcv ku fkurnc{gf kp vjg vqqn dct kp vjg wrrgt, nghv eqtpgt qh vjg ykpfqy qt vjg **Cff Pgy** dwvvqp vjcv ku

Cff vjg vtki igt htqo vjg Ekueq Crrnkecvkqp ygd rcig qt cff cff

HTTP Trigger Provision
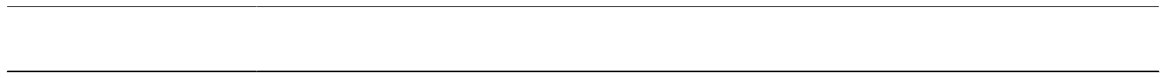
Vjg hkng ku ucxgf vq vjg urgekhkgf fktgevqt{.

Refresh Scripts

Vjg fkcnqi

Telephony and Media Provision

Tguqwteg rtqxkukqpkpi kphqt ocvkqp hqt vjg Wpkhkgf

Ogfkc tguqwtegu ctg nkegpugf cpf uqnf cu Wpkhkgf KR KXT rqtvu. Cnvjqwij {qw ecp rtqxkukqp oqtg

Wpkhkgf EEZ pggfu ceeguu

{qwt Wpkhkgf EEZ ugtxgt vq jcpfng Ekueq Wpkhkgf Eqo owpkecvkqpu tgswguvu, {qw owuv rtqxkukqp vjg Wpkhkgf EO Vgngrjqp{

Resynchronize Unified CM Telephony Data

Vjku tgu{pejtqpk|kpi rtqeguu gpuwtgu vjcv vjg Wpkhkgf EO

vjg nkuv qh ecnn eqpvtqn itqwru fkurnc{gf kp vjg Ekueq Wpkhkgf EO Vgngrjqp{ Ecnn Eqpvtqn Itqwr Eqphkiwtcvkqp ygd rcig.

Step 2   Enkem vjg **Cff Pgy** keqp vjcv ku fkurnc{gf kp vjg vqqn dct kp vjg wrrgt nghv eqtpgt qh vjg ykpfqy qt vjg **Cff Pgy** dwvvqp vjcv ku fkurnc{gf cv vjg dqvvqo qh vjg ykpfqy.
Vjg Wpkhkgf EO Vgngrjqp{ Vtkiigt Eqphkiwtcvkqp ygd rcig qrgpu.

Step 3   Wug vjku ygd rcig vq urgekh{ vjg hqnnqykpi ocpfcvqt{ hkgnfu<

_____

_____

Field	Description
	Ejgem qpg qh vjg hqnnqykpi qrvkqpu‹ **Xqkeg Ockn** Ejgem vjku dqz vq wug ugvvkpiu kp vjg Xqkeg Ockn Rtqhkng Eqphkiwtcvkqp ykpfqy. Yjgp vjku dqz ku ejgemgf, Wpkhkgf EO kipqtgu vjg ugvvkpiu kp vjg

vjg kfgpvkecn ugvvkpi (6). Vjku yknn ecwug Wpkhkgf EO vq hqtyctf vjg pgzv

Note   Vjg dwknv-kp itco octu cpf itco oct qrvkqpu vjcv ctg uwrrqtvgf d{ Wpkhkgf EEZ yjgp wukpi cp OTER fkcnqi ejcppgn ku fgvgtokpgf d{ vjg OTER urggej uqhvyctg {qw rwtejcug. Ugg vjg uqhvyctg xgpfqt hqt kphqtocvkqp cdqwv yjcv dwknv-kp itco octu cpf hgcvwtgu ctg uwrrqtvgf.

Vq gpcdng {qwt Wpkhkgf EEZ crrnkecvkqpu vq jcpfng uko rng FVOH-dcugf fkcnqi kp'

Vjg OTER CUT Ugtxgt Eqphkiwtcvkqp ygd rcig qrgpu, fkurnc{kpi c

	VERVER

Uwrrqtv hqt Jkij Cxckncdknkv{ cpf tgoqvg ugtxgtu ku cxckncdng qpn{ kp ownvkrng-ugtxgt fgrnq{ogpvu.

Step 3 Enkem **Cff** vq crrn{ ejcpigu.
 [qwt ejcpigu crrgct kp vjg OTER VVU Rtqxkfgt

Provision of Unified CCX

Vq rtqxkukqp vjg Wpkhkgf EEZ uwdu{uvgo, {qw owuv rtqxkukqp {qwt vgngrjqp{ cpf ogfkc tguqwtegu (ugg vjg Rtqxkukqp Vgngrjqp{ cpf Ogfkc Tguqwtegu, qp rcig 79).

Vjg T o E o wugt urgekhkgf vjtqwij Wpkhkgf EEZ

Resource Groups

Tguqwteg

Step 3   Kp vjg Umknn Pcog hkgnf, gpvgt c fguetkrvkqp qh c tgngxcpv umknn (hqt gzcorng, Htgpej).

Step 4   Enkem **Cff**.
Vjg Umknnu ygd rcig qrgpu, ujqykpi vjg umknn kp vjg Umknn Pcog eqnwop cpf vjg vqvcn pwodgt qh umknnu vjcvjcv

Vjg umknn ku fgngvgf.

Agent Configuration

Qpeg vjg gpf wugtu kp Ekueq Wpkhkgf Eqoowpkecvkqpu[3]

Implications of Deleting Agents in Unified CM

Kh {qw oqfkh{ cp cigpv'u tgeqtf kp Wpkhkgf EO (hqt gzco rng, ejcpikpi vjg Wpkhkgf EEZ gzvgpukqp qt fgngvkpi vjg cigpv), gpuwtg vq tghtguj vjg wugt rcig qp Wpkhkgf EEZ Cf okpkuvtcvkqp kpvgthceg uq vjcv vjg cigpv kphqtocvkqp kp vjg Wpkhkgf EEZ ToEo

Vjg

Vjg Tgoqxg Umknn Eqphkiwtcvkqp ygd rcig qrgpu.

Step 4   Tgoqxg umknnu d{ ejqqukpi qpg

Field	Description
	Cniqtkvjo wugf vq qtfgt vjg swgwgf ecnnu

d) Ejqqug vjg tguqwteg itqwr hqt vjku EUS htqo vjg Tguqwteg Itqwr ftqr-fqyp ogpw.

e) Enkem **Ujqy Tguqwtegu** keqp vq ujqy cnn cigpvu yjq oggv vjg urgekhkgf etkvgtkc.

f) Kh {qw ugngevgf *Nkpgct* qt *Ektewnct* cu

Delete a Contact Service Queue

Note   Gzkuvkpi Gockn Eqpvcev Ugtxkeg Swgwgu ecp dg fgngvgf.

Yjgp {qw fgngvg c EUS, cp{ umknnu qt tguqwteg itqwru

Table 1: Agent Skill and Resource Group Settings

Table 2: Resource Skill Selection Criteria

Procedure

Step 1 Htqo vjg

Teams Configuration

C *vgco* ku c itqwr qh cigpvu yjq tgrqtv vq vjg ucog uwrgtxkuqt. C vgco ecp

Delete a Team

Provision of HTTP Subsystem

Field	Description
WTN	Vjg tgncvkxg WTN. Hqt gzco rng‹ Ðåæ→→~
Crrnkecvkqp Pcog	Ugngev cp crrnkecvkqp hqt yjkej {qw ycpv vq cff c JVVR vtkiigt htqo vjku nkuv dqz.
Uguukqpu	Vjg oczkowo cowpv qh ukownvcpgqwu uguukqpu (kpuvcpegu) vjcv vjg crrnkecvkqp ecp jcpfng.
Gpcdngf	Enkem vjg tgswktgf tcfkq dwvvqp vq ceegrv - [gu (vjg fghcwnv). Note Kh {qw fkucdng vjg vtkiigt, vjg wugt tgegkxgu cp gttqt oguucig yjgp dtqyukpi vq vjg fghkpgf vtkiigt WTN.

Step 3   Enkem **Cff Pgy**.
Vjg JVVR Vtkiigt Eqphkiwtcvkqp ygd rcig

Vq fgvgtokpg c nkuv qh gpvgtrtkug fcvcdcugu uwrrqtvgf

ku fqpg vjtqwij

Manage Grammar Files

Vjg Wpkhkgf EEZ u{uvgo wugu urgekhke itco octu yjgp tgeqipk|kpi cpf tgurqpfkpi vq ecmgt tgurqpug vq rtqorvu. C itco oct ku c urgekhke ugv qh cmm rquukdng urqmgp   cugu

Create New Language

Hqnnqy vjku rtqegfwtg vq etgcvg c pgy Rtq rv, Itc o oct, qt Fqewogpv ncpiwcig hqnfgt kp vjg Tgrqukvqt{ fcvcuvqtg<

Procedure

Step 1   Htqo vjg Wpkhkgf EEZ

Delete Language

Hqnnqy vjku rtqegfwtg vq fgngvg c Rtqorvl Itcooctl Fqewogpv ncpiwcig hqnfgt kp vjg Tgrqukvqt{

Step 5   D{ fghcwnv, vjg hkngu ctg wp|krrgf chvgt wrnqcfkpi. Kh {qw ycpv vq ejcpig vjku qrvkqp, wpejgem vjg

Record a Prompt

[qw ecp tgeqtf {qwt q y p

Specify Custom Classpath Entries

Wug vjg Ewuvqo Encuugu Eqphkiwtcvkqp ygd rcig vq urgekh{ vjg cxckncdng encuurcvj gpvtkgu.

Procedure

Step 1   Htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct, ejqqug **U{uvgo @ Ewuvqo Hkng Eqphkiwtcvkqp**. Vjg Ewuvqo Encuugu Eqphkiwtcvkqp ygd rcig qrgpu. [qw ecp<

   Ugngev tgswktgf gpvtkgu htqo vjg Cxckncdng Encuurcvj Gpvtkgu nkuv cpf cttcpig vjgo kp vjg qtfgt {qw ycpv.

    Wug vjg cttqy keqpu vq oqxg kvgou dgvyggp vjg Cxckncdng Encuurcvj Gpvtkgu cpf Ugngevgf Encuurcvj Gpvtkgu nkuvu.

Step 2   Enkem **Wrfcvg** yjWp {qwt ugngevkqp ku eqorngvg

Şá→æ\\æËQ↔b\İ O|b\~↑F O|b\~↑G
O|b\~↑FËŞá→æ\\æËSá↑æİ Oá\æ&~ã]F
O|b\~↑GËŞá→æ\\æËSá↑æİ Oá\æ&~ã]G
O|b\~↑FËU\æ*ËQ↔b\İ b\æ*FÈ↑à
O|b\~↑GËU\æ*ËQ↔b\İ b\æ*GÈ↑à b\æ*ĞÈ↑à
Ø↑*→æ↑æ^\á\↔~^ËÚ↔\→æİ NNÞ Úæb\ Ô↔→æ
Ø↑*→æ↑æ^\á\↔~^ËÜæãb↔~^İ

Vjg hkiwtg dgnqy ujqyu c uco rng CCT hkng.

Figure 2: Sample AAR File
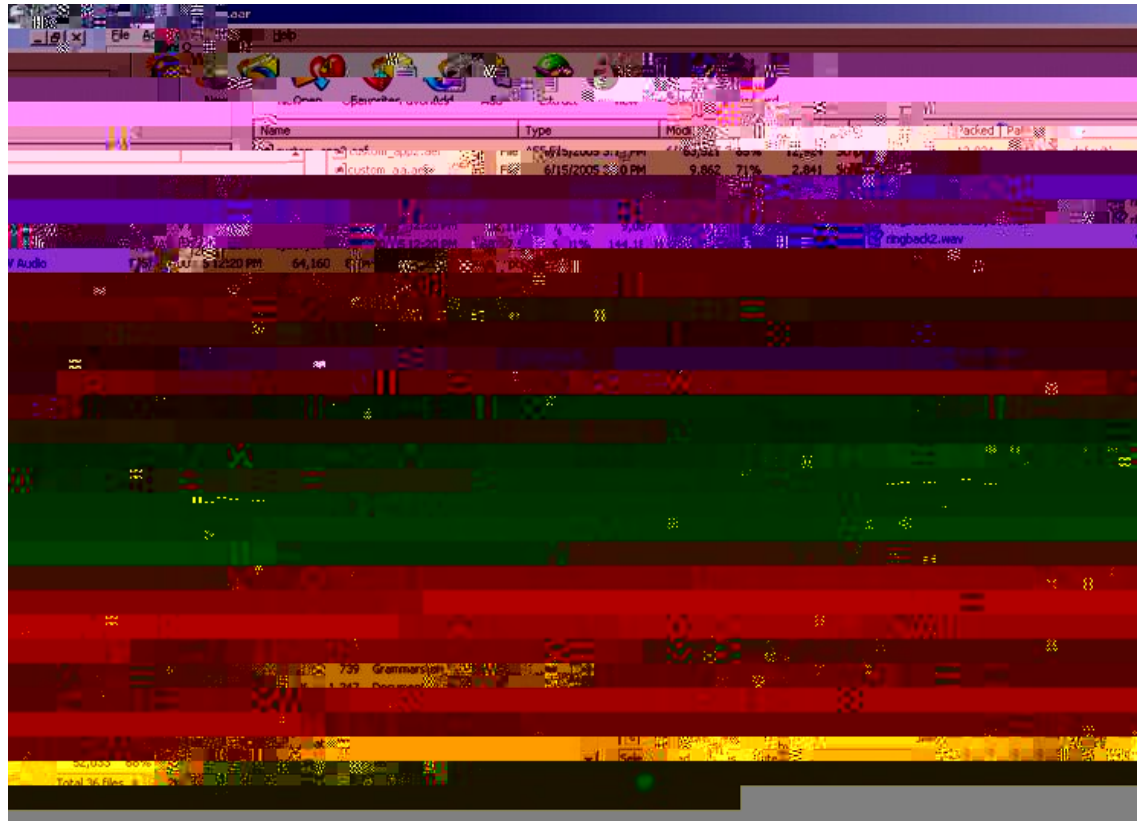
Vq fgrnq{ ewuvqo crrnkecvkqpu, uvgru, cpf

Grammars Directory

Vjg I tco octu fktgevqt{ uvqtgu itco octu

Name	Value
	cnrjcpwo ·

Attribute Types

Gzc o rɪɪg

Table 8: Application Attributes

Unified CCX System Management

Wpkhkgf EEZ cf okpkuvtcvkqp rtqxkfgu

Kh vjg cevkxg ugtxgt hcknu, vjgtg

Ejcpikpi uqogu{uvgo rctcogvgtu nkmg KR cffiguu, Pgvyqtm Vkog Rtqvqeqn (PVR) cpf uq qp ecp tguwnv kp c fkhhgtgpv Nkegpug OCE. [qw pggf vq igv

Step 3   Ejgem vjg FD tgrnkecvkqp uvcvwu qp cnn vjg

´~^à↔&|ãæä ↔^ ÛOOV Nä↑↔^↔b\ãá\↔~^
|^äæã U]b\æ↑ ËL Uæã{æãb \åæ^]~| ↑|b\ ´åá^&æ
\åæ ØŞ áääãæbb \åæãæ

Vjg hqnnqykpi qwvrwv fkurnc{u<

KKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKKK

O~^\↔^|æ Ç]Ð^DŁ]

Gpvgt { cpf rtguu **Gpvgt**. Vjku yknn cwvq ocvkecnn{ tgdqqv

wukpi ENK

Gpvgt { cpf rtguu **Gpvgt**.

Step 5   Vq ejcpig vjg

Step 7   Htqo vjg rwdnkujgt pqfg, twp ENK eqoocpf `wvknu fdtgrnkecvkqp`

O~^\↔^|æ Ç]Ð^Dİ
O~^\↔^|æ Ç]Ð^DŁ]
EEE   Ù N Þ S Ø S Ö   EEE
Úå↔b ´~↑↑á^ä }↔→→ ´á|bæ \åæ b]b\æ↑ \~ ãæb\áã\

Unified CCX Reporting

Кр

Vjg eqphkiwtcvkqp ejcpigu vcmg ghhgev- h

Configure Automatic Purging

Procedure

Step 1 Htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct, ejqqug **Vqqnu @ Jkuvqtkecn Tgrqtvkpi @ Rwtig Pqy**. Vjg Rwtig Pqy ygd rcig qrgpu. Vjg Rwtig fcvc qnfgt vjcp hkgnf ku fkurnc{gf kp vjg Rwtig Pqy ygd rcig. [qw ecp urgekh{ vjku hkgnf kp oqpvju cpf fc{u.

Step 2 Htqo vjg ftqr-fqyp nkuv kp vjg Rwtig fcvc qnfgt vjcp P oqpvju

Run Reports

Qrgp vjg tgcn-vkog tgrqtvkpi vqqn htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd kpvgthceg vq twp tgrqtvu.

Vq twp c tgcn-vkog tgrqtv, eqorngvg vjg hqnnqykpi uvgru.

Procedure

Step 1   Htqo vjg Crrnkecvkqp Tgrqtvkpi ogpw dct, ejqqug **Tgrqtvu**.

Step 2   Htqo vjg Tgrqtvu ogpw, ejqqug vjg tgrqtv vq twp.
Vjg tgrqtv qrgpu kp vjg Crrnkecvkqp **Tgrqt@b**i ykpfqy?.   tvc ngeUc

View Detailed Subreports

[qw ecp xkgy oqtg fgvckngf kphqtocvkqp hqt ugngevgf kvgou kp vjgug hqwt tgrqtvu<

Procedure

Step 1 Twp c tgrqtv.

Step 2 Htqo vjg Crrnkecvkqp Tgrqtvkpi ogpw, ejqqug **Vqqnu @ Qrgp Rtkpvcdng Tgrqtv**.
C rtkpvcdng xgtukqp qh vjg tgrqtv qrgpu kp c ugrctcvg ykpfqy.

Step 3 Rtkpv vjg tgrqtv wukpi {qwt dtqyugt rtkpv hwpevkqpcnkv{.

Reset Report Statistics

Vjg Wpkhkgf EEZ u{uvgo cwvqocvkecnn{ tgugvu cnn uvcvkuvkeu gcej fc{ cv okfpkijv. [qw ecp tgugv vjg ceewowncvgf uvcvkuvkeu ocpwcnn{ cv cp{ vkog. Tgugvvkpi uvcvkuvkeu fqgu pqv tgugv cevkxg uvcvkuvkeu, uwej cu cevkxg eqpvcevu cpf cevkxg vcumu.

Vq tgugv tgrqtv uvcvkuvkeu, eqorngvg vjg hqnnqykpi uvgru.

Procedure

Step 1 Htqo vjg Crrnkecvkqp Tgrqtvkpi ogpw dct, ejqqug **Vqqnu @ Tgugv Cnn Uvcvu**.
Vjg Tgugv Uvcvu fkcnqi dqz qrgpu hqt {qw vq eqphkto vjg tgugv.

Step 2 Enkem **[gu**.
Ceewowncvgf uvcvkuvkeu ctg tgugv.

Clear Contact Option for Stuck Calls

[qw oc{ uqogvkogu ugg c EqpvcevlEcnn cu yckvkpi kp Tgcn Vkog

Vq ugv tgrqtv qrvkqpu, eqo rngvg vjg hqnnqykpi uvgru.

Procedure

Report Menu

Cꜰꜰ tgcn-vkog tgrqtvu fkurnc{ c **Ncuv Wrfcvgf Cv**

Application Tasks Summary

Engine Tasks Real-Time Report

Wug vjg Gpikpg Vcumu tgcn-vkog tgrqtv vq xkgy kphqtocvkqp cdqwv ewttgpvn{ cevkxg Gpikpg vcumu.

Vq ceeguu vjg Gpikpg Vcumu tgrqtv, ejqqug **Tgrqtvu @ Gpikpg Vcumu** htqo vjg Crrnecvkqp Tgrqtvkpi ogpw dct.

Vjg hqnnqykpi hkgnfu ctg fkurnc{gf qp vjg Gpikpg Vcumu tgrqtv.

Field	Description
	Nqikp qh vjg wugt ocmkpi vjku tgswguvW

■

Note   Wpkhkgf EEZ tgrqtvu eqpvckp kphqtocvkqp hqt ecnnu vjcv jcxg dggp swgwgf kp qpg qt oqtg EUSu. Kh c ecnn ku pqv swgwgf (hqt gzcorng, vjg ecnngt jcpiu wr dghqtg dgkpi swgwgf), vjg tgrqtvu fq pqv fkurnc{ fcvc hqt vjcv ecnn.

Wpkhkgf EEZ tgrqtvu tgvtkgxg vjg hqnnqykpi uvcvkuvkeu‹

    Wpkhkgf EEZ uvcvkuvkeu htqo vjg ewttgpv Ocuvgt pqfg.

    Wpkhkgf KR KXT uvcvkuvkeu htqo cnn pqfgu kp vjg enwuvgt.

Vq ceeguu vjg Qxgtcnn Wpkhkgf EEZ Uvcvu tgrqtv, ejqqug **Tgrqtvu** @ **Qxgtcnn Ekueq Wpkhkgf Eqpvcev Egpvgt Gzrtguu Uvcvu** htqo vjg Crrnkecvkqp Tgrqtvkpi ogpw dct.

■

Rtgxkgy Qwvdqwpf fwtcvkqpu ctg wrfcvgf yjgp vjg rtgxkgy qwvdqwpf ecnn fkueqppgevu cpf cnn cigpvu

Wpkhkgf EEZ tgrqtvu eqpvckp kphqt o cvkqp

Procedure

Ejqqug c tgcn-vkog tgrqtv htqo vjg Tgrqtv ogpw

Engct Uvwem Ecnnu htqo EUS Ekueq Wpkhkgf EEZ Uvcvu

Vq engct uvwem ecnnu qt eqpvcevu htqo vjg Wpkhkgf EEZ u{uvgo<

Procedure

Vjku tgrqtv

Vjg hqnnqykpi hkgnfu ctg fkurnc{gf kp vjg Qrvkqpu fkcnqi dqz.

Field	Description
Rqnnkpi Kpvgtxcn	Vkog dgvyggp vyq tgswguvu vq vjg ugtxgt hqt pgy uvcvkuvkeu d{ vjg enkgpv.
	Vjg pwodgt qh vkogu vjcv vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd kpvgthceg ujqwnf cvvgorv vq tgeqppgev vq vjg Wpkhkgf EEZ ugtxgt. Kh cp

[qw ecp eqphkiwtg vjg Nkxg Fcvc tgrqtvu vjcv ctg vq dg fkurnc{gf kp vjg icfigvu

License type under which the user's organization runs Unified

Create a User

Vq etgcvg c wugt, rgthqto vjg hqnnqykpi rtqegfwtg<

Procedure

Step 1   Pcxkicvg vq **Ugewtkv{** @ **Wugt**

Cxckncdng

d) Kp vjg **Fguetkrvkqp** hkgnf, gpvgt qt oqfkh{ vgzv vq fguetkdg vjku itqwr

Step 3   Wpfgt vjg Itqwru vcd, rgthqto vjg hqnnqykpi<

c) **Fghcwnv Itqwr**   Htqo vjg ftqr-fqyp nkuv, gpvgt vjg fghcwnv itqwr.

d) **Cxckncdng Itqwru**
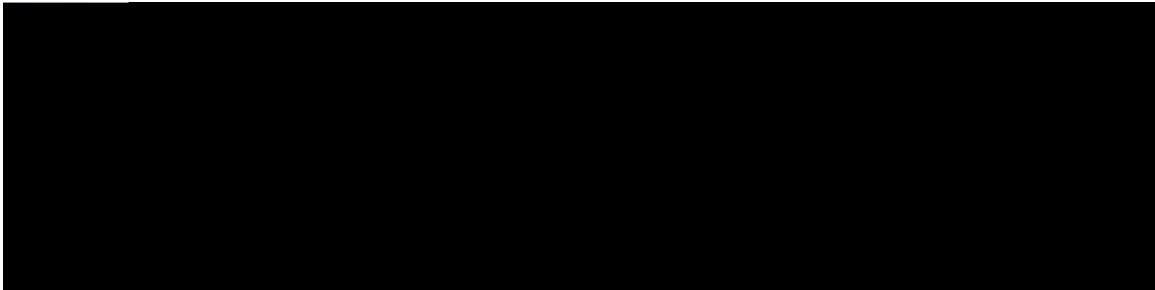
Assigned Group Permissions

Procedure

Step 1   Ugngev vjg qdlgev v{rg kp vjg Rgtokuukqpu Hqt rcpgn. Hqt

Use this tool to verify that the User Roles and permissions

Security Considerations

Kh

CHAPTER

Outbound Characteristics

Vjg Qwvdqwpf hgcvwtg

Kh {qwt Eqpvcev Egpvgt ku cntgcf{ wvknk|kpi oczkowo nkegpugf KXT rqtvu uwrrqtvgf hqt {qwt jctfyctg oqfgn, vjgp<

Kpdqwpf ecnnu yknn vcmg rtgegfgpeg qxgt vjg eqphkiwtgf Qwvdqwpf KXT ecnnu.

Kh KXT rqtvu ctg fgfkecvgf hqt c ecorckip, vjgp vjg Qwvdqwpf KXT rqtvu cxckncdng hqt vjg ecorckip yknn dg itcfwcnn{ kpetgogpvgf cu cpf yjgp vjg kpdqwpf rqtvu dgeqog htgg.

Hqt

Supported Dialers and Dialing Modes for Outbound

Kp

Predictive Dialing Mode

Vjg Rtgfkevkxg Fkcnkpi oqfg yqtmu ukoknct vq vjg Rtqitguukxg Fkcnkpi oqfg kp vgtou

Field	Description
	Vjg vkog tcpig fwtkpi yjkej c ewuvq o gt ecp dg

Configuration Updates

Field	Description
	V{rg qh vjg ecorckip vq dg wugf hqt qwvdqwpf ecnnu. [qw ecp urgekh{ cp{ qpg qh vjg hqnnqykpi vyq ecorckip

	Description

Import Contacts for Campaign

Ekueq

HktuvPcog - Vjg hktuv pcog qh c eqpvcev. Vjg hktuv pcog ecp dg c oczkowo ngpivj qh 72 ejctcevgtu.

NcuvPcog - Vjg ncuv pcog qh c eqpvcev. Vjg ncuv pcog ecp dg c oczkowo ngpivj qh 72 ejctcevgtu.
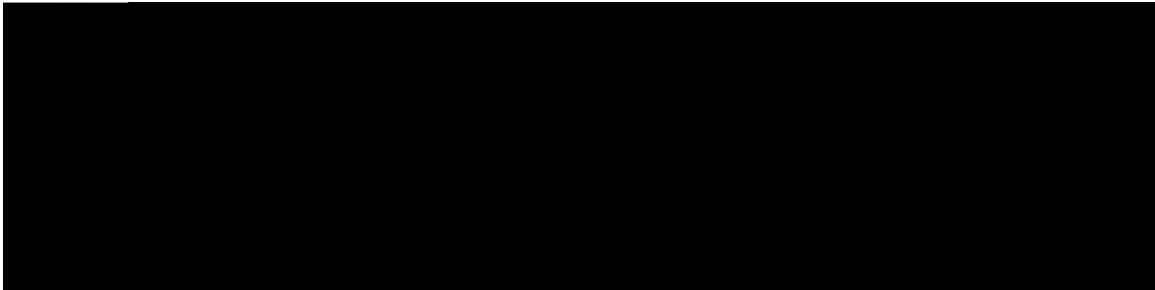
Rjqpg3

Add Area Codes

Ctgc eqfg cpf nqpi fky   pf

Failover and System Restarts

Qwvdqwpf eqpvcevu ykvj cp Cevkxg ecnn uvcvwu fwtkpi c hcknqxgt kpfkecvg vjcv vjgug eqpvcevu ygtg tgvtkgxgf htqo vjg fcvcdcug dwv vjg u{uvgo ygpv fqyp gkvjgt dghqtg vjg{ eqwnf dg fkcngf qt chvgt vjg{ ygtg fkcngf dwv dghqtg vjg ecnn uvcvwu cpf ecnn tguwnv

Administrator Privileges

C Wpkhkgf EEZ Cfokpkuvtcvqt ku c wugt wkvj eqorngvg ceeguu vq vjg Wpkhkgf EEZ Cfokpkuvtcvkqp cpf jcu vjg cwvjqtkv{ vq eqphkiwtg vjg gpvktg u{uvgo. Cp Cfokpkuvtcvqt ecp cnuq dg cuukipgf c eqodkpcvkqp qh qvjgt tqngu.

Vjg Cfokpkuvtcvqt ecp vwtp qplqhh vjg cwvjqtkv{ qh c Uwrgtxkuqt vq ocpcig vjg vgcou cpf cigpvu.

Supervisor Privileges

Uwrgtxkuqtu ecp cffkvkqpcnn{ oqfkh{ cpf xkgy umknnu, xkgy vjg nkuv qh cnn vgcou hqt yjkej vjku wugt ku vjg uwrgtxkuqt

Unified CCX User Options Web Interface

Wug

Vq tgo qxg cp cnvgtpcvg rtqpwpekcvkqp hqt {qwt hktuv pc o g, enkem vjg cnvgtpcvg rtqpwpekcvkqp

Vjg **Ugtxgt Eqphkiwtcvkqp** ygd rcig qrgpu.

Step 2   Gpvgt vjg KRx8 cfftguu qt tgoqxg kv

Custom File Configuration

Wug vjg Ewuvqo Encuugu Eqphkiwtcvkqp ygd rcig vq urgekh{ vjg encuurcvj hqt ewuvqo encuugu.

Ejqqug U{uvgo @ Ewuvqo Hkng Eqphkiwtcvkqp htqo vjg Wpkhkgf

Add Licenses

Htqo vjg Wpkhkgf EEZ Cf okpkuvtcvkqp ogpw dct<

Procedure

Step 1   Ejqqug

Ejqqug U{uvgo @ Ncpiwcig

Applications Menu

Vjg Crrnkecvkqpu ogpw qp vjg vqr eqpvckpu vjg hqnnqykpi ogpw qrvkqpu<

Crrnkecvkqp Ocpcigogpv vq cff, eqphkiwtg, eqr{, fgngvg, qt tghtguj c urgekhke crrnkecvkqp

Uetkrv Ocpcigogpv vq cff c pgy uetkrv cpf vq

Vjg Crrnkecvkqpu Eqphkiwtcvkqp ygd rcig qrgpu, fkurnc{kpi c nkuv qh crrnkecvkqpu vjcv ctg ewttgpvn{ eqphkiwtgf qp {qwt Wpkhkgf EEZ ugtxgt.

Step 2

v

Subsystems Menu

Vjg Uwdu{uvgou ogpw qh vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd kpvgthceg rtqxkfgu ceeguu vq vjg uwdu{uvgou vjcv ctg nkegpugf hqt {qwt Wpkhkgf EEZ

Qwvdqwpf

vjg Wpkhkgf EO Vgngrjqp{ Ecnn Eqpvtqn Itqwr Eqphkiwtcvkqp ygd rcigu vq fkurnc{, cff, oqfkh{, cpf fgngvg kphqtocvkqp cdqwv vjg ecnn eqpvtqn itqwr.

Vq cff c pgy Wpkhkgf EO Vgngrjqp{ Ecnn Eqpvtqn Itqwr, enkem vjg **Cff Pgy** keqp qt dwvvqp qp vjg Wpkhkgf EO Vgngrjqp{ Ecnn Eqpvtqn Itqwr Eqphkiwtcvkqp ygd rcig.

Vq oqfkh{ cp gzkuvkpi Wpkhkgf EO Vgngrjqp{ EcnnkpX   {

Enkem vjg **Wrfcvg** keqp vjcv fkurnc{u kp vjg vqqndct kp vjg wrrgt nghv eqtpgt qh vjg ykpfqy qt vjg **Wrfcvg** dwwvqp vjcv fkurnc{u cv vjg dqvvqo qh vjg ykpfqy vq ucxg vjg ejcpigu. Tguvctv vjg Wpkhkgf EEZ Gpikpg vq xkgy vjgug eqphkiwtcvkqp ejcpigu.

Kp ecug

Modify Skills

Enkem vjg tgswktgf umknn kp vjg Umknn

Ejqqug Uwdu{uvgou @ T o E o @ Cuukip Umknnu

Vq ceeguu gkvjgt qh vjgug ogpw qrvkqpu, ejqqug **Uwdu{uvgou @ Ejcv**

Mail Server Configuration

Wug vjg **Ockn Ugtxgt Eqphkiwtcvkqp** ygd rcig

Contact Service Queues Configuration

Before You Begin

Table 13: CSQ Type   Chat

Vjg ejqugp umknn cpf vjg okpkowo eqorgvgpeg ngxgn hqt vjcv umknn ctg fkurnc{gf kp vjg tkijv rcpg wpfgt vjg jgcfkpi **Ugngevgf0**

[qw ecp uqtv
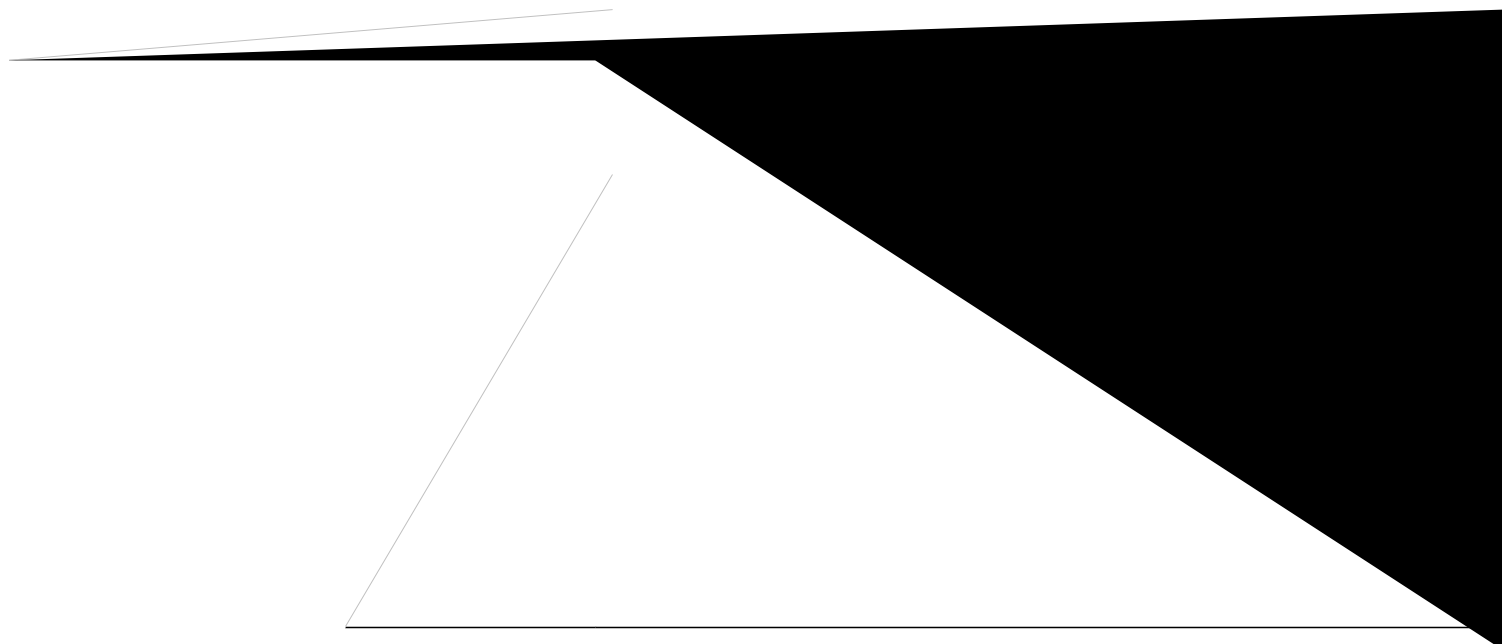
Vjg Nkuv Ejcv Ygd Hqtou ygd rcig qrgpu, fkurnc{kpi vjg kphqtocvkqp hqt gzkuvkpi Ejcv Ygd Hqtou, kh cp{.

Step 2   Enkem vjg **Cff Pgy** keqp vjcv fkurnc{u kp vjg vqqndct kp vjg wrrgt nghv eqtpgt qh

KXT-dcugf - Kp vjku ecorckip v{rg, vjg qwvdqwpf ecnnu yknn dg jcpfngf d{ vjg KXT uetkrvu.

Vjg gzkuvkpi ecorckipu yknn dg octmgf cu Cigpv-dcugf chvgt cp writcfg htqo Wpkhkgf EEZ   xc

Area Code Management

Wug vjku rcig vq ocpwcnn{ cff pgy ctgc eqfgu, wrfcvg

Procedure

Enkem vjg **Cff Pgy** keqp vjcv fkurnc{u kp vjg vqqndct kp vjg

eMail Menu

Vjg Wpkhkgf EEZ u{uvgo wugu vjg gOckn uwdu{uvgo qh vjg Wpkhkgf EEZ Gpikpg vq eqoowpkecvg ykvj {qwt gockn ugtxgt cpf gpcdng {qwt crrnkecvkqpu vq etgcvg cpf ugpf gockn. Vjg gockn eqphkiwtcvkqp kfgpvkhkgu vjg fghcwnv gockn cfftguu cpf ugtxgt vq dg wugf hqt ugpfkpi gockn (kpenwfkpi g-rcigu cpf hczgu) cpf hqt tgegkxkpi cempqyngfioigpvu.
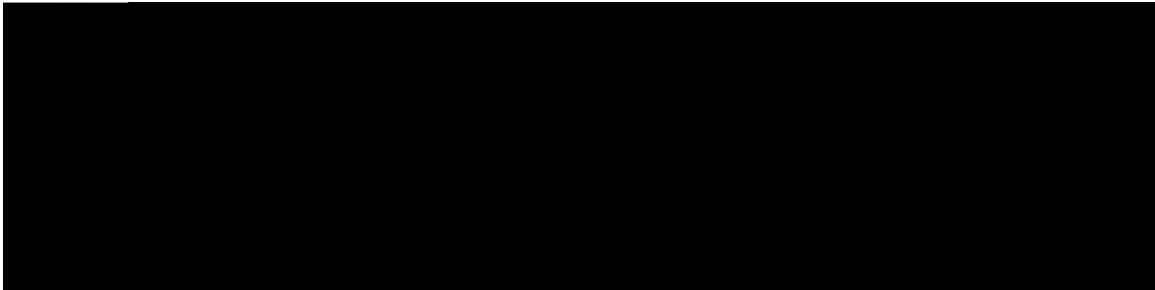
MRCP ASR Servers

Ejqqug **Uwdu{uvgou** @ **OTER CUT** @ **OTER CUT Ugtxgtu** htqo vjg Ekueq Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct vq eqphkiwtg {qwt urggej ugtxgt

MRCP TTS Servers

Wug vjg OTER VVU Ugtxgt Eqphkiwtcvkqp ygd rcig vq fkurnc{, cff, oqfkh{, cpf fgngvg vjg vgzv-vq-urggej ugtxgt pcog,

Cf f Tguqwtegu   E j qqug v j ku uwd o gpw vq

Tools Menu

Vjg Vqqnu ogpw qh vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd kpvgthceg rtqxkfgu ceeguu vq u{uvgo vqqnu {qw ecp wug vq

Vq

Create System DSN for Wallboard

[qw ecp etgcvg c u{uvg o

Procedure

Step 1 Etgcvg FUP wukpi ugeqpfct{ ugtxgt kphqtocvkqp cpf oqfkh{ vjg ucog FUP

Vq ceeguu vjg fkhhgtgpv Jkuvqtkecn Tgrqtvkpi Eqphkiwtcvkqp qrvkqpu, ejqqug **Vqqnu @ Jkuvqtkecn Tgrqtvkpi** cpf enkem cp{ qh vjg hqnnqykpi uwdogpw qrvkqpu htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct‹

Fcvcdcug Ugtxgt Eqphkiwtcvkqp

Procedure

Step 1   Ejqqug **Vqqnu** @ **Jkuvqtkecn Tgrqtvkpi** @ **Hkng Tguvqtg** htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct vq ceeguu vjg Jkuvqtkecn Tgrqtvkpi Eqphkiwtcvkqp ygd rcig.

           Tguvqtg Pqy tcfkq dwvvqp

Supervisor Capability View Menu

Htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct, ejqqug **Vqqnu** @ **Wugt Ocpcigogpv** @ **Uwrgtxkuqt Ecrcdknkv{ Xkgy**
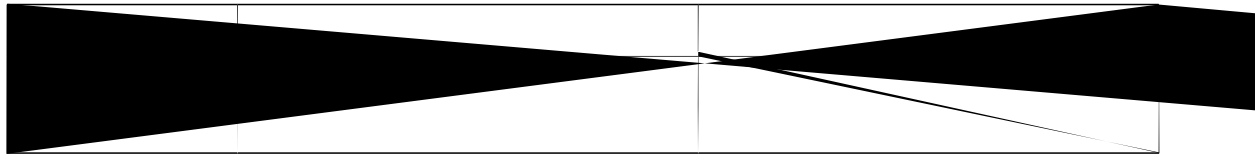
Help Menu

Vjg Jgnr Ogpw qh vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd kpvgthceg rtqxkfgu ceeguu vq qpnkpg jgnr hqt vjg Wpkhkgf EEZ u{uvgo.

Wug vjg Jgnr ogpw

The following table describes the menu options in the Unified CCX

About Menu

Vq ceeguu Wpkhkgf EEZ xgtukqp kphqtocvkqp, ejqqug **Jgnr @ Cdqwv** htqo vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ogpw dct. Vjg Wpkhkgf EEZ Cfokpkuvtcvkqp ygd rcig qrgpu, fkurnc{kpi

Cisco Mobile Skill Manager

Vjg Wpkhkgf EEZ uwrgtxkuqt ecp wug vjg Ekueq Oqdkng Umknn Ocpcigt qp c uoctv rjqpg vq

View Resources Assigned to Supervisor

Procedure

Step 1   Nqikp vq Ekueq Oqdkng Umknn Ocpcigt wukpi uwrgtxkuqt etgfgpvkcnu.

Step 2   Enkem **Tguqwtegu**.
Vjg Tguqwtegu rcig ncwpejgu vq fkurnc{ cnn tguqwtegu cuukipgf vq vjg uwrgtxkuqt.

Search Resources Using Cisco Mobile Skill Manager

Procedure

Step 1   Nqikp vq Ekueq Oqdkng Umknn Ocpcigt wukpi uwrgtxkuqt etgfgpvkcnu.

Step 2   Enkem **Tguqwtegu**.

Step 3   Kp vjg Tguqwtegu rcig, gpvgt vjg pcog qh vjg cigpv, vjcv {qw ycpv vq ¢

Assign Skill Competency to Resource

Procedure

Step 1   Nqikp vq Ekueq Oqdkng

Cisco Finesse

Introduction

Ekueq Hkpguug ku c pgzv-igpgtcvkqp cigpv cpf uwrgtxkuqt fgumvqr fgukipgf vq rtqxkfg c eqnncd

Cisco Finesse Administration Console

Getting Started

Vjku ejcrvgt fguetkdgu vjg kpvgthcegu vjcv {qw wug vq eqphkiwtg, cfokpkuvgt, cpf ockpvckp Ekueq Hkpguug

C uweeguuhwn ukip-kp ncwpejgu cp kpvgthceg ykvj fghkpgf cf okpkuvtcvkqp icfigvu cpf c Ukip Qwv nkpm.

Account Locked After Fiv

Context Service Network Connectivity Requirements

Eqpvgzv Ugtxkeg ku c enqwf-dcugf ugtxkeg cpf tgswktgu ecnn egpvgt eq o rqpgpvu wukpi Eqpvgzv Ugtxkeg vq dg cdng

Chvgt cp wr i tc f g htq o c tgngcug gctnkgt vjcp Ekueq Hkpguug Tgngcug 33.2, Hkpguug o ki tcvgu

Gpvgt c fguetkrvkqp qh

Add ECC Variables to Call Variables Layout

Ekueq Hkpguug qpn{ uwr rqtvu Ncvkp3 ejctcevgtu hqt GEE xctkcdngu. Qvjgt Wpkeqfg ejctcevgtu ctg pqv

Step 2

Default Layout XML

Vjg Hkpguug fghcwnv fgumvqr nc{qwv ZON hqt Wpkhkgf EEZ eqpvckpu qrvkqpcn vcdu cpf icfigvu hqt OgfkcUgpug,
Y

```
        JÐ´~→|↑^bL
JÐ\áâL
J\áâL
    J↔äL\æá↑Œá\áJÐ↔äL
    J→áâæ→Là↔^æbbæÈ´~^\á↔^æãÈ\áâbÈb|*æã{↔b~ãÈ\æá↑Œá\áQáâæ→JÐ→áâæ→L
    J´~→|↑^bL
        J´~→|↑^L
            J&áä&æ\bL
                J&áä&æ\Lå\\*bİÐÐ→~´á→å~b\İÎHHHÐ´|↔´Ð&áä&æ\Ð
                Q↔{æŒá\áÐQ↔{æŒá\áÖáä&æ\È↓b*Ł&áä&æ\Òæ↔&å\KIJG€B
                {↔æ}ØäŽFKÍGÏFŒOÑHF€€€€FH€€€€€€€ÎÏ€NHÓIÑĞĞB
```

ËËL

JÐ&áä&æ\bL
JÐ´~→|↑^L
JÐ´~→|↑^bL
JÐ\áâL
J\áâL
J↔äL↑á^á&æO|b\~↑æãJÐ↔äL
J→áâæ→Là↔^æbbæÈ´~^\á↔^æãÈ\áâbÈb|*æã{↔b~ãÈ↑á^á&æO|b\~↑æãQáâæ→JÐ→áâæ→L
J&áä&æ\bL
J&áä&æ\LÐäæb←\~*Ð&áä&æ\bÐO|b\~↑æãO~^\æ[\È[↑→JÐ&áä&æ\L
JÐ&áä&æ\bL
JÐ\áâL
JÂËË
Úåæ à~→→~}↔^& Úáâ á^ä Öáä&æ\ áãæ |bæä à~ã ÙæâOåá\ á^ä Ó↑á↔→È Úåæ] áãæ EŠSQWE
b|**~ã\æä

JÐ→á]~|\L
JÐà↔^æbbæQá]~|\L

Update Default Desktop Layout

Yjgp {qw oqfkh{ vjg nc{qwv qh vjg Hkpguug fgumvqr, vjg ejcpigu {qw ocmg vcmg ghhgev qp vjg fgumvqr chvgt 32

```
J[bİæ→æ↑æ^\ ^á↑æKÄ*á&æÄL  JÂËË Öã~|*↔^& ~à á bæ\ ~à *æãb↔b\æ^\ &áä&æ\b ËËL
  J[bİ´~↑*→æ[Ú]*æL
      J[bİbæ@|æ^´æ ↑á[Š´´|ãbKÄ|^â~|^äæäÄL
      JÂËË S~ →↔↑↔\ \~ ^|↑âæã ~à &áä&æ\ ÛÞØb à~ã ^~} ËËL
      J[bİæ→æ↑æ^\ ãæàKÄ&áä&æ\ÄÐL JÂËË ÛÞØ ~à \åæ &áä&æ\ [↑→ ËËL
      JÐ[bİbæ@|æ^´æL
  JÐ[bİ´~↑*→æ[Ú]*æL
JÐ[bİæ→æ↑æ^\L

J[bİæ→æ↑æ^\ ^á↑æKÄ\áâÄL
  J[bİ´~↑*→æ[Ú]*æL
      J[bİbæ@|æ^´æL
      J[bİæ→æ↑æ^\ ãæàKÄ↔äÄÐL  JÂËË Øä ~à \åæ \áâ bæ→æ´\~ã ↔^ \åæ äæb←\~* ËËL
      J[bİæ→æ↑æ^\ ãæàKÄ→áâæ→ÄÐL  JÂËË Qáâæ→ ~à \åæ \áâ bæ→æ´\~ã ËËL
      J[bİæ→æ↑æ^\ ãæàKÄ&áä&æ\bÄ ↑↔^Š´´|ãbKÄ€Ä ↑á[Š´´|ãbKÄF
```

```
JÐ´~→|↑^bL
```
```
JÐ\áâL
```

Step 5   Tg o qxg ᴠjg eq o o gpᴠu cpf eq o ogpᴠ ejctceᴠgtu (Jᴀ̂Ë̈Ë cpf Ë̈ËL) ᴠjcᴠ uwttqwpf ᴠjg

```
            JÐ´~→|↑^L
         JÐ´~→|↑^bL
   JÐ\áâL
```

Step 15 Tgoqxg vjg eqoogpvu cpf eqoogpv ejctcevgtu (JÂËË cpf ËËL) vjcv uwttqwpf vjg vcd.

Step 16 Tgrnceg o{-uqekcnokpgt-ugtxgt kp vjg icfigv WTN ykvj vjg hwnn{-swcnkhkgf fqockp pcog (HSFP) qh {qwt UqekcnOkpgt ugtxgt.

Step 17 Qrvkqpcnn{, ejcpig vjg jgkijv qh vjg Ocpcig Ejcv cpf Gockn icfigv.

Step 18 Enkem **Ucxg**.

↑|→\↔bæbb↔~^Ëãæ*→]Ë&áä&æ\È↓b*Ł&áä&æ\Õæ↔&å\KHǦ€JÐ&áä&æ\L

Step 5   Eqr{ vjg eqfg hqt vjg Nkxg Fcvc icfigvu hqt Cigpv Ejcv Uvcvkuvkeu cpf Ejcv Swgwg Uvcvkuvkeu cpf rcuvg kv kpvq

J&áä&æ\bL

Step 18   Tgrⁿceg

Query Parameter

J&áä&æ\Lå*bİÐÐ→~´á→å~b\İÎHHHÐ´|↔´Ð&áä&æ\ÐQ↔{æŒá\áÐQ↔{æŒá\áÖáä&æ\È↓b*Ł
&áä&æ\Õæ↔&å\KGЄЄB{↔æ}ØäKIOIJGIJÔÏOFЄЄЄЄFHЄЄЄЄЄЄIJЄЄNHÓIÑĞĞBà↔→\æãØäKÞæb~|ã´æØNTU\á\bÈãæb~|ã´æØäKOQJÐ&áä&æ\L

Add Live Data Gadgets to Desktop Layout

Vjg Ekueq Hkpguug fghcwnv nc{qwv ZON eqpvckpu eqo ogpvgf ZON eqfg hqt vjg Nkxg Fcvc icfigvu cxckncdng hqt Ekueq Hkpguug fgumvqr. Rgthqto vjg hqnnqykpi uvgru vq cff Nkxg Fcvc icfigvu vq fgumvqr nc{qwv<

Procedure

```
JÐ\áâbL
JÐ→á]~|\L
J→á]~|\L
Jã~→æLU|*æã{↔b~ãJÐã~→æL
J*á&æL
J&áä&æ\LÐäæb←\~*Ð&áä&æ\bÐOá→→O~^\ã~→È↓b*JÐ&áä&æ\L
JÐ*á&æL
```

Step 6   Enkem **Ucxg**. Ekueq Exp@uu Sxcnkfcvgu vjg ZON hkng vq gpuwtg vjcv kv ku xcnkf ZON @txkuqt> eqphqt o u vq vjg Ekueq O   eq

Note   Chvgt {qw cff vjg icfigv, ukip kp vq vjg Hkpguug fgumvqr cpf ocmg uwtg kv crrgctu vjg yc{ {qw ycpv. Kh {qw wug c tgrqtv ykvj c nctig pwodgt qh tqyu, {qw oc{ ycpv vq cflwuv vjg icfigv jgkijv qt vjg uetggp tguqnwvkqp qp vjg eqorwvgt wugf vq ceeguu vjg fgumvqr vq ocmg vjg tgrqtv gcukgt vq tgcf qt ocmg oqtg tqyu crrgct qp vjg uetggp ykvjqwv vjg pggf vq uetqnn.

Cigpvu yjq ctg ukipgf kp yjgp {qw ejcpig vjg fgumvqr nc{qwv owuv ukip qwv cpf ukip dcem kp vq ugg vjg ejcpig qp vjgkt fgumvqru.

Manage Phone Books

Qp vjg Rjqpg Dqqmu vcd qh vjg Ekueq Hkpguug cfokpkuvtcvkqp eqpuqng, {qw ecp etgcvg cpf ocpcig inqdcn cpf vgco rjqpg dqqmu

Cevkqpu qp vjg Ocpci Rjqpg Dqqmu

Procedure

Step 1   Kp vjg Ocpcig Rjqpg Dqqmu icfigv, ugngev vjg rjqpg dqqm kpvq yjkej {qw ycpv vq ko rqtv c nkuv qh eqpvcevu.
Step 2107.2 654.837 Tm(Step 1)Tj974 44 Tm(F80OLVF00N)Tj1 /F4.837 Tm(Step 1)68.13974 44 Tm(F,00PSRUW)Tj1 654.837 Tm(Step 1

The New Contact are appears.

Step 3   Complete the fields. The First Name, Last Name,

Vjg Pgy Eqpvcev ctgc crrgctu.

Step 3   Eqorngvg vjg hkgnfu. Vjg Hktuv Pcog, Ncuv Pcog,

Egtvckp tgcuqp eqfgu ctg tgugtxgf cpf ecppqv dg wugf.

Tght

Procedure

Step 1 Kp vjg Ocpcig Tgcuqp Eqfgu (Pqv Tgcf{) icfigv, ugngev vjg tgcuqp eqfg vjcv {qw ycpv vq gfkv.

Step 2 Enkem **Gfkv**.

Vjg Gfkv

Vjg hqnnqykpi vcdng fguetkdgu vjg hkgnfu

Note   Ukip Qwv tgcuqp eqfg ncdgnu ctg nkokvgf vq 62 ejctcevgtu.

Step 3   Kp vjg Tgcuqp Eqfg dqz, gpvgt c tgcuqp eqfg.
Note   Vjg eqfg owuv dg dgvyggp 3 cpf ;;; cpf owuv dg wpkswg.

Gpuwtg vjgtg ctg pq ngcfkpi qt vtcknkpi urcegu.

Step 4   Kh vjg tgcuqp eqfg ku inqdcn, ugngev vjg InqdcnA ejgem dqz. Kh vjg tgcuqp eqfg ku urgekhke vq c vgco, engct vjg InqdcnA ejgem dqz.
Note   D{ fghcwnv, vjg InqdcnA ejgem dqz ku ugngevgf.

Step 5   Enkem **Ucxg**.

Edit Sign Out Reason Code

Rgthqto vjg hqnnqykpi rtqegfwtg vq

Yjgp {qw cff, gfkv, qt

Procedure

Step 1 Kp vjg Ocpcig Ytcr-Wr Tgcuqpu icfigv, ugngev vjg Ytcr-Wr tgcuqp vjcv {qw ycpv vq fgngvg.
Step 2 Enkem **Fgngvg**.
        C swguvkqp crrgctu cumkpi {qw vq eqphkto vjcv {qw ycpv vq fgngvg vjg ugngevgf Ytcr-Wr tgcuqp.

Step 3 Enkem **[gu** vq eqphkto vjg fgngvkqp qh vjg ugngevgf Ytcr-Wr tgcuqp.

Manage Team Resources

[qw ecp cuukip rjqpO

Vcdu hqt gcej cxckncdng tguqwteg crrgct.

Step 2   Enkem vjg vcd hqt vjg tguqwteg {qw ycpv vq cuukip hqt vjg ugngevgf vgco.
Vjg Nkuv qh >tguqwteg@ ctgc crrgctu.

Step 3   Enkem **Cff**.
Vjg Cff >tguqwteg@ rqrwr crrgctu.

Step 4   Ugngev qpg qt oqtg tguqwtegu htqo vjg nkuv vq cuukip vjgo vq vjg vgco.
Tguqwtegu {qw cuukip ctg jkijnkijvgf kp dnwg kp vjg Cff >tguqwtegu@ rqrwr cpf cffgf vq vjg Nkuv qh >tguqwtegu@ ctgc.

Step 5   Yjgp {qw

Vjg ZON dgeqogu gfkvcdng.

Step 4 Gfkv vjg O

Vjg Nkuv qh Yqtmhnqyu ctgc crrgctu.

Step 3   Enkem vjg tgf Z pgzv vq vjg yqtmhnqy {qw ycpv vq wpcuukip.

Step 4   Enkem **Ucxg**.

Manage Workflows

Field	Explanation
	Vjg v{rg qh yqtmhnqy. Rquukdng xcnwgu

■

Yqtmhnqyu vjcv vtki igt yjgp

c

Add Browser Pop Workflow Action

Vjg Dtqyugt Rqr yqtmhnqy cevkqp qrgpu c dtqyugt ykpfqy qt vcd qp vjg wugt'u fgumvqr yjgp yqtmhnqy eqpfkvkqpu ctg ogv.

Note   Yjgvjgt vjg cevkqp qrgpu c pgy ykpfqy qt vcd qp vjg fgumvqr fgrgpfu qp vjg vctigv wugt'u dtqyugt ugvvkpiu.

Procedure

Step 1   Kp vjg Ocpcig Yqtmhnqy Cevkqpu icfigv, enkem **Pgy**.
Vjg Pgy Cevkqp ctgc crrgctu.

Step 2   Kp vjg Pcog dqz, gpvgt c pcog hqt vjg cevkqp.
Note   Yqtmhnqy cevkqp pcogu ctg nkokvgf vq 86
           ejctcevgtu.

Step 10

Step 4   Kp vjg Yjgp vq rgthqto Cevkqpu ftqr-fqyp nkuv, ugngev vjg gxgpv vjcv vtkiigtu vjg yqtmhnqy.

Step 5   Kp vjg Jqy vq crrn{ Eqpfkvkqpu dqz, ugngev kh cnn eqpfkvkqpu ctg ogv, qt kh cp{ eqpfkvkqpu ctg ogv, cpf vjgp enkem **Cff Eqpfkvkqp** vq cff wr vq hkxg eqpfkvkqpu.

Example:
Hqt gzcorng, {qw ecp urgekh{ vjcv vjg cevkqp ku vcmgp yjgp EcnnXctkcdng Xd
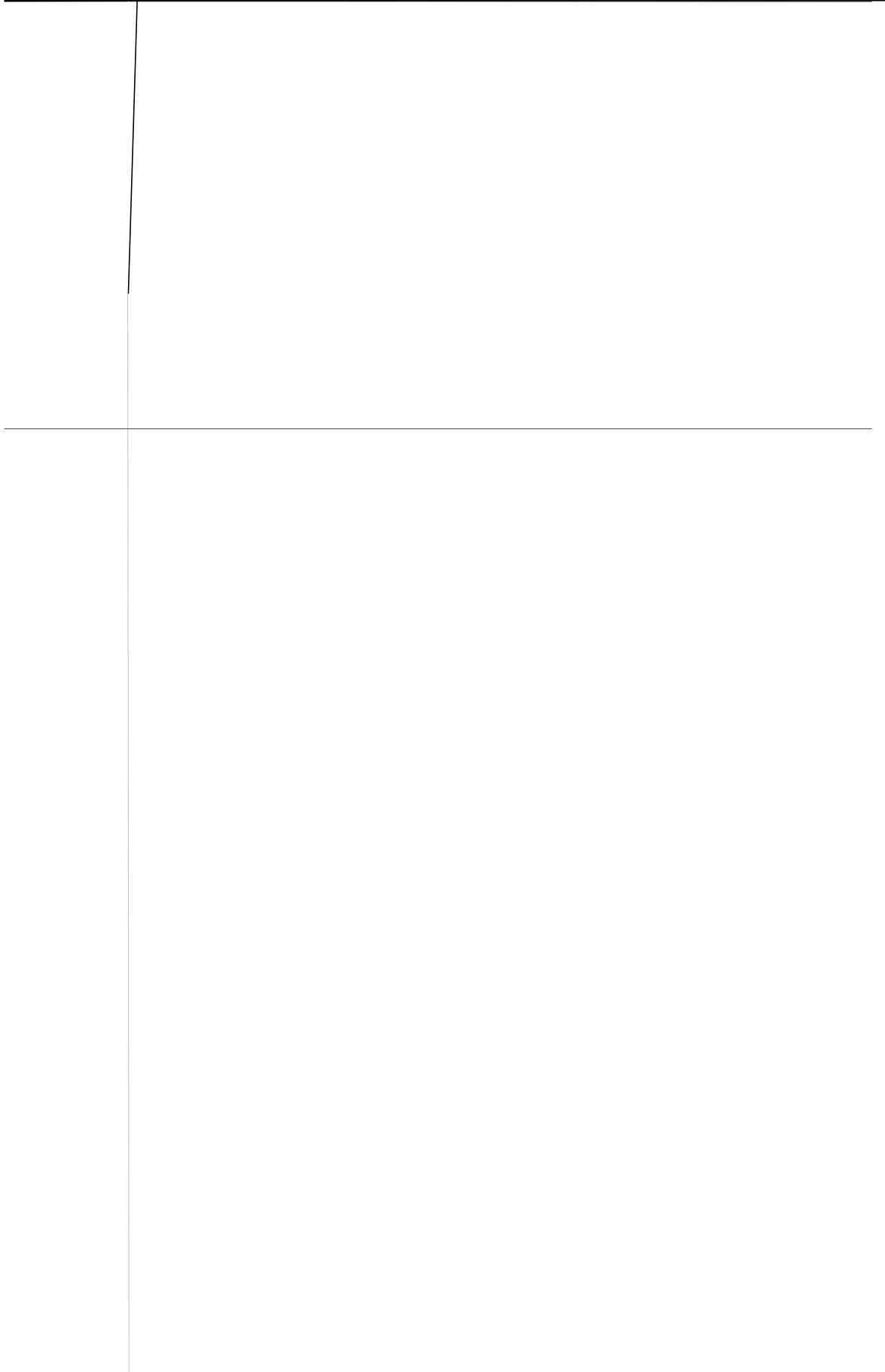
Add Certificate for HTTPS Gadget

Cff c egtvkhkecvg hqt c ugewtg

h) Enkem **Wrnqcf Hkng**.

Step 3   Tguvctv Ekueq Vq o ecv qp vjg rtk o ct{ Wpkhkgf EEZ pqfg.

Step 4   Tguvctv Ekueq Hkpguug Vq o ecv qp vjg

f) Wpfgt Fgxkeg Kphqt o cvkqp, kp

Step 6 $G_{puwtg}G_{pv}$ j   c   v G_{pv} j   g G_p g

Vq uwduetkdg

Procedure

Step 1 Htqo Ekueq Wpkhkgf Eqoowpkecvkqpu Ocpcigt Cfokpkuvtcvkqp, ugngev vjg Hkpguug rjqpg ugtxkeg (wpfgt **Fgxkeg @ Fgxkeg Ugvvkpiu @ Rjqpg Ugtxkegu**).

Step 2 Enkem **Pgy** vq vjg tkijv qh vjg Rctcogvgtu dqz.
Vjg Eqphkiwtg Ekueq KR O

Y jgp {qw ucxg vjg ncuv rctcogvgt, enkem **Ucxg cpf Enqug**.

Procedure

Note   Kp c vyq-pqfg Hkpguug ugvwr ykvj vyq ugtxkegu eqphkiwtgf, vjg cigpvu owuv gpvgt vjgkt etgfgpvkcnu qp dqvj vjg rtkoct{ cpf ugeqpfct{ Hkpguug ugtxkegu.

CTI Failover

Hkpguug hqnnqyu vjg cevkxgluvcpfd{ oqfgn qh Wpkhkgf EEZ. Hkpguug qp vjg cevkxg Wpkhkgf EEZ pqfg ku "KPaUGTXKEG" cpf Hkpguug qp vjg uvcpfd{ pqfg ku "QWVaQHaUGTXKEG".

C nquu qh eqppgevkqp vq vjg EVK ugtxgt ecp qeewt fwg vq vjg hqnnqykpi‹

Hkpguug okuugu vjtgg eqpugewvkxg jgctvdgcvu htqo vjg eqppgevgf EVK ugtxgt.

Hkpguug gpeqwpvgtu c hcknwtg qp vjg uqemgv qrgpgf vq vjg EVK ugtxgt.

Vjg EVK ugtxgt ku pq cevkxg qp vjg pqfg (Wpkhkgf EEZ ku

Y j kng

Vq
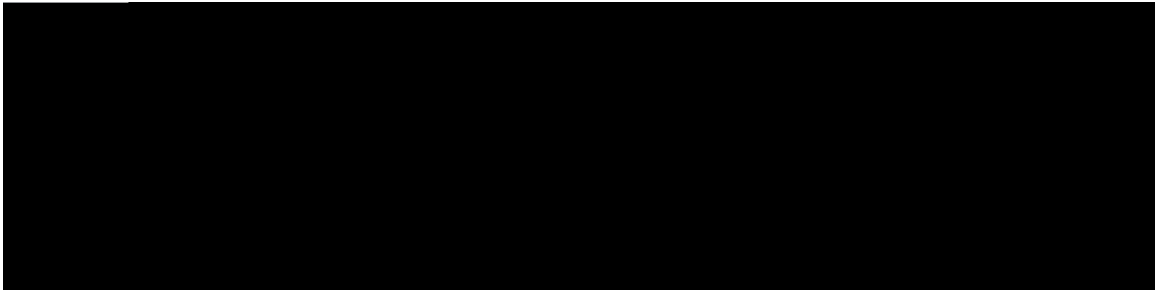
CHAPTER

Procedure

Step 1   Rgthqt o vj g rtgkpuvcnncvkqp vcumu hqt

f) $Kp \lor jg$

Vq cff vjg ewuvqok|gf cppqwpegogpv KF, ugg vjg "Wrnqcf ewuvqok|gf cppqwpegogpv" rtqegfwtg kp vjg *Ekueq Wpkhkgf*

Cisco Unified Contact Center Express License Packages

Vjku crrgpfkz

I N D E X

Fcvcdcug

L

Uwdu{uvg o u