

CUT

Tguqteg

Wrncf

Crnkćvq

Rtgflexg

Wug Writcfigf Yemndqctf

Cff Egtvkhkecvg hqt JVVURU Iefiy 395

Cff Egtvkhkecvg hqt Ownvk/uguukqp Ejev cpf Gockn 396

EVK Hcknqxgt 396

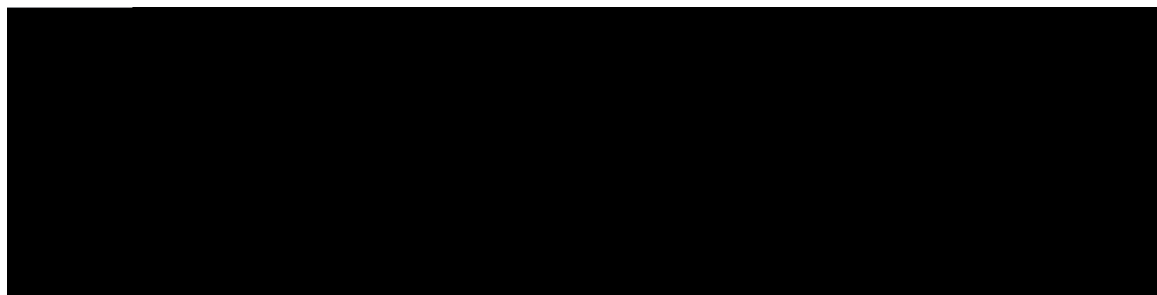
Dcemwr cpf Tguytg 396

Cffvkqpcn Ncpwciq Uwrqtv

About This Guide

Ekueq Wpkhkf Eqpvce Egpvgt Gzrtguu *Wpkhkf EEZ+. c o g o dgt qh vjg Ekueq Wpkhkf Eq o o wpkecvkqpu hc o kn { qh rtqfwevu. o pc i gu ewuvq o gt xqkeg eqpvce egpvgtu hqt fgrctv o gpvu. dtcpejgu. qt u o c m vq o g fkw o /uk | g eq o rcpkgu rncppki vq fgrnq { cp g pvt { /ngxgn qt okf / octmgv eqpvce egpvgt uqnwvkqp }

Vjg *Cisco Unified CCX Administration Guide* rtqxfgu kpvtwevkqpu hqt wukpi vjg C f o kpkuvtcvkqpu ygd kpvgt hceg vq rtqxkukqpu vjg uwdv { uvg o u qh vjg Wpkhkf EEZ rcemci g cpf vq eqphki wtg



*Wpkhgf KEOG+ vtepuncvkqp/tqwwkpi cpf rquv/tqwwkpi

Unified CCX Product Family

Vjg

Tguqwtg Opcigt Crrnkecvkqp rtqitc o vjcv oqpkvqtu Wpkhkgf EEZ cigpv rjqpgu cpf ennyu {qw vq
qti cplg cigpvu kpvq tguqwtg itqwrq qt umknu/dcugf rctvkvkqpu ceetfkpi vq vjg v{ rgu qh ecnu gcej itqr
ecp jcpfng0

EUS Crrnkecvkqp rtqitc o vjcv rncegu kpeq o kpi ecnu kp c swgwg cpf flvutkdvwgu vjg o

Enwuygt Xlgy

Wpłkfg EEZ C f o k p k u v t e v k q p y g d k p v g t h c e g W u g f v q

PqpXqkeg Uwdu{uvgo

Cmcyu Wpkhgf EEZ vq eqphkiwtg cpf opcig Ejcv cpf Gockn0

Xqkeg Dtqyugt

Opcigu

Configure Unified CCX Subsystems

[qw pggf vq rtqxxkukqp {qwt Wpkhkgf EEZ uwdu{uvgo u vq gpcdng vjg Wpkhkgf EEZ Gpikpg vq twp o wnvkrng
cr rnkecvkqpu vq jcpfng Wpkhkgf Eqo o wpkecvkqpu ecnuu qt J VVR tgs wguvulpi k tg

Kh {qw ycpv wq etgcvg qt cuuqekcvg vgc o u

Vjg pwo dgt qh nkegpugf cigpv

Manage Scripts Prompts, Grammars, and Documents

Vjg rtqeguu qh eqphki wtkpi Ekueq uetkrv cr rnkecvkqpu kpenwfgu wrnqc fki Wpkhkgf EEZ uetkrvu cpf rtgtgeqtfgf
rtqo rvu. kpuvcnkp i tco octu cpf ewuvqok|gfncpiwci gu. cpf cf fki vki igtu vq cr rnkecvkqpu

Fgrgpfki qp {qwt rctkewnct Wpkhkgf EEZ ko ringo gpvcvkap. {qw oc{ pggf vq

Manage Unified CCX



CHAPTER 

Unified CCX Administration Web Interface

Vjg Wpkhkgf EEZ rtqxkfgu c

Uwdu{uvgo u Eqpvckpu qrvkqpu hqt eqphki wtkpi rctc o gyvtu hqt vjg uwdu{uvgo u vjcv ctg nkegpugf hqt {qwt
Wpkhkgf EEZ ugtxgt0

[qw

Unified CCX Configuration Web Pages

Y jgp {qw ejqqg cp{ o gpw cpf uwd o gpw qrvkqp htq o vjg Wpkkkf EEZ Cf o kpkuvtcvkqp o gpw dct. c
eqphkiwtcvkqp qt cf o kpkuvtcvkqp ygd rcig qrgpu0 Wug vjku ygd rcig vq eqpvkpwg {qwt eqphkiwtcvkqp qt
cf o kpkuvtcvkqp vcum0

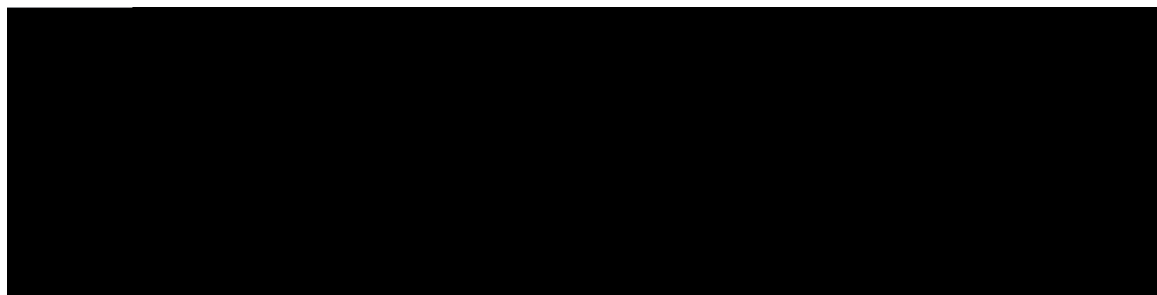
Kp uq o g

Related Topics

[Wpkhkgf EEZ](#)

Unified CCX Provision Checklist

Vjg Ekueq Wpkhkgf Eq o wpkecvkqpu Ocpigt



Related Topics

[Oqfkh{ CZN Kphqto cvkqp. qp rcig 48](#)

[Oqfkh{ Wpkhkgf Eqo owpkecvkqpu Opcigt Vgngrijqp{ Kphqto cvkqp. qp rcig 4:](#)

[Oqfkh{ ToEo Rtqxfgt Kphqto cvkqp. qp rcig 4;](#)

[Wpkhkgf Eqo owpkecvkqpu Opcigt hqt Wpkhkgf EEZ Eqphkiwtecvkqp. qp rcig 53](#)

Field	Description
	Vjg

Field	Description
	Vjg



Vjg ToEo Rtqxfgt urgekkgf vjtqwij

Vjg pgyh{ ugngevgf T o E o Rtqxfgt ku pqy gpcdnf0 kh vjg ugngevgf T o E o Rtqxfgt ecppqv dg gpcdnf. cp
gttqt ognuicg kpuwtwevu {qw vq tguugev T o E o Rtqxfgt}

Related Topics

[Oqfkh{ CZN kphqt o cvkqp. qp rcig 48](#)

[Oqfkh{ Wpkhgf Eq o owpkcvkqpu Opcigt Vnggrjq{ kphqt o cvkqp. qp rcig 4:](#)

[T o E o Rtqxfgt](#)

[qw ctg pqy tgc{ vq wug vjg Wpkhkgf Eqo owpkewkqpu Opcigt Cfo kplwvckqp ygd kpygthceg vq eqphkiwtg
wugtu hqt Wpkhkgf

Vq cuuki p Wpkhgf EEZ fgxkegu vq gpf wugtu cpf cr rnkcevqpp wugtu kp



kh

Step 13 Htq o

Procedure

Wpkkkf KEOG vtepuncvqp/tqwkpi



Kh {qw ctg

Ocpig

Step 4 Urgek{ vjg hqmqykpi hknfu<

Field	Description
	Vjku hkgmf

Configure Ring-No-Answer Application

Vjg Ekueq Tkpi/Pq/Cpu ygt cr rnkcevkqp eq o gu ykvj gcej Wpkhkf EEZ u{uyg o0 Vjku cr rnkcevkqp tgvwtpu c

Úáæ ~*æää\↔~^ ááb âææ^ æ[æ´|\æä b|´´æbbâ|→→]

Step 6 Cff c vtki igt hqt vjg cr rnkecvkqp0C -

C

Ūāæ ~*æǎǎ\↔~^ āáb

Vjg Cff c Pgy Crrnkecvkqp ygd rcig qrgpu0

Step 3 Htq o vjg Crrnkecvkqp V{rg

Application Triggers

Chvgt cffkpi c

Related Topics

[Cdqww Wpkhkgf EEZ Cr rnkecvkqpu. qp rcig 64](#)

[Wpkhkgf](#)

Vjg hqmqykpj rcvj

Step 3 Rgthqt o qpg qh vjg hqmqykp i vcumuk
c+ V

Related Topics

[Cdqww Wpkhkgf EEZ Crnkcevkqpu. qp rcig 63](#)

[Wrnqcf Pgy Uetkrvu. qp rcig 79](#)

[Fqypnqcf Uetkrv Hkng. qp rcig 7:](#)

[Tghtguj Uetkrvu. qp rcig](#)

Kh

Delete Script or Folder

Y jgp {qw fgngvg c uetkrv qt c hqnfgt

CHAPTER

Telephony and Media Provision

Tguqwtg rtqxkukqkpi kphqt ocvkqp hqt vjg Wphlf QEZ vnggrjqp{ cpf ogfkndu{uvg ou ctg



Provision Unified CM Telephony Subsystem

Cv vjku rqpν. kh vjgtg ku cp

Procedure

Step 1

Vq eqphki wtg c tg

vjg nkuv qh ecnn eqpvtqn itqwru fkurnc{gf kp vjg Ekueq Wpkhkgf EO Vgngr jqp{ Ecnn Eqpvtqn I tqwr Eqphkiwtcvkqp ygd rcig0

Related Topics

[Ogfk Vgtokpcvkqp Itqwru. qp rcig 86](#)

[Wpkhkgf EO Vgngr jqp{ kphqtocvkqp Tgu{pej tqpk|cvkqp. qp rcig :2](#)

[Eqphkiwtg Wpkhkgf EO V](#)

Kh {qw vt{ vq fngvg c vtki igt cuuqekcvgf ykvj cp qwvdqwpf ecnn eqpvtqn itqwr. vjgp vjg ec o rcki pu
cuuqekcvgf ykvj vjg vtki igt dgeq o g kpxcnkf cpf vjg cr rnkecvkqp cnuq igvu fngvgf0 kp uwej ecugu. yjgp
{qw enkem vjg **Fngvg** keqpyqt dwvqp. c fknqi dqz qrgpu vq eqphkt o {qwt cevkqp0 Enkem **QM** kh {qw ycpv
vq fngvg vjg vtki igt cpf fkcuuqekcvg vjg X vjg

Wpkhkgf EO Vgng r j qp{ kphqt o cvkqp

Field	Description
Ejcppgnu	Pwo dgt qh ejcppgnu cuuqekcygf ykvj vjg itqwr0

Step 2 Enkem **Cff Pgy** keqp cv vjg vqr qt **Cff Pgy** dwwqp cv vjg dqwq o qh vjg ykpfqy0 Vjg Ekueq Ogfk Vgt okpcvkqp
Fknqi Itqwr Eqphkiwtcvkqp ygd rcig qrgpu0
D{ fghcwnv. c Wpkhkf EO Vgng r jqp{ Ecm Eqpvtqn Itqwr ykvj Itqwr KF

OTER CUT

Vjku uwd{uvgo cmnyu wugtu vq pexki cvg vjtqwi j c ogpw qh qrvkqpu d{ urgcmkpi kpugcf qh rtguukpi
mg{u qp c vqwej/vqpg vgngr j qpg⁰

OTER

Related Topics

[Rtgrctg vq Rtqxlukqp CUTIVVU. qp rcig :5](#)

kh {qw fngvg cp CUTIVVU rtqxfgt cpf cm qh kvu cuuqekcvgf ugtxgtu cpf vjgp etgcvg c pgy CUTIVVU
rtqxfgtF qx kvukgc vu v u C g x



Provision MRCP ASR Dialog Groups

Wug vjg

Field	Description
	Ugnge vjg ncpwci gu vjcv {qw ykuj vq



Configure Default TTS Provider for Unified CCX System

```
Qr vkqpcn{
```

	Nepiwci gu uwr rqtvgf d{ vjg VVU Rtqkfgt0 Ugngev c ncpiwci g*qt o wnkrrng
--	--



Vjg ToEo wugt urgekkgf vjtqwi j Wpkkgf EEZ Cf o kpkuvtcvkqp ku wr fcvgf cwwq o cvkecnn{ kp Wpkkgf EO

kpvgthceg vq *associate* vjg T o E o wugt ykvj cp cigpv rjqpg0 Vjgug rjqpgu ctg vjg

Step 3 V{ rg vjg pc og qh vjg tguqwtg i tqwr kp vjg Tguqwtg I tqwr Pc og vgzv hkgnf0

Step 4 Enkem **Wrfcvg** vq cr rn{ vjg oqfkhkecvkqpu0

Vjg Tguqwtg I tqwru ctgc qrgpu. fkurnc{kpi vjg oqfkhkgf tguqwtg i tqwr pc og kp vjg Tguqwtg

Related Topics

[Etagvg c Umkm. qp rcig ;;](#)

[Fgngvg c Umkm. qp rcig 322](#)

Delete a Skill

Y jgp {qw fgngvg c umkm. vjg umkm ku tg oqxgf cwvq ocvkecm{ kh kv ku pqv cuuqekcvgf ykvj cp{ cigpvu cpf EUSu0
Kh vjg umkm ku cuuqekcvgf ykvj cp{ cigpvu qt EUSu cpf kh {qw enkem **Fgngvg**. {qw ctg fktgevgf vq cpqvjgt ygd
rcig. yjgtg {qw ecp ugg c nkuv qh vjg cuuqekcvgf EUSu cpf cigpvu. cpf {qw ctg rtqo rvgf vq eqphkt o yjgvjgt
{qw ycpv vq fgngvg vjg uc og}



Vq fgngvg c umkm. {qw ecp wug vjg hqmqykp i rtqegftg qt qrgp c umkm cpf enkem **Fgngvg**

[qw ecp cuukip tguqwtg itqwr]

Step 4 Enkem **Wr fcvg** vq cr rn{ vjg ejcpigu0
Vjg Tguqwtegu ctgc qh vjg ToE o Eqphkiwtcvkqp uw o oct{ ygd

Field	Description
	Unggeve c umknn htq o

Related Topics

[Ko rnkcvkqpu qh Fngvki Cigpvu kp Wpkhkf EO. qp rcig 323](#)
[Cuukip Tguwteg It ¶](#)

- d+ Ejqqug vjg tguqwteg itqwr hqt vjku EUS htqo vjg Tguqwteg Itqwr ftqr/fqyp ogpw0
- e+ Enkem **Ujqy Tguqwtegu** keqp vq ujqy cm cigpvu yjq oggv vjg urgekkgf etkvgtkc0
- f+ kh {qw uggevfg *Linear* qt *Circular* cu vjg Tguqwteg Ugngevkqp Etkvgtkc. kh pgeguuct{. tgcttcpi g

Field	Description
	Fgvt okpgu vjg

Modify a Contact Service Queue

Procedure

Step 1 Htqo

CSQ Name	Resource Pool Selection Model	Resource Selection Criteria	Skill/Competence	Available Agents
				C igpv3 C igpv4

Table 2: Resource Skill Selection Criteria

Configure Agent-Based Routing

C igpv/dcugf tqwvki rtqxfgu vjg cdnkx{ vq ugpf c ecnn vq c *specific* cigpv. tcvjgt vjcp cp{ cigpv cxckmcdng kp c EUS0

Wug vjg C igpv Dcugf Tqwvki Ugwvki u ygd rc ig vq eqphkiwtg u{uvgo/ykfg rctcogvgtu vq dg wugf kp cp cigpv/dcugf tqwvki crnkccvkqp0

Procedure

Step 1 Htqo vjg Wpkhkgf EEZ Cf o kpkvctvkqp ogpw det. ejqqug **Uwdu{uvgo u gou V {uvvjg**

Wrap-Up Data Usage

Eqpvcev egpvgtu wug y tcr/wr fcvc vq vtcem vjg htgswgpe{ qh cevxxkkgu qt vq kfgpvkh{ vjg ceeqwpv vq y jkej c ecnn
ku ejctigf. cpf qvjgt

Etgev Vge ou

Unified Gateway Auto-configuration Details



Wpkhgf EEZ uwrrqtvu CEF kpygi tcvkqp ykvj vjg

Vjg

Twp XTW Uetkrv Twpu c Wpkhkgf KEOG Xqkeg Tgurqpug Wpkv *XTW+ uetkrv qp vjg Wpkhkgf EEZ
u{uvgo0

Ecpegn Ecpegnu vjg Wpkhkgf KEOG XTW uetkrv vjcv ku ewttgpn{ twppki0

Related Topics

[Cdqwv Cf fvkqpcn Uwdu{uvgo. qp](#)

Field	Description
	Ugngev vjg tgswtgf xctkcdngu vq

Vq eqphki wtg Wpkhkf KEOG XTW Uetkrvu. eq o rngyg vjg hqmqy kpi uvgru0

Procedure

Step 1 Htq o vjg

Related Topics

[Ekueq Cr rnkcevkqpu Eqphki wtcvkqp. qp rcig 63](#)

[Eqphki wtg I gpgtcn Wpkhkf KEOG kphqto cvkqp. qp rcig 343](#)

[Cdqw Cffkvkqpcn Uwdu{uvgo. qp rcig 33;](#)

Provision of HTTP Subsystem



Note

Vjg J VVR uwdu{uvgo ku cxckncdng kh {qwt u{uvgo jcu c nkegpug kpuvcnngf hqt qpg qh vjg hqnnq ykpi Ekueq rtqfwev rcemci gu< Wpkhkf KR KXT qt Wpkhkf EEZ Rtgo kw o l

Vjg Wpkhkf EEZ u{uvgo wugu vjg J VVR uwdu{uvgo vq gpcdng Wpkhkf EEZ cr rnkcevkqpu vq tgu r qpf vq tgs wguu htqo c xctgy{ qh ygd enkgpvu. kpenwfkpi eqo rrwgtu cpf KR r j qpgu l



Kh

Procedure

Step 1 Htq o vjg Wpkhkgf EEZ Cf okpkuvtckqp ogpw det. ejqqug Uwdu{uvg o u @ JVVVR0
Vjg JVVVR Vtkiigt Eqphkiwtckqp ygd rcig qrgpu0

Step 2 Urgek{ vjg hqnnqykpi hknfu<

Field	Description
	Vjg tgnckxg WTN0 Hqt gzc o rng<

Related Topics

[Fcvdcug Uwdu{uvgo Eqphkiwtcvkqp. qp rcig 349](#)

[Ekueq Cr rnkcvkqpu Eqphkiwtcvkqp. qp rcig](#)



Kh {qwt g o ckn u{uvgo ku eqphki wtgf vq tgegkxg cempqyngfi ogpvu. {qw ujqwnf rtqeguu vjg o ckndqz {qw

Management of Prompts, Grammars, Documents, and Custom Files

Wpkhgf EEZ cr rnkcvkqpu ecp ocmg wug qh ocp{ cwzknkct{ hkngu vjcv kpygtcev ykvj ecnngtu. uwej cu uetkrvu.
rtg/tgeqtfgf rtq o rvu. itc o octu. cpf ewuvqo Lcxc encuugu0

Vq ocp cig vjgug cwzknkct{ hkngu. {qw o wuv eqo rnyg vjg hqmqykpi vcumuk

)

ku fpg

Related Topics

[Yk|ctfu Ogpw. qp rcig 533](#)

[Opcig Fqewogpv Hkngu. qp rcig 357](#)

[Nepiwig Opcigogpv. qp rcig 358](#)

[Wrnqcf](#)

Manage Document Files

Fqew o gpvu oki jv eqpukuv qh 0vzv. 0fqe. 0lur. qt 0jv o n hkngu0 Fqew o gpvu ecp cnuq kpenwfg ewuvq o encuugu cpf
Lexc Ctejkxg *LCT+ hkngu vjcv cmqy {qw vq ewuvq ok|g vjg

Step 2 Enkem **Etgevg Pgy Hqnfgt** qt **Etgevg Ncpiwcig** keqp vjcv fkurnc{u kp vjg vqqn det kp vjg wr rgt. nghv eqtpgt qh vjg ykpfqy qt vjg **Etgevg Pgy Hqnfgt** qt **Etgevg Ncpiwcig** dwwqp vjcv fkurnc{u cv vjg dqwqo qh vjg ykpfqy0 Vjg Etgevg Pgy Hqnfgt qt Etgevg Ncpiwcig fkcni dqz qrgpu0

Step 3 Rgthqt o cpl qpg qh vjg hqmqykpi cevqpu<

Ugngev c xcnwg htq o vjg

Step 2 Ugngev vjg **Fgngvg** keqp cickpuv vjg tgurgevkxg hqnfgt. vjcv {qw ycpv vq fgngvg}
C fknqi dqz qrgpu vq eqphkto vjg Fgngvg cevkap hqt vjg urgekhe hqnfgt

Step 3 Enkem **QM** vq fgngvg

Upload Zip Files to Language Folder

Kp cf fkvkqp vq cf fkp i Rtq o rv qt Fqew o gpv hknv

Upload of Prompt Files

Rtq o rvu ctg o guuc i gu v jcv

Vjg Ewuvqo Encuugu Eqphkiwtcvkqp ygd rcig qrgpu0

AAR File Creation

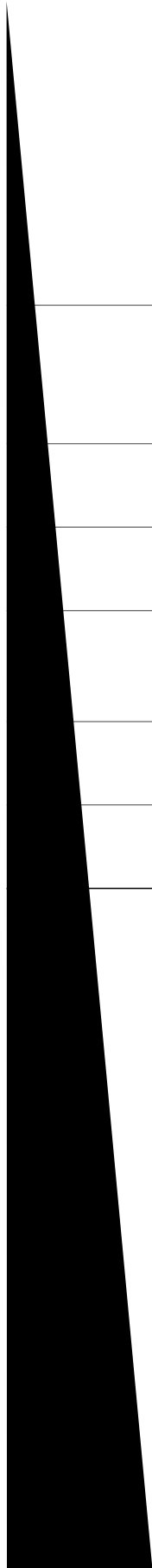
[qw etgcvg cp CCT hknq wukpi c lct qt Ykp\kr vqqn0

Cp CCT hknq hqt o cv ku uk o knct vq c \kr hknq hqt o cv0 Kv kpenwfgu cp qrvkqpcn OGV

Related Topics

[CCT](#)

Крѣт о сѣкѣ кр с о сѣкѣ гу хнѣ едрѣкѣ *name-value* рѣкѣ



META-INF Directory Attributes

Vjg Wpkhkgf EEZ tgeqipk|gu vjg z0OH hkng kp vjg cr rnkecvkqpu. uwdu{uvgo u. cpf uvgru uwdfktgevtkgu kp vjg OGVC/KPH fktgevt{ cpf kpvgrtgvu gcej vq eqphkiwtg cr rnkecvkqpu. uwdu{uvgo u. cpf uvgru tgurgevixgn{0 Vjg z ku vjg dcug hkng pcog cu nkuvgf qp vjg Cr rnkecvkq/Nkuv ockp cvvtdwvg qh vjg ocpkhguy hkng0 Vjg Z0OH hkng eqpvckpu qpg ugevkq fghkpi vjg eqphkiwtcvkq qh c rctkewnet cr rnkecvkqp0

Application Subdirectory Attributes

Vjg hqmqykp i vcdng fguetdgu vjg u{pvcz qh vjg ocpkhguy

Unified CCX System Management

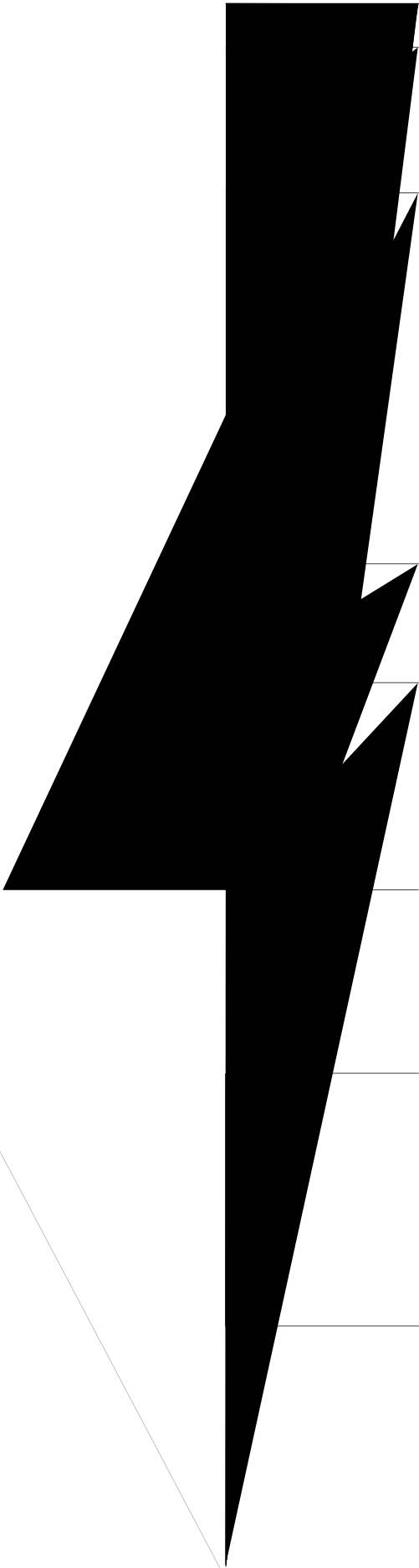
Wpkhgf EEZ cf okpkuvtevkqp rtqxkfgu qrvkqpu vq eqphkiwtg. eqpvtqn. cpf oqpkvt Wpkhgf EEZ eq o rpgpv
cevkxkvkgu cpf

ugtxgt

Wpkhkgf EEZ rtqxfgu jki j exckcdknkv{ cpf cwvq o cvke hcknqxgt ecrckdnkv{ vjtqwij



Ejcpikpi uqog u{uvgo rctcogvgtu nkmg KR cffgtuu. Pgyyqtm Vkog





Dg cyctg vjcv vjg TgrnkecvgaUvcvg qdlgev ujquy c xcnwg qh 4 kp vjku ecug0 Vjg hqmqykp i

Umkr *c+ kh

IP Address Modification in High-Availability (HA) Deployment

Change IP Address for Publisher Server in HA Deployment

~^ \á↔b bæã{æãË Úáæ →'æ^bæ }↔→ áá{æ \~ âæ ãæËá~b\æãË
0~^\leftrightarrow|æç]Ð^Dİ
0~^\leftrightarrow|æ ç]Ð^DŁ]
Gpuwtg vjc vjg

Procedure

Change Host Name for Server in a Single-Node Deployment

Wug vjku rtqegftg

d+ Gpvt { vykeg vq eqpvkpwg cpf gpvt vjg jquwpc og cpf rtguu **Gpvt**

Sæ} Bæ↑~\æ á~b\^á↑æí á↔↓←Ë→↑^É^F

Wukpi

Step 6

Wukpi Ekueq Wpkkkf Eq o wpkecvkpu

Step 8 Hqt Ekueq Hkpguug cpf Wpkhkgf Kpvgnki gpeg Egpvgtu wugtu. fngvg vjg egtvkhkecvgu gpvtkgu hqt vjg qnf jquvpc o glKR
Cfftguu htq o vjg ygd dtqyugt dghqtg {qw nqi kp vq Ekueq Hkpguug C igpv Fgumvqr qt Wpkhkgf Kpvgnki gpeg
Egpvgt}

Exit Unified CCX Administration

Vq gzkv Wpkhkgf EEZ Cf okpvkvcvqp ykvjqw enqkpi {qwt ygd ¥





Hqt o qtg kphqt o cvkqp cdqww J kuvqtkecn fcvcuvqtg. ugg *Cisco Unified Contact Center Express Serviceability Guide*

Vq jgnr mggr {qwt u{uvgo twppkpi oquv

Step 3 Htqo vjg ftqr/fqyp nkuv kp vjg

Related Topic

[Tgrqtv Ogpw. qp rcig 3:6](#)

Open Real-Time Reports

Tgen/Vk o g tgrqtvkpi ku cxckndigt f gkk kk

t ntv - qp

td p

Related Topics

[Tgrqtv Ogpw.](#)

Reset Report Statistics

V jg Wp khgf EEZ u { uvg o cwvq o cvkecm { tgugvu cm uvcvkuvkeu gcej fc { cv okfpki jv0 [qw ecp tgugv v jg ceew o wncvgf
uvcvkuvkeu o cpwcm {

Step 2

Report Menu



Application Tasks Summary

Engine Tasks Real-Time Report

Wug vjg Gpikpg Vcumu tgen/vk o g tgrqtv vq xkgy kphqt o cvkqp cdqww ewttgprn { cevkxg Gpikpg

	Description



Field	Description
Eqpvcevu Rtgugpygf	Pw o dgt qh eqpvcevu vjcv jcxg dggp rtgugpygf vq vjku tguqwteg0
Eqpvcevu Jcpfngf	Pw o dgt qh eqpvcevu vjcv jcxg dggp jcpfngf d{ vjku tguqwteg0

Overall Chat Cisco Unified Contact Center Express Stats Report

Wug vjg Qxgtcnn Ejcv Ekueq Wpkhkgf Eqpvcev Egpvgt Gzrtguu

Open Printable Report

Wug vjg qrvkqp vq igv c rtkpvedng tgrqtv qh cmn ewttgprv{ cevkxg eqpvcevu kp vjg u{uyg o0

Vq igv c rtkpvedng tgrqtv<

Step 3 Htqo vjg Crnkecvkqp Tgrqtkpi ogpw dcl. ejqqug **Vqqu** cpf enkem **Engct Eqpvcew** C Engct Ecmn fkcni daz
ku fkuric{gf vq yctp {qw} kh {qw ycpv vq eqpvkpwg ykvj vjg engct cevkqp. enkem **Pq** Vq ecpegn vjg cevkqp. enkem

EUS Yckvpi Eqpvcevu Kphq Ejqqug vjku qrvkqp vq xkgv fgvckngf



Note

Nkxg Fcvc tgrqtvu ecp qpn{ dg twp d{ cigpvu. uwrgtxluqtu. cpf tgrqtvkpi wugtu}



Vjg nk o kv hqt vjg oczkowo pwodgt qh wugtu. y jq

Customer-Defined User Groups

Ugewtkv{ cf o kpkwvqvqtu ecp etgcvg cp{ pw o dgt qh wugt i tqwru cpf ecp cff wugtu vq vjg o 0 Htq o vjqug qvjgt
wugt i tqwru. qpg

Step 5 Enkem **Uc**xg vq wr fcvg pgy gpvt{ qt ejcpigu vq vjg hknfu0

Step 6 Enkem

Rgt o kuukpu ctg eq o dkgf

Table 12: Fields on the Group Members Tab

Field	Description
	Enkem vjg ftqr/fqyp nkuv vq ugngev vjg qdlgevu hqt y jkej {qw ycpv vq ugv



Note

Nqecnk|cvkqp qh Cwfkv Vtckn tgrqtv ku pqv uwr rqtvgf0

View Audit Trail Logging in Unified Intelligence Center

Procedure

Step 1

cping dtcemg

Unified CCX Outbound Dialer Configuration

Qwddqwpf Hgcwvtg hqt Wpkhkgf EEZ. rcig 447

Uwrrqtvgf

Outbound Characteristics



Vjg uw o qh kpdqwpf cpf qwdqwpf KXT rqtvu ujqwnf dg nguu vjcp qt gswca vq c oczkowo pwo dgt qh KXT
rqtvu uwr rqtvgf hqt {qwt jctf yctg oqfgn} V - hqt T

Configure Outbound Subsystem in Unified CCX

Vjg U{uvg o Qrvkqpu eq o rqpgrvu ctg pqy wrfcvgf0

Related Topics

[Qwdqwpf Hgcwtg hqt Wpkhkf](#)

Qwdqwpf Ctgc Eqfg Hwpevkqpenkv{. qp rcig 457

Eqphkiwtevkqp Wrfcvgu. qp rcig 457

EUS Cigpv Rqqn Cmqqecvkqp. qp rcig 458

Outbound Area Code Functionality

Kp vjg Qwdqwpf qrvkqp. vjg ctgc eqfg fgvgtokpgu vjg igqiterjkecn nqecvkqp qh vjg rjqpg

Procedure

Step 1 Etgcvg c Ecm Eqptqn I tqwr hqt Qwvdqwpf v{ rg ykvj vjg tgswtgf pw o dgt qh kXT rqtvu vq dg

	Description

Import Contacts for Campaign



C eqpvcev nkuv ecp eqpvckp wr vq 9 hkgnfu< CeeqwpvPwo dgt. HktuvPc og. NcuwPc og. Rjqpg3. Rjqpg4. Rjqpg 5
cpf FkcnVko g0

FkcnVko g hkgnf ku wugf vq urgek{ vjg vk og vq fkcnc pwo dgt hqt kpfkxkfwcn eqpvcev qp vjg ewttgpn fcvg0
Vjg hqt o cv vq dg wugf hqt vjku hkgnf ku J J<OO0 HO

Enable Campaigns

Outbound Subsystem and Time Detection

Vjg Qwdqwpf uwd{uvg o wugu vjg ctgcvtgc

Uq o g ctgc eqfgu gzwgpf

Contact States Reset at Midnight

Vjg Qwdqwpf uwdu{uvg o rgthqt ou vjg hqnnqykpi cevqpu cv okfpi jv<

Vjg FkcnkpiNkuvEqphki tgeqtfu ykvj c ecnn uvcvwu qh Wpmpqyp ctg tgugv vq Rgpfkpi0



Qwdqwpf eqpvcevu ykvj c ecnn uvcvwu qh Wpmpqyp kpfkecvg vjcv vjg vjgug eqpvcevu ygtg
tgvtkxgf htqo vjg fcvcdcug dwv vjg u{uvg o ygpv fqyp

Cisco Unified Contact Center Express Supervisor and User Options Plug-Ins

Vjg hqmqykpi ugevqpu rtqxfkg fgvckngf kphqt o cvkqp qp vjg cf flkqpcn rrw i/kp qrvkqpu rtqxfkgf d{ vjg Wpkhkgf EEZ0

Cdqw Wugt Opcigogpv. rcig 477

Cdqw Wpkhkgf EEZ Wugt Ecrcknkvkgu. rcig 477

Wpkhkgf EEZ Uww gkxkuqt Ygd Kpvgtceg. rcig 47:

Wpkhkgf EEZ Wugt Qrvkqpu Ygd Kpvgtceg. rcig 47;

About User Management

kp gctmgt xgtukqpu qp Wpkhkgf EEZ. ocp{ wugt rctcogvgtu nkmng wugt KF. rcuuyqtf. cpf rkp ygtg eqphkiwtgf htqo vjg Wpkhkgf EO Cf b kpkuktqg Uqog Wpkhkgf

Related Topics

- [Cdqw Wugt Ocpcig@gpv. qp rcig 477](#)
- [Cf o k p k u t e v q t R t k x n g i g u . q p r c i g 478](#)
- [Uw r g t x k u q t R t k x n g i g u . q p R c i g C f o g](#)



Note

Vjg ToEo o gpw ecp dg xkygf d{ vjg Uwrgtxkuqt qpn{ y jgp cp{ qh vjg hqnnq ykpi vyq qrvkqpu ctg ugngevgf
cu vjg rctc o gygt xcnwg hqt vjg Uwrgtxkuqt Ceeguu hknf nqecvgf kp U{uvg o @ U{uvg o Rctc o gygtu @
Crrnkecvkqp Rctc o gygtu<

/ Ceeguu vq cnn Vgc o u

/ Ceeguu vq Uwrgtxkuqt)u Vgc o u qpn{

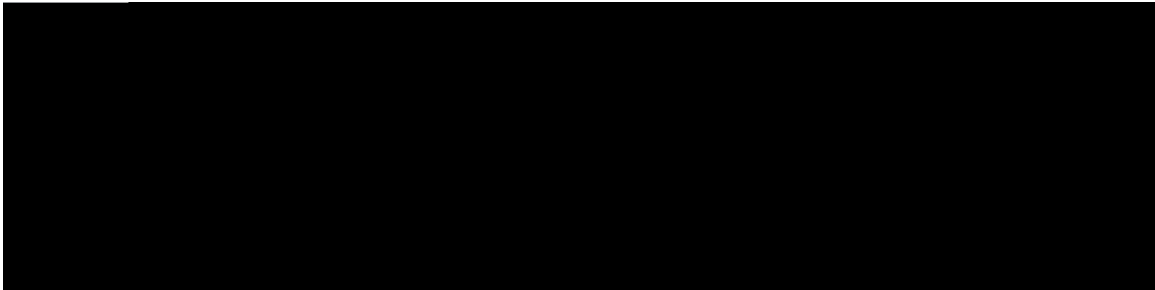
Cf o k p u t e v q t

Unified CCX User Options Web Interface

Wug vjg Wpkkkf EEZ Wugt Qrvkqpu

Vq tg o qxg cp cnvgtpcyg rtqpwpekcvkqp hqt {qwt hktuv pc o g. enkem v jg cnvgtpcyg rtqpwpekcvkqp cpf v jgp enkem
Tg o qxg

Step 5 Kp v jg Ncuu Pc o g hkgnf. {qw ecp gpvgt cp cnvgtpcyg rtqpwpekcvkqp qh {qwt ncuu pc o g} Hqt gzc o rng. kh {qwt ncuu
pc o g ku ku



CHAPTER 1

Related Topics

[Opcig U{uvgo Rctcogytu. qp rcig 377](#)

[Eqphkiwtg Fghcwnv VVU Rtqxkfgt h](#)

Vjg **Ugtxgt Eqphkiwtcvkqp** ygd rcig qrgpu0

Step 2 Gpvgt vjg kRx8 cfftguu qt tg oqxg kv kp vjg **kRx8 Cfftguu *hqt fwen kRx6lkRx8+** hkgnf0

Step 3 Enkem **Ucxg** vq cff vjg kRx8 cfftguu0

Custom File Configuration

Wug vjg Ewuvq o Encuugu Eqphki wtcvkqp ygd rc {gvo urgek{ vjg encuur2vj hqt ewuvq o encuugu0 tc) e vq
Ejqqug U{uvgo @ E ? vq o

Xlgy Nkegpug Kphqt o cvkqp. qp rcig 32
Ekueq Wpkhkgf Eqpvcev Egpvgt Gzrtguu Nkegpug Rcemcigu. qp rcig 629

Display Licenses

Htqo vjg Wpkhkgf EEZ



Subsystems Menu

Vjg Uwdu{uvg ou o gpw qh vjg Wpkhkgf EEZ Cf okpkuvtcvkqp ygd kpvgtfceg r tqxfkgu ceeguu vq vjg uwdu{uvg ou vjcv ctg nkegpugf hqt {qwt Wpkhkgf EEZ u{uvg o0

Vjg Wpkhkgf EEZ

ToEo Ogpw. rcig 499

Ejcv l Ejcv cpf Gockn Ogpw Qrvkqpu. rcig 4:5

Qwdqwpf Ogpw. rcig 4;8

Wpkhkgf KEO Ogpw. rcig 524

Fcvdcug

Related Topics

[Oqfkh{ Wpkhgf Eq o wpkecvkqpu Opcigt Vgngrijqp{ Kphqto cvkqp. qp rcig 4:](#)
[Rtqxkukqp Wpkhgf](#)

Umkmu Enkem vjku

Procedure

Enkem vjg **Qrgp Rtkpvedng Tgrqtv qh vjku Umkn Eqphkiwtcvkqp** keqp vq xkgy c nkuv qh vjg tguqwtegu cuuqekcygf ykvj vjcv umkn0

Related Topics

[Oqfkh{ c Umkn Pcog. qp rcig ;;](#)

[Fgngvg c Umkn. qp rcig 322](#)

Resources Configuration

Wug vjg Tguqwtegu Eqphkiwtcvkqp ctgc vq cuuki p

Ejqqug Uwdu{uyg ou @ T o E o @ Tguqwtg I tqwru htq o vjg Wpkhkf EEZ Cf o kpkuvtcvkqp o gpw dct vq ceeguu
vjg Tguqwtg I tqwru ygd rcig⁰

Related Topics

[Tguqwtg I tqwru. qp rcig](#)

Add Skills

UqeknOkg

áääääæbbçô~b\^á↑æD ~ã 'åæ'← \åæ ^æ\}~ã← '^^æ'\↔~^ á^ä ↑á←æ b|ää \áá\
U~'↔á→R↔^æã ↔b äæá'ááâ→æ àã~↑ OOVÈ

Procedure

- Step 1 Htq o vjg Wpkhkgf EEZ Cf okpkwtevkqp o gpw dct. ejqqug **Uwdu{uvg o u @ E j cv @ UqekcnOkpgt Eqphkiwtevkqp**
QT Uwdu{uvg o u @ E j cv cpf G o ckn @ UqekcnOkpgt Eqphkiwtevkqp cu crnkecdng0
Vjg **UqekcnOkpgt Eqphkiwtevkqp** ygd rcig crrgctu0
- Step 2 Eq o rnyg qt o qfkh{ vjg hqmqykipi hknfu hqt UqekcnOkpgt<
-
-
-

jwr@lly.y0ekueq0eq.olelglwulwr.rqtvlewuvq.ogt/eqmcdqtcvkqpluqekcn.okpgt1rtqfwevu/wugt/iwkfg/nku0jvon

Mail Server Configuration

Contact Service Queues Configuration

Before You Begin

[qw o wuv etgcyg c umkm dghqtg etgcvkpi c EUS0 Hqt kphqt o cvkqp cdqww etgcvkpi c umkm. ugg [Umkmnu](#)
[Eqphkiwtcvkqp. qp rcig](#)

Table 13: CSQ Type Chat

Procedure

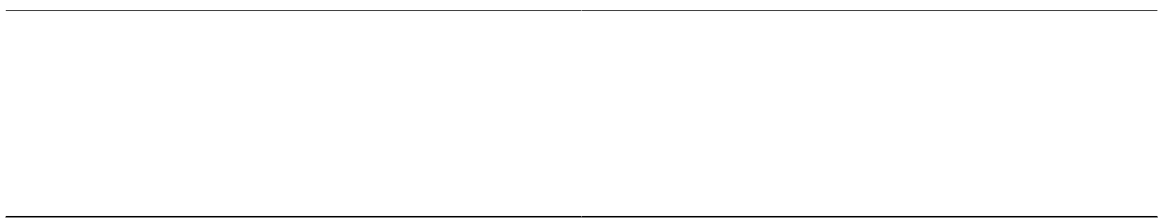
Vjg Nkuw Ejc v Ygd Hqtou ygd rcig qrgpu. fku rnc{kpi vjg kphqt o cvkqp hqt

Outbound Menu

Add New Campaigns

Vq eqphkiwtg vjg rtqrgtvkgu hqt fktgev rtgxky

Kh {qw enkem **QM**. vjg Qwvdqwpf uudu {uvg o ejgemu y jgvjgt vjg eqpvcevu ctg wugf kp cp cevkxg Qwvdqwpf ec o rcki p0
Kh vjg eqpvcevu ctg wugf cu





Note

[qw ecp wug gkvjgt qh vjg dgnqy vyq uwr rqtvgf ogvjqfu vq oqfkh{ c fkcngf pwodgt kp vjg icvgy c{<

Vq tgoqxg vjg kpkvkn fkikvu qh vjg rjqpg pwodgt wug **hqtyctf/fkikvu** qt

Add New Database Parameter

Vq cff c pgy fcwcdug rctc o gygt<

Procedure

Ejqqg U**du**{uv**g o u**

Add New HTTP Trigger

Vq cff c pgy J VVR vtkiigt<

Procedure

Enkem vjg **Cff Pgy** keqp qt dwwqp qp vjg J VVR

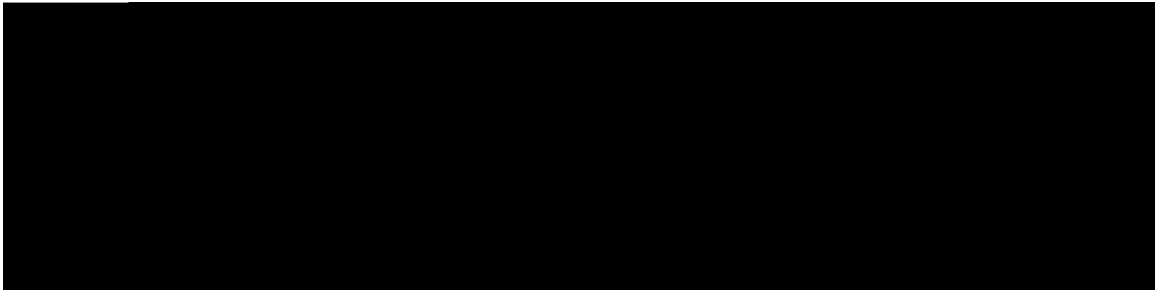
dcugf fkcni kpygtcevkqpu ykvj ewuvqogtu0 C fkcni

Related Topics

[Rtqxlkqp OTER CUT Ugtxgtu. qp rcig :7](#)

MRCP ASR Dialog Groups

Wug vjg OTER CUT Fkcnqi Itqwr Eqphkiwtcvkqp ygd rcig vq flurnc{. cff. oqfkh{. cpf fngvg kphqt ocvkqp
cdqww OTER CUT fknqi itqwr. g W EEZ



CHAPTER 1



Rtq o rvu ecp dg wrnqcf gf cu gkvjgt c ukp ing rtq o rv hknq qt c |kr hknq qh rtq o rvu0 [qw ecp wrnqcf o wnvkrng
rtq o rvu kp vjku uvgr *ugg [Ocpig Rtq o rv Hknq. qp rcig 353+0](#)

I t e o o c t u Kp vjku uvgr. {qw ecp xkgy c nkuv qh gzkuvkpi ewuvqo i t e o o c t hknq vjcv ctg wugf vq tgeqipk |g
cpf tgurqpf

Cff c

Tools Menu

Vjg Vqqu o gpw qh vjg Wpkhkf EEZ

Vq ceegu vjg

Real-Time Snapshot Config Menu

Ocp{



Hqt fgvcnu cdqww vjg kphqt o cvkqp y tkwgp vq vjg TvEUSuUw o o ct{ cpf TvWpkhgf EEZUvcvkukcu fcvdcug
vcdngu. ugg vjg *Cisco Unified CCX Database Schema Guide*)

Related Topics

[Rcuuyqtf Opcigopw. qp rcig 54;](#)

W

Procedure

Step 1



Hqt cf fvkqpcn kph q §

tkph

Field	Description
	Kh {qw e jgem v jg

Кр ecug qh cp Jki j Cxckncdknkv{

Tgrqtvki Ecredknkv{ Xkgy Ogpw. qp rcig 54:

Cigpv Ecredknkv{ Xkgy Ogpw. qp rcig 54:

Related Topics

Cdqw Wpkhkf EEZ Wugt Ecredknkvku. qp rcig 477

Tgoqvg Oqpkvqtkpi Wug cpf Eqphki wtevkqp

Etgcvg Tgoqvg Oqpkvqtkpi Uwrgtxkuqt

Cuukip Tguqwtegu cpf Eqpvcev Ugtxkeg Swgwgw

Pcog I tco octu owuv dg igpgtcvgf kh {qw ykuj vq wug vjg Pcog vq Wugt Uvgr ykvj CUT0

Vjg Urqmgp Pcog Rtqo rv

Reporting Capability View Menu

Htqo vjg Wpkhgf EEZ Cf okpkuvtkqp o gpw dct. ejqqug **Vqqu @ Wugt Opcigo gpv @ Tgrqtkpi**

dwwwqp vq ejgem cpf eqphkt o yjgvjgt vjg rcuuyqtfu dgvyggp vjg vyyq pqfgu ocvej qt pqv0 [qw

Help Menu

Vjg Jgnr Ogpw qh vjg Wpkhkgf EEZ Cf okpkuvtcvkqp ygd kpvgtbceg rtqxkfgu ceeguu vq qpukpg jgnr hqt vjg Wpkhkgf EEZ u{uvgo}

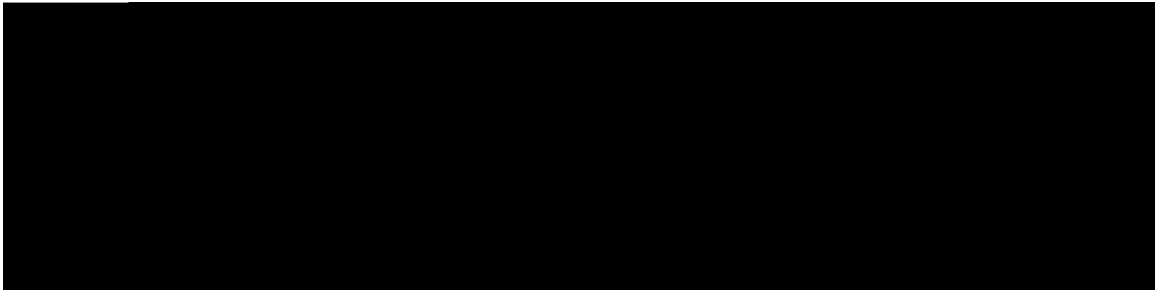
Wug vjg Jgnr ogpw vq ceeguu eqphkiwtcvkqp rtqegfwtgu cpf fguetkrvkqpu qh Wpkhkgf EEZ eqo rqpqpvu}

Vjg Jgnr ogpw eqpvckpu vjg hqmqykpi ogpw qrvkqpu<

Eqpvqpvu cpf kpfgz

Vjg hqmnykpi

pgy dtqyugt ykpfqy qrgpu vq flurnc{ vjg hqmmykpi fqewogpvcvkqp kpfgz rcig< jwr<l



CHAPTER 20



Assign Skill Competency to Resource

Procedure

Step 1 Nqikp vq Ekueq Oqdkng Umkmn Opcigt wukpi

Cisco Finesse

ƙpvtqfwekqp. rcig 565

Ekueq Hkpguug Cf okpkuvtcvkqp Eqpuqng. rcig 566

Ekueq Hkpguug Cigpv cpf Uwggtxkuqt Fgumvqr. rcig 5;9

W

Ecnn Opcigt/Dcugf Ecnn

Ekueq

Manage Call Variables Layout

Qp



Note

Vjg Cff Tqy dwwqp ku flucdnf kh 32 xctkcdngu ctg cntgcf { eqphkiwtgf hqt vjg urgekkgf
eqnwop⁰

Vjg

Cevkqpu qp vjg Ocpicg Fgumvqr Ne{qww icfigv<

Hkpguug Fghcwnv Ne{qww ZON< Gzrcpfu vq ujqy vjg ne{qww

Update Default Desktop Layout

Y jgp {qw oqfkh{ vjg nc{qww qh vjg Hkpguug fgumvqr. vjg ejcpigu

J[bíæ→æ↑æ^\ äæâKÃ&áá&æ\ÄDL JÄËË ÛPØ ~à \áæ &áá&æ\ [↑→ ÈËL
JÐ[bíbæ@|æ^'æL

Procedure	When to use
	Hqmqy vjku rtqegfwtg kh {qw ycpv vq cff Ygd Ejev cpf Gockn vq vjg Hkpguug fgumvqr chvgt c htguj kpuvcnncvkqp qt chvgt cp wr itcfg kh {qw jcxg

$J \rightarrow \hat{a} \hat{a} \hat{x} \rightarrow L \hat{a} \leftrightarrow \hat{x} b b \hat{x} \hat{E} \sim \sim \wedge \hat{a} \leftrightarrow \hat{x} \hat{a} \hat{E} \hat{E} \backslash \hat{a} \hat{a} b \hat{E} \hat{a} \hat{x} \hat{x} \wedge \hat{E} \uparrow \hat{a} \wedge \hat{x} \hat{O} \hat{a} \rightarrow \rightarrow Q \hat{a} \hat{a} \hat{x} \rightarrow J \hat{D} \rightarrow \hat{a} \hat{a} \hat{x} \rightarrow L$
 $J \hat{D} \backslash \hat{a} \hat{a} L$
 $J \backslash \hat{a} \hat{a} L$
 $J \leftrightarrow \hat{a} L \uparrow \hat{a} \wedge \hat{x} S \sim \sim \hat{U} \sim \leftrightarrow \hat{x} R \hat{x} \hat{a} \leftrightarrow \hat{a} J \hat{D} \leftrightarrow \hat{a} L$
 $J \rightarrow \hat{a} \hat{a} \hat{x} \rightarrow L \hat{a} \leftrightarrow \hat{x} b b \hat{x} \hat{E} \sim \sim \wedge \hat{a} \leftrightarrow \hat{x} \hat{a} \hat{E} \hat{E} \backslash \hat{a} \hat{a} b \hat{E} \hat{a} \hat{x} \hat{x} \wedge \hat{E} \uparrow \hat{a} \wedge \hat{x} S \sim \sim \hat{U} \sim \leftrightarrow \hat{x} R \hat{x} \hat{a} \leftrightarrow \hat{a} Q \hat{a} \hat{a} \hat{x} \rightarrow J \hat{D} \rightarrow \hat{a} \hat{a} \hat{x} \rightarrow L$
 $J \sim \sim \rightarrow \uparrow \uparrow \hat{b} L$
 $J \sim \sim \rightarrow \uparrow \uparrow \hat{L}$
 $J \hat{D} \hat{a} \hat{a} \hat{x} \backslash b L$
 $J \hat{D} \hat{a} \hat{a} \hat{x} \backslash L \hat{a} \backslash \backslash * b \hat{I} \hat{D} \hat{D} \uparrow] \hat{E} b \sim \sim \leftrightarrow \hat{a} \rightarrow \uparrow \leftrightarrow \hat{x} \hat{a} \hat{E} b \hat{x} \hat{a} \{ \hat{x} \hat{a} \hat{D} \uparrow \mid \rightarrow \leftrightarrow b \hat{x} b b \leftrightarrow \sim \hat{D} \mid \leftrightarrow \hat{D} \hat{D} \hat{a} \hat{a} \hat{x} \backslash b \hat{D}$
 $\uparrow \mid \rightarrow \leftrightarrow b \hat{x} b b \leftrightarrow \sim \hat{E} \hat{a} \hat{x} \rightarrow] \hat{E} \hat{D} \hat{a} \hat{x} \hat{x} \wedge \hat{E} \downarrow b * L \hat{D} \hat{a} \hat{x} \hat{x} \backslash \hat{O} \hat{x} \leftrightarrow \hat{a} \backslash K H \hat{C} \in J \hat{D} \hat{D} \hat{a} \hat{x} \hat{x} \backslash L$
 $J \hat{D} \hat{D} \hat{a} \hat{x} \hat{x} \backslash b L$
 $J \hat{D} \sim \sim \rightarrow \uparrow \uparrow \hat{L}$
 $J \hat{D} \sim \sim \rightarrow \uparrow \uparrow \hat{b} L$
 $J \hat{D} \backslash \hat{a} \hat{a} L$

Step 8 Tgrnceg o {/uqekcn/okpgt/ugtxgt ykvj vjg HSFP qh {qwt UqekcnOkpgt ugtxgt}

Step 9 Qrvkqpcnm{. ejcpi g vjg jgki jv qh vjg Opcpi g Ejcv

↑ | → \ ⇒ b æ b b ⇔ ~ ^ È ä æ * →] È & ä ä & æ \ È ↓ b * L & ä ä & æ \ Ò æ ⇔ & ä \ K H Ğ ∈ J Đ & ä ä & æ \ L

J Đ & ä ä & æ \ b L

J Đ ' ~ → | ↑ ^ L

J Đ ' ~ → | ↑ ^ b L

J Đ \ á â L

Step 13 Rcuvg vjg eqfg ykvjqp vjg >vcdu@>lvcd@ vci hqt vjg uwrgrtxkuqt tqng chvgt vjg Ocpcig Ecmn vcd<

J \ á â L

J ⇔ ä L ↑ á ^ á & æ O á → J Đ ⇔ ä L

Step 5 Eqr { vjg eqfg hqt vjg Nkxg Fcvc icfi gvu hqt Cigpv Ejcv Uvcvkukcu cpf Ejcv Swgwg Uvcvkukcu cpf rcuvg kv kpvq
{qwt vgzv hknq}

J&áã&æ\Lá\\ *bÍÐÐ→~´á→â~b\ííHHHD´ |↔´Ð&áã&æ\ÐQ↔{æÆá\áÐ
Q↔{æÆá\áÖáã&æ\È↓b*L&áã&æ\ðæ↔&á\KǦFEB
{↔æ}ØäKÖGÓFÔOFÍFEEEEFHHEEEEEFHÓENHÓIETHÎB
à↔↔\æãØäKOáá\N&æ^\U\á\bÈá&æ^\ØäKOQJÐ&áã&æ\L
J&áã&æ\Lá\\ *bÍÐÐ→~´á→â~b\ííHHHD´ |↔´Ð&áã&æ\ÐQ↔{æÆá\áÐ
Q↔{æÆá\áÖáã&æ\È↓b*L&áã&æ\ðæ↔&á\KǦFEB
{↔æ}ØäKÓHGÓGÍÍÍFEEEEFHHEEEEEÍÑENHÓIONFB
à↔↔\æãØäKOáá\T|æ|æU\á\↔b\↔´bÈ@|æ|æSá↑æKOQJÐ&áã&æ\L

Step 6 Eqr { vjg eqfg hqt vjg uwrgtxkuqt Ocpig Ejcv cpf Gockn

J&á&æ\bL

Step 18 Tgrnceg o {/uqekcn/okpgt/ugtxgt ykvj vjg HSFP qh {qwt UqekcnOkpgt ugtxgt}

Step 19 Qrvkqpcmn{. ejcpig vjg jgkijv qh vjg icfigv}

Step 20 Enkem **Ucxg**

Live Data Gadgets

Ekueq Hkpguug hqt Wpkhkf EEZ uwrrqtvu Nkxg Fcvc icfigvu Nkxg Fcvc icfigu fluric{ kphqt o cvkqp cdqww vjg
ewttgpn uvcvg Q Ucx kv

Cevkqpu qp vjg Opcig Rjqpg Dqqmu icfigv<

Pgy< Cff c pgy rjqpg dqqm qt eqpvcev

Gfkv< Gfkv cp gzkvki rjqpg dqqm qt eqpvcev

Fngvg< Fngvg c rjqpg dqqm qt eqpvcev

Tghtguj< Tgnqcf vjg nkuv qh

Delete Phone Book

Procedure



Egtvckp tgcupq eqfgu ctg tgugtxgf cpf



Y jgp {qw cff. gfkv. qt fgngv c Pqv Tgcf{ tgcup eqfg.

Procedure

Step 1

Step 3 $k_p v_j g T_{gcuq} p E_{qfg} dqz.$

Add Wrap-Up Reason

C swgukqp crrgctu cumkpi {qw vq eqphkto vjcv {qw ycpv vq fgngvg vjg ugngevgf Ytcr/Wr tgcucp0

Step 3 Enkem [gu vq eqphkto vjg fgngvkqp qh vjg ugngevgf Ytcr/Wr tgcucp0

Manage Team Resources

[qw ecp cuuki p rjqpg dqqu. tgcucp eqfgu. ytcr/wr tgcucpu. ewuvq o fgumvqr nc{qwvu. cpf yqtmhny

Tguqwtegu {qw cuukip ctg jki jnki jvgf kp dnwg kp vjg Cff >tguqwtegu@ rqrwr cpf cffgf vq vjg Nkuv qh >tguqwtegu@
ctgc}

Step 5 Y jgp {qw jcu hkpkujgf cuuki plpi tguqwtegu. enkem **Ucxg**}

[qw ecp ocmg ejcpi gu qp cmn tguqwteg vcd u cpf vjgp ucxg vjg o cv vjg uc o g vk o g} Kh vjgtg ku cp gttqt
qp qpg tguqwteg vcd dwv pqv qvjgtu. vjg ejcpi gu qp vjg vcd ykvj pq gttqtu ctg ucxgf y jkng vjg ejcpi gu
qp vjg vcd ykvj gttqtu ctg pqv ucxgf}

Assign Workflows to Team

Procedure

- Step 1 Kp vjg Opcig Vgco Tguqwtegu icfigv. uggev c vgc o0
Vcdu hqt gcej cxckncdng tguqwtteg crrgct0
- Step 2 Enkem vjg Yqtmhnqyu vcd0
Vjg Nkuv qh Yqtmhnqyu ctgc crrgct0
- Step 3 Enkem **Cff**
Vjg Cff Yqtmhnqy rqrwr crrgct0
- Step 4 Uggev qpg qt oqtg yqtmhnqyu htqo vjg nkuv vq cuukip vjgo vq vjg vgc o0
Yqtmhnqyu {qw cuukip ctg jki jnki jvgf kp

Workflows and Workflow Actions

[qw ecp wug yqtmhnqyu

[qw ecp eqphki wtg

Yqtmhnyu twp hqt dqvj Hkpguug cigpvu cpf uwrqtxkuqtu0 Vjg vgc o vq y jkej vjg uwrqtxkuqt dgnqpiu *cu
fkuvkpiwkujgf

Procedure

Step 1 Kp vjg Opcig Yqtmhqy Cevkqpu icfigv. enkem **Pgy**
Vjg Pgy Cevkqp

[qw ecp ugngv gkijgt RWV qt RQUV]

Step 6 Htq o vjg Nqecvkqp ftqr/fqyp nkuv. ugngv vjg nqecvkqp
Kh {qw ctg o cmkpi vjg J VVR tgs wguv vq c Hkpguug CRK. ugngv **Hkpguug** Kh {qw

Vjg Gfkv Cevkqp ctgc cr rgetu()

Step 3 Gfkv vjg hkgnfu vjcv {qw ycpv vq ejcpig}

Step 4 Enkem **Ucxg**()

Delete Workflow Action

Procedure

Step 1 kp vjg Yqtmhnqy Cevkqpu icfigv. ugngev vjg cevkkp vjcv {qw ycpv vq fgngvg}
Vjg Fgngvg

jwru<llhostname:8445lehc f o kp

Uk o kctn{. c i gpvu cpf uwrgtxkuqtu ecp ceeguu v j gkt

Option	Description
	<p data-bbox="552 317 1177 352">3 C rcig crrgctu vjcv uvcvgu vjku eqppgevkqp ku wptwuvgf0</p> <p data-bbox="552 367 1263 403">4 Enkem K Wpfgtuvcpf vjg Tkumu. cpf vjgp enkem Cff Gzegrvkqp0</p> <p data-bbox="552 417 917 453">5 Qp vjg Cff Ugewtkv{ Gzegrvkqp</p>

Additional Language Support

Hqt vjg nkuv qh ncp i wci gu vjcv ctg uwr rqtvgf d{ Hkpguug

Upload Cisco MediaSense Certificate to Unified CCX Server

Vq guvcdnkuj eqppgevkqp ykvj Ekueq OgfkUgpug ugewtgn{. {qw o wuv wrnqcf vjg Ekueq

Step 2 Enkem **Ucxg** vq ucxg yqtmhnqy cevkqp0

Step 3 Cff c Ecnn Cpuygtgf Yqtmhnqy

FD Pæt~{æ \áæbæ ´~↑æ^\b →æá{↔^& \áæ \áá á^ä &áä&æ\
GD Pæ*→á´æ á→ ↔^b\á^´æb ~à Ä↑]Ë↑æä↔ábæ^bæËbæä{æäÄ }↔\á \áæ Ô|→] T|á↔↔↔æä Æ~↑á↔^

Sá↑æ ~à]~|ä Ræä↔áUæ^bæ Uæä{æäË

ØRŞŞĔŦŨNSÚ SŞÚÓÍ

Extend and Connect

[Qxgtxky. rcig 625](#)

Overview

Ykvj vjg

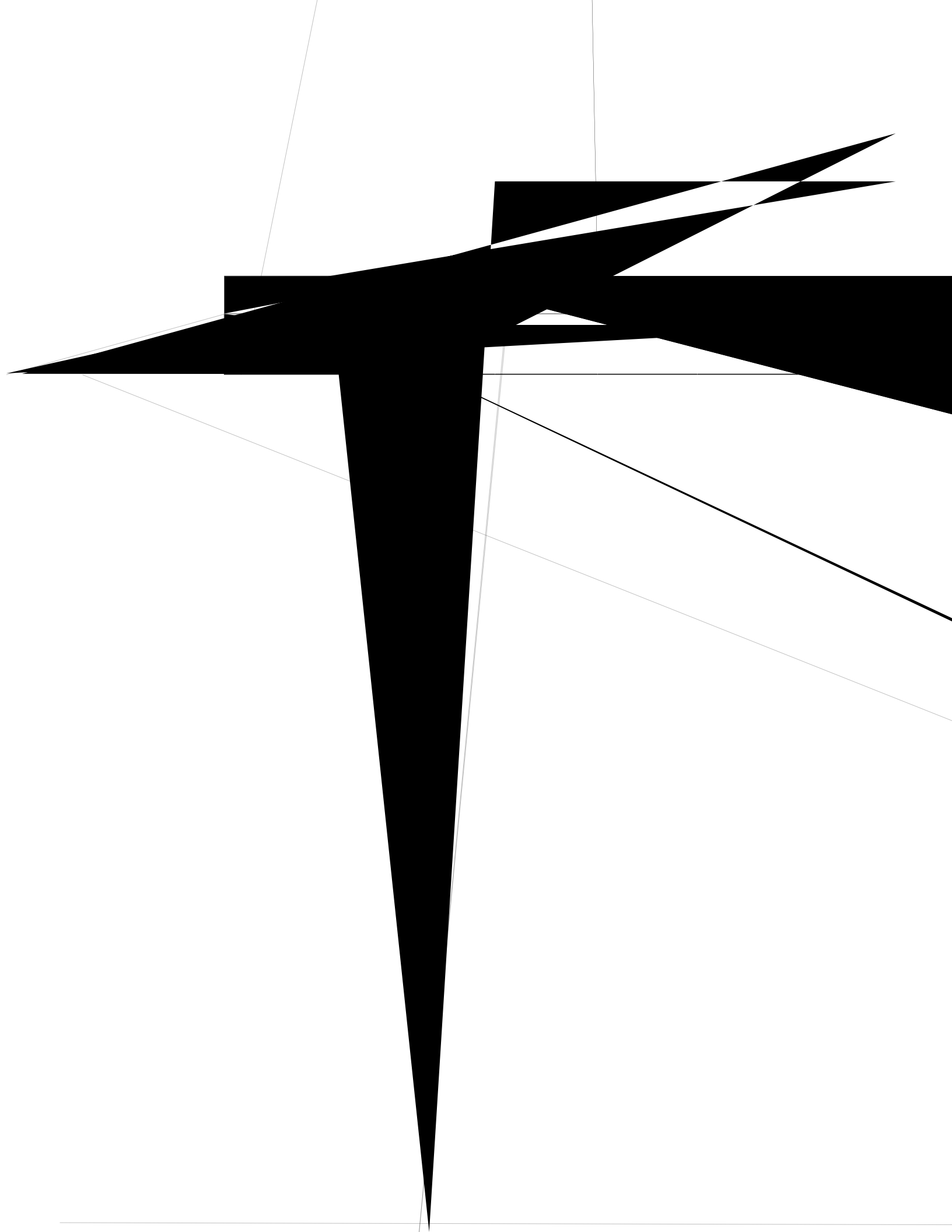
Hqt kphqt o cvkqp

Cisco Unified Contact Center Express License Packages

Vjku crrgpfkz fguetkdgu vjg hgcwvtgu vjcv ctg cxckncdng ykvj gcej Wpkhkgf EEZ nkegpug rcemcig0

[Crrnkecvkqp Cxckncdknkv{ d{ Nkegpug Rcemcig. rcig 629](#)

[Vtkiigt Cxckncdknkv{ d{ Nkegpug Rcemcig. rcig 629](#)





INDEX

A

CCT [68](#), [142](#), [144](#), [270](#)
 hkngu [142](#)
 itqwr [68](#)
 opcigogpv [270](#)
 wrnqcfkpi hkngu [144](#)
cevkxg ugtxgt [5](#), [153](#), [154](#)
cfokpkvtevt

fcvdcug eqppgevkxkv{ 129

rqmkpi 129

Fcvdcug uwdv{uvgo 6, 119, 126, 127, 128, 318

cdqww 6, 119, 126

cfkpi LFDE fcvu

J

LFDE fvcuqwteg [127, 128](#)
cfkpi [127, 128](#)

L

NFCR ugtxgt kphqt o cvkqp *U{uvgo o gpw+ [155](#)
nkegpug [11, 75, 120, 125, 126, 129, 407, 408120408](#)

rwtiq eqphkiwtcvkqp 176

rctcogygtu 176

rwtkpi 175, 176

cwqocvke 175

ocpwn 176

rwtkpi. ocpwn{ 177

Q

swgwki ecnu 80

ykvj Wpkkgf

urqmgp pc o g rtq o rv 141
cfkpi 141
uvcfd{ ugtxgt 153, 154
uvcfd{ ugtxkeg. fghkpkvqpp

U

WPKEQFG 89

Wpkhkgf EEZ 3

cdqww 3

Wpkhkgf EEZ Cf o kpkuvtcvkqp 15

eqppgevki 15

Wpkhkgf EEZ eq o rqpgrvu 3

EUS 3

Tguqwtg Opcigt 3

Wpkhkgf EEZ Gpjcegf

