



Cisco *live!*

July 10-14, 2016 • Las Vegas, NV

Your Time Is Now

Introduction to New Features and Troubleshooting Unified Contact Center Express 11.x

BRKCCT-2035

Mike Turnbow – CCBU Technical Solution Manager

Chris Lewis – Consulting Systems Engineer, Sales

Cisco Spark

Ask Question, Get Answers

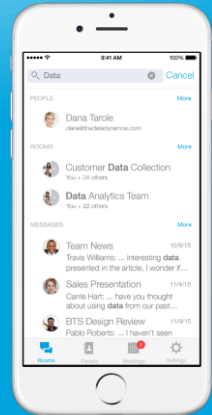


Use Cisco Spark to communicate with the speaker during the event!
What if I have a question after visiting Cisco Live? ... Cisco Spark

How?



1. Go to the Cisco Live Mobile app
2. Find this session
3. Click the join link in the session description
4. Navigate to the room, room name = Session ID
5. Enter messages in the room



www.ciscospark.com

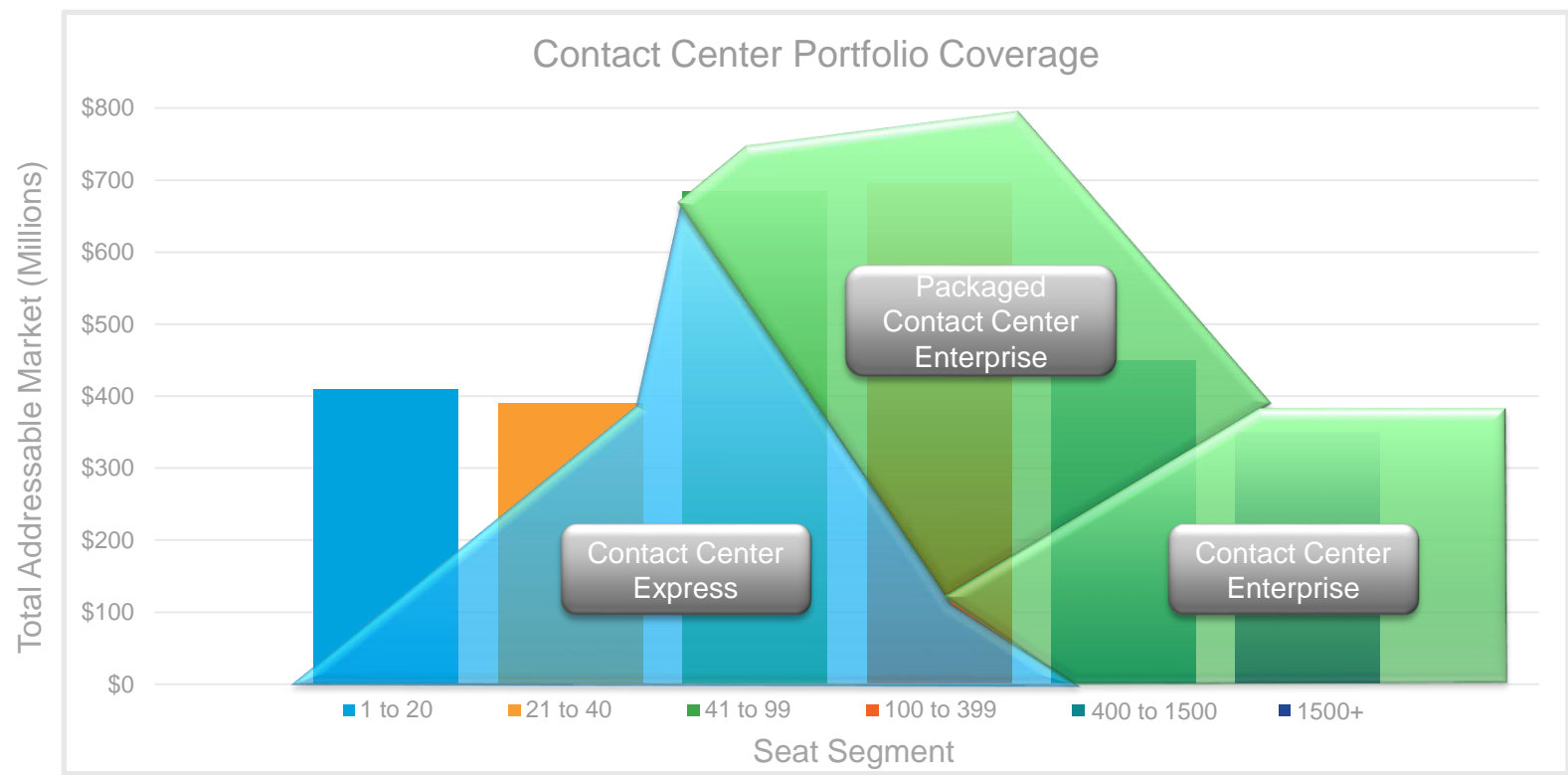
Spark rooms will be available until July 29, 2016

Agenda

- Introduction to Contact Center Express
- Finesse
- Context Services
- Omnichannel
- CUIC Reporting
- UCCX 11.5 Preview

Introduction

Contact Center Express



Contact Center Express 9.0



Contact Center Express 11.0



Cisco UCCX Feature Matrix

Features	8.0	8.5	9.0	10.0	10.6	11.0	11.5
Virtualization	✓	✓	✓	✓	✓	✓	✓
Cisco Unified Intelligence Center	X	X	✓	✓	✓	✓	✓
Finesse Desktop	X	X	X	✓	✓	✓	✓
Customer Web Chat	X	X	X	✓	✓	✓	✓
Customer Email / Mixed Mode	X	X	X	X	✓	✓	✓
Video Enabled Contact Center	X	X	X	✓	✓	✓	✓
Outbound > Predictive and Progressive	X	X	X	✓	✓	✓	✓
Live Data for Cisco Unified Intelligence	X	X	X	✓	✓	✓	✓
IP Phone Agent for Finesse	X	X	X	X	X	✓	✓
Context Services	X	X	X	X	X	✓	✓
Agent All Field/CSQ by Shift	X	X	X	X	✓	✓	✓
Single Sign On	X	X	X	X	X	X	✓
Email Live Data	X	X	X	X	X	X	✓
Support for Chrome Browser	X	X	X	X	X	X	✓

License	Solution Feature
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10

Finesse and CAD

CCX/CCE - CAD EOL Timelines

Date	Event
Jan 2015	Formal EOL Announcement
July 17, 2015	End of Sale
October 17, 2015	Last Ship Date
July 16, 2016	End of SW Maintenance
July 31, 2018	Last Day of Support

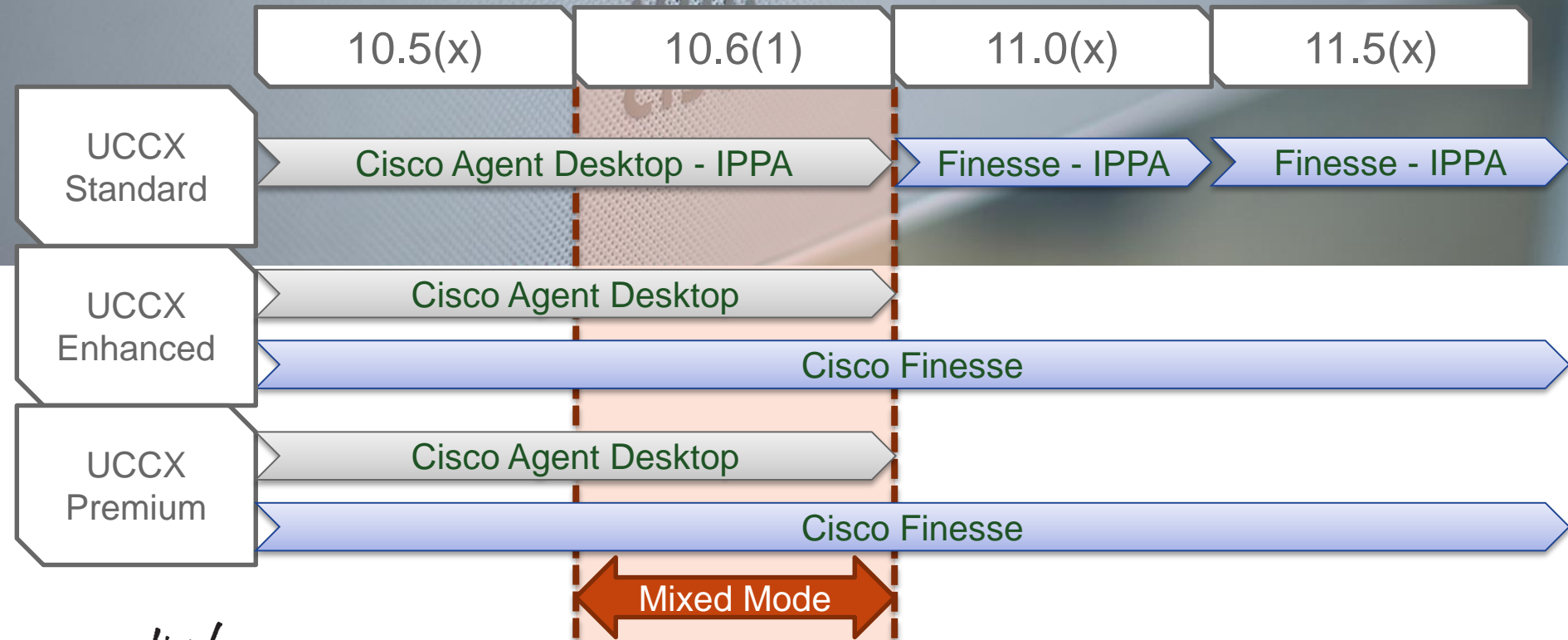
QR codes set on some slides and can be activated from your phone or tablet using a QR Reader



Formal EOL announcement:

<http://www.cisco.com/c/en/us/products/collateral/customer-collaboration/unified-contact-center-enterprise/eos-eol-notice-c51-733718.html>

CAD and Finesse Mixed Mode



Step 1 : Read CAD to Finesse Migration Whitepaper

Cisco Unified Contact Center Express

Selecting the Right Desktop for Your Cisco Unified Contact Center Express: Cisco Finesse or Cisco Agent Desktop

HOME

PRODUCTS & SERVICES

CUSTOMER COLLABORATION

CISCO UNIFIED CONTACT CENTER EXPRESS

DATA SHEETS AND LITERATURE

WHITE PAPERS

Selecting the Right Desktop for Your Cisco Unified Contact Center Express: Cisco Finesse or Cisco Agent Desktop

Introduction

This white paper is intended for those Cisco Unified Contact Center Express customers who are deciding between Cisco Finesse or Cisco® Agent Desktop for the desktop. You will find valuable information in this white paper to help you understand the differences in features and functionality between Finesse and Cisco Agent Desktop. By learning how these differences affect your business and agent/supervisor productivity, you will be able to make a well-informed decision about which solution is best for your business.

Finesse is a next-generation agent and supervisor desktop solution designed to meet the growing needs of agents, supervisors, and the administrators and developers who support them. Finesse offers numerous benefits, including:

- A 100-percent browser-based agent and supervisor desktop: Finesse runs in a browser, which means you install Cisco Unified Contact Center Express (CCX) and agents simply point their browser to the Unified CCX server. There is no client executable to install and maintain, which reduces total cost of ownership.
- A container architecture built for client-side integration: Finesse is more than an agent state and call control application. It is an OpenSocial gadget container, built to include third-party applications in a single agent desktop experience. Rather than switching between applications, agents will have easy access to all applications and tools from a single window, increasing agent efficiency.
- An easy-to-use API: The Finesse API is a modern, open-standards-based, web API, exposed via representational state transfer (REST). Each function available in the Finesse user interface (UI) has a corresponding REST API that allows all types of integrations for developers to use. The API's extensibility and ease of use is unprecedented on Unified CCX.

Feature Differences between Cisco Finesse and Cisco Agent Desktop

Before making a decision for your desktop, it is important that you understand the differences in features for Finesse and Cisco Agent Desktop. Licensing for Finesse is available as a Unified CCX Enhanced or Premium agent seat license.

Some key features in Cisco Agent Desktop are not yet available in Finesse. These features include:

Viewing Options

[PDF \(331.4 KB\)](#)

[Feedback](#)



Step 2 : Understand the Detailed Feature Set

Detailed Finesse feature set as compared to CAD:

Key Post 11.0 Out of Box Gaps:

- Agent-Agent Chat
- CAD Workflow Parity
- Historical Reports
- Recent Call List
- Personal Phonebooks
- Direct Transfer



Cisco Unified Contact Center Express Desktop Comparison: Cisco Finesse and Cisco Agent Desktop Feature Comparison

PB730893 (August 2016)

This document is intended to clearly document the capabilities of the Cisco® Finesse desktop as compared to Cisco Agent Desktop for Cisco Unified Contact Center Express. Use this bulletin to compare your customer requirements against Cisco Finesse capabilities to learn if Cisco Finesse software can perform the functions necessary to meet your agent and supervisor desktop requirements.

Please note: This document is not a marketing document detailing the many advantages of Cisco Finesse software. For complete details about this product, review the data sheet:

http://www.cisco.com/en/US/products/ps11324/products_data_sheets_list.html.

Table 1 compares the features available for Cisco Agent Desktop and Cisco Finesse for Cisco Unified Contact Center Express.

Table 1. Desktop Feature Comparison: Cisco Agent Desktop and Cisco Finesse for Cisco Unified Contact Center Express

Desktop Feature	Cisco Agent Desktop 10.0 Enhanced	Cisco Agent Desktop 10.0 Premium	Cisco Finesse Desktop 10.0	Cisco Finesse Desktop 10.5	Cisco Finesse Desktop 10.6	Cisco Finesse Desktop 11.0
Web Architecture						
Browser-based agent desktop			Yes			
Browser-based supervisor			Yes			

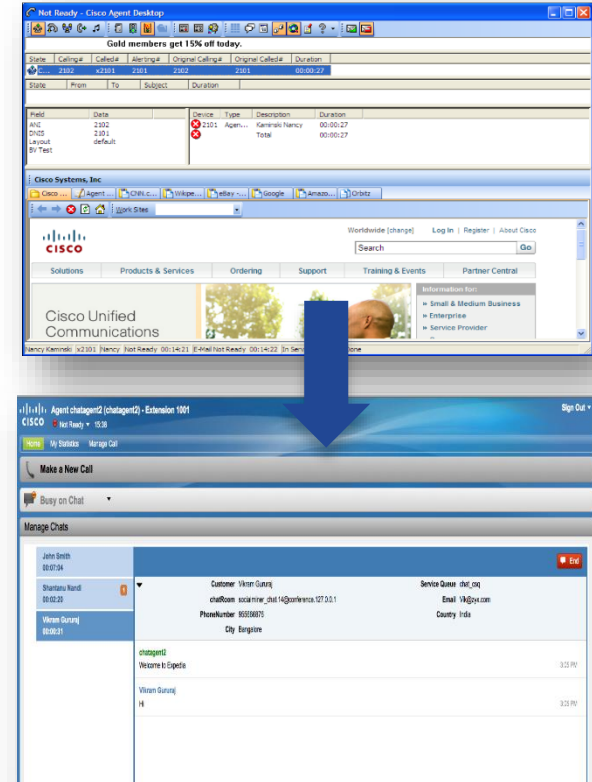
Step 3: Run a Pilot

- CCX 10.6

- Mixed operation of CAD and Finesse
 - Every user on a given team must have the same desktop
 - Web chat and email agents need to be flash cutover at start
 - No out of the box data migration from CAD to Finesse
- Unified CCX 11.0 supports Finesse only
 - CAD components removed from CCX 11



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Check Appendix for CAD to Finesse migration tool info

Cisco Finesse IP Phone Agent Functionality



- Agent Functionality via Cisco IP Phone
- Agent State
 - Ready
 - Not-Ready Codes
- Wrap-Up Codes
- Caller Data
- No Supervisor Controls
- No Queue Data



11.0(x)

Finesse - IPPA

Cisco Finesse IP Phone Agent Licensing



Standard Seat License

- Finesse IP Phone Agent Only
- No Finesse Supervisor Controls or Finesse Desktop
- Licensing will change in 11.5 and the Standard license will no longer be available.



Enhanced or Premium Seat License

- Agents can use Finesse IPPA or Finesse Desktop
- Agents can switch from Finesse Desktop to IPPA on-the-fly (PC Crash Use Case)
- Supervisors use Finesse Supervisor Desktop
- Agents cannot use FIPPA and Finesse Desktop at same time

Phones Supported with Cisco Finesse IPPA



78xx Series

- 7811
- 7821
- 7841
- 7861



88xx Series

- 8811
- 8841
- 8851
- 8861



99xx Series
Phones are
currently
unsupported



Elements of Finesse

Finesse 11.0 Desktop Elements

Agent Status

Includes a timer for time in state and if caller is on hold will show length of hold time

The screenshot displays the Cisco Finesse 11.0 desktop interface. At the top, a status bar shows 'Agent John Doe (JDoe) - Extension 2001' with a 'Not Ready' status and a timer at '01:10'. Below this is a navigation bar with tabs: 'Home', 'My Statistics', and 'Manage Customer'. A 'Make a New Call' button is also visible. The main content area features two expandable gadgets. The first is 'Agent CSQ Statistics Report', which includes a dropdown menu set to 'Agent CSQ Statistics F', a pause button, and a 'Thresholds only' checkbox. It displays a table with columns: 'CSQ Name', 'Calls Waiting', and 'Longest Call in Queue'. The second gadget is 'Agent Team Summary Report', which includes a dropdown menu set to 'Agent Team Summary', a pause button, and a 'Thresholds only' checkbox. It displays a table with columns: 'Agent Name', 'State', and 'Reason Code'. The table shows one entry for 'John Doe' with a state of 'Not Ready' and a reason code of '32760'. At the bottom of the interface, there is a footer with copyright information and a 'Send Error Report' link.

CSQ Name	Calls Waiting	Longest Call in Queue
----------	---------------	-----------------------

Agent Name	State	Reason Code
John Doe	Not Ready	32760

Tabbed Interface

Tabbed Interface and in 11.0 includes context services tab

Show/Hide Toolbar

Make more room by hiding the toolbar

Expand Gadget

Expand or contract gadget to whole browser window

Send Error Report

Client side logs

Finesse 11.0 Desktop Elements

Media Control

Multichannel Control

Available when enabled in
Finesse Desktop Admin

Agent John Doe (JDoe) - Extension 2001
Sign Out
Not Ready 450:14:04

Home My Statistics Manage Customer Manage Chat and Email

Make a New Call

Not Ready for Chat and Email

Agent CSQ Statistics Report

Agent CSQ Statistics R [Pause] [Thumbnails only]

CSQ Name	Calls Waiting	Longest Call in Queue
----------	---------------	-----------------------

Agent Team Summary Report

Agent Name	State	Reason Code
------------	-------	-------------

Finesse 11.0 Features

Agent John Doe (JDoe) - Extension 2001

Not Ready 01:10

Sign Out

Home My Statistics Manage Customer

Make a New Call

Agent CSQ Statistics Report

Agent CSQ Statistics Report

CSQ Name

Calls Waiting

Longest Call

Thumbnails only

Agent Team Summary Report

Agent Team Summary Report

Agent Name

State

Reason Code

John Doe

Not Ready

32:00

Thumbnails only

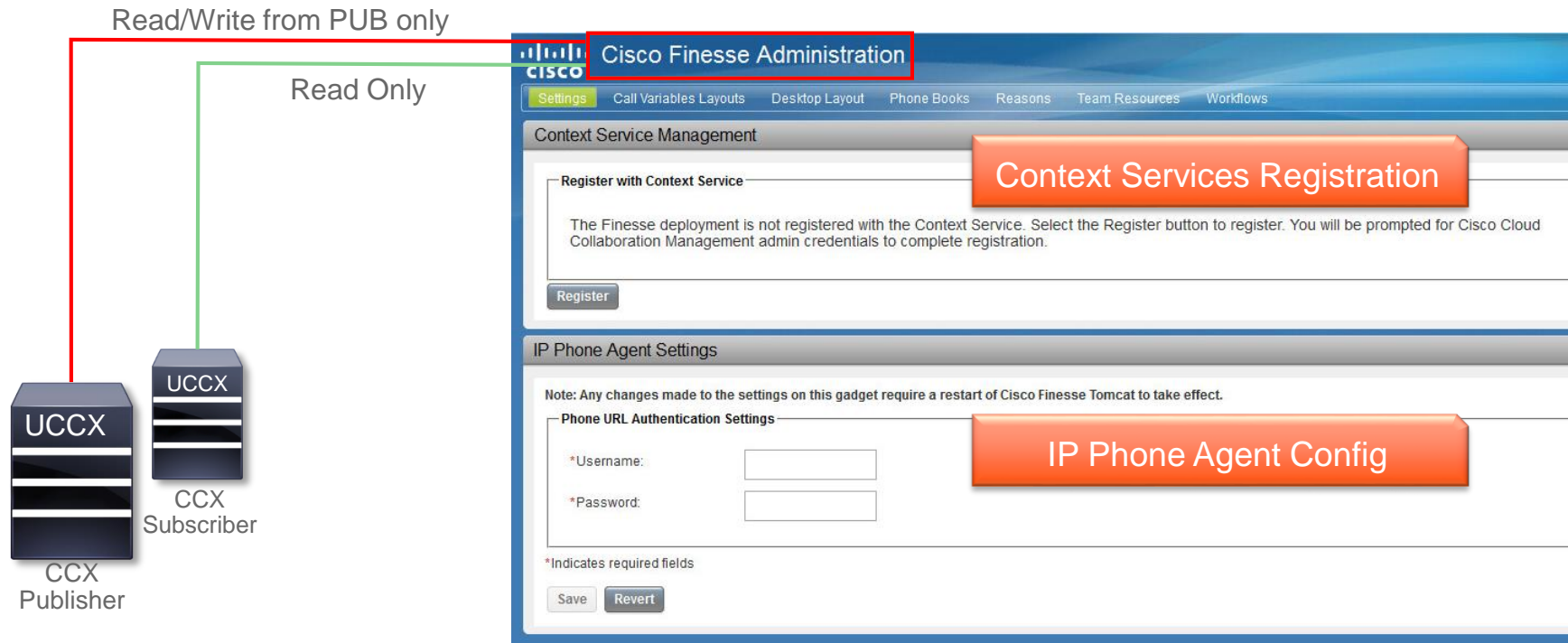
© 2010-2015 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.0(1)

Send Error Report

- Enhanced or Premium License Only
- MultiChannel Media Control
 - Call / Chat / Email Control Gadgets
- Silent Monitoring via UCM (oob)
- Recording via MediaSense or WFO
- Outbound Options
 - Predictive
 - Progressive
 - Direct Preview

- Customizable Gadgets!!
- Multiple Call Variable Layouts
- Basic and Advanced Call Control
- Multiline Support
- Wrap-Up codes & Phonebooks
- Account Lockout on 5 Failed Logins
- SHA256 Certificates
- VDI & VXI Support
 - Citrix XenDesktop
 - VMWare View

Finesse 11.0 Administration

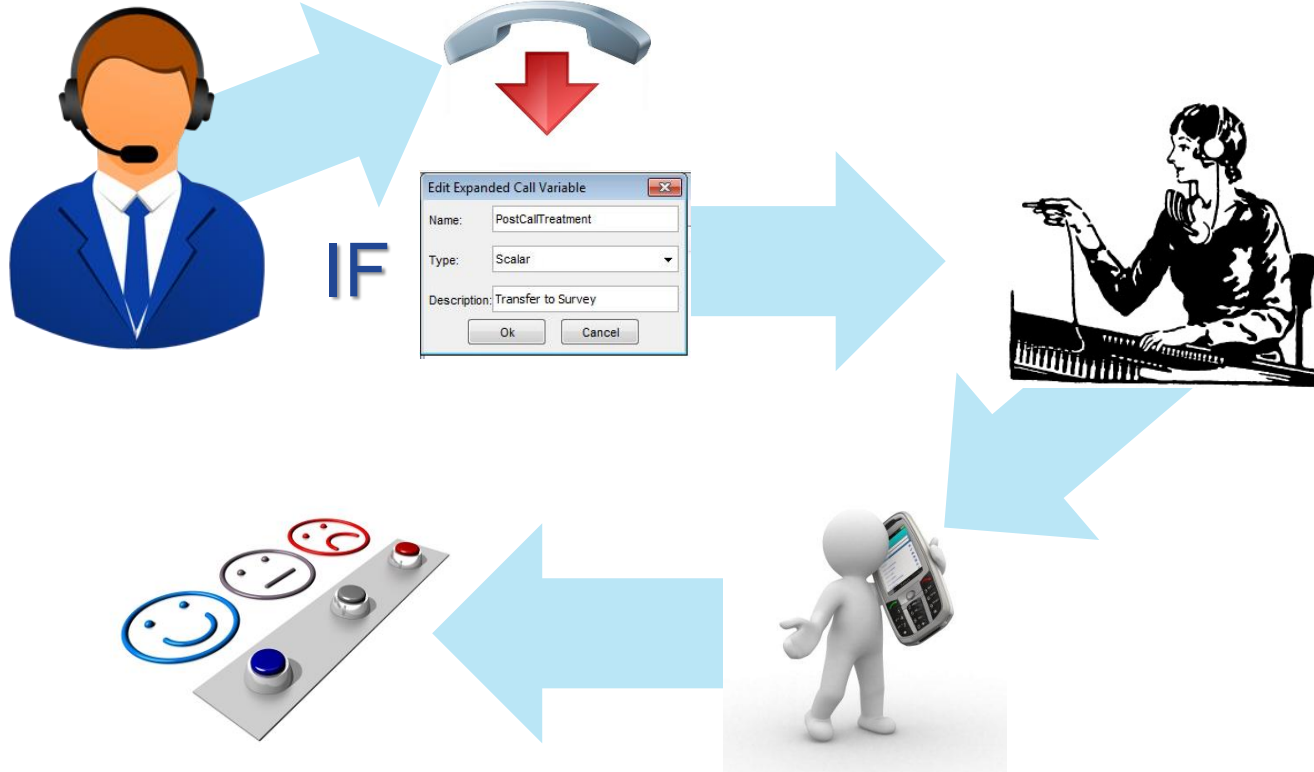


Value Size Me...

	Finesse 10.x	Finesse 11.x	Note
Max # of Team Wrap Up Codes	100	1500	No change to Global or codes per Team
Max # of Team Phonebooks	50	300	No change to Global Phonebooks
Max # of contacts across all phonebooks	1500	50,000	Max # contacts per call control gadget unchanged
Max Round-trip between Finesse client and server	200ms	400ms	Huge change to ensure fewer issues with slower WAN links
Call Variable Layout	1	200	Define up to 199 custom variable layouts in 11.0

CCX 11.0 and beyond use FQDN (fully qualified domain name) instead of IP address

Post Call Treatment/Survey

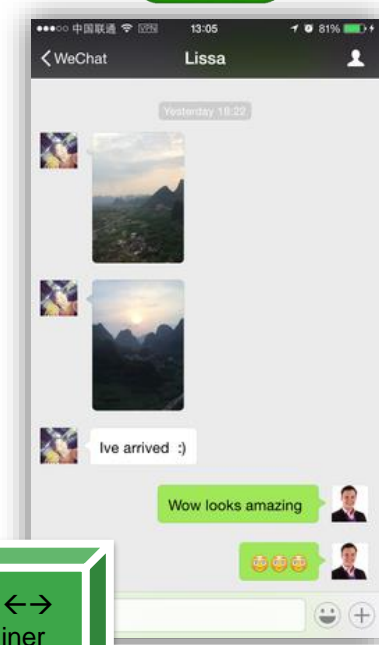


REST APIs in UCCX



3rd-party Chat Media + SM API + UCCX Skill Based Routing = Awesome Flexibility!

WeChat ↔
SocialMiner
API Gateway



Context Service Scenario

Bob's Situation

- Bob and his family were out of town



Bob's Situation

- Bob's unprotected home was burglarized



Bob's Situation

- Found house ransacked
- Rear door forced open
- Valuables and sentimental items missing
- Family feels violated



Security System Needed

- Bob's a very handy guy
- Want's to install himself
- Has specific requirements
- Starts searching the web



Bob's Security System Journey

- Finds [Top2BottomSecurity.com](https://www.Top2BottomSecurity.com)
- Likes the numerous options available
- Narrows the choices down
- Has product and availability questions



Bob Consults with Sales on Web Chat

- Creates Top2Bottom.com user account for 10% discount
- Offered live Web Chat
- Obtains answers (from Mary)
- Continues to research and ponder

Top2BottomSecurity.com


Thank you for contacting us. In order to serve you better please provide the following information:

Your Name:

E-Mail:

Question:

Department:

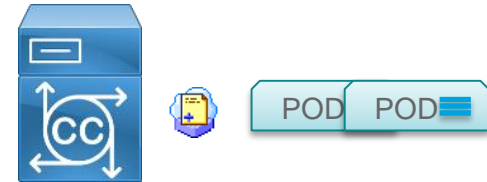


Done Internet

Context Service in the background



- Key elements about Bob and the Web Chat session sent to Context Service
 - Unique ID
 - Date and Time
 - Inquiry type (Sales)
 - Sales Agent (Mary)
 - Other
- Context Service data available for subsequent interactions



POD = Piece of Data

Bob Needs Technical Information - Sends Email

- Getting closer to making a purchase decision
- Requires technical information
- Uses Email form on Tech Support page
- Tech Support agent (John) receives Email inquiry and responds
- Bob continues to digest info



Top2BottomSecurity.com

Contact Us:

Name: Bob

Email: Bob@TrustMelmTechnical.com

Subject: Information Request

Message: I have questions regarding...

Also, can you please send me technical specifications and the programming guide for...

Send Message

Context Service In the background



- Key elements about Bob and the Email dialog sent to Context Service

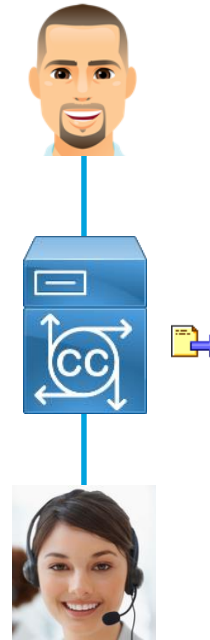
- Unique ID
- Date and Time
- Inquiry type (Technical)
- Email agent (John)
- Other



POD = Piece of Data

Ready to Purchase - Places a call

- Bob is fairly confident but wants to validate selections
- Bob calls 800-TOP-2BOT order line
- POD's accessed to identify best available agent for Bob and to present info to agent
- Mary (prior chat agent) is available and presented the call

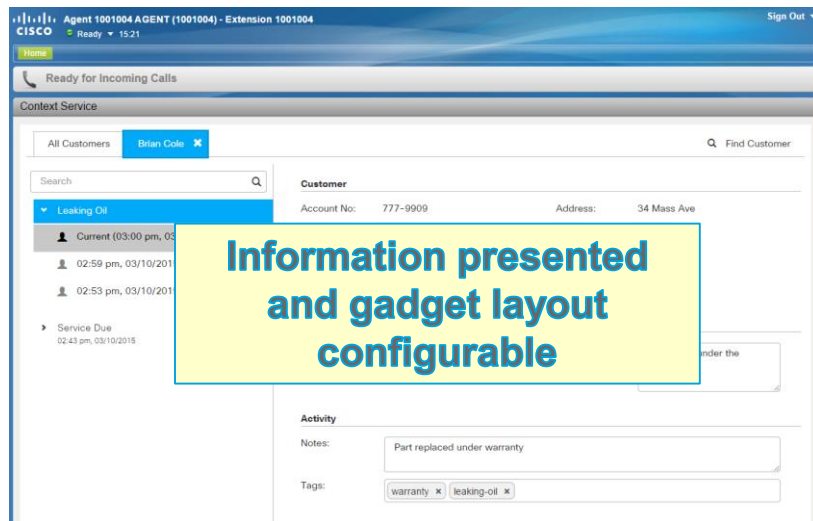


POD = Piece of Data

Bringing It Together

- Prior agent selection leveraged
 - ✓ Same rep as the live web chat
 - ✓ Richer dialog
- Mary has visibility to key prior interaction context within Cisco Finesse
 - ✓ Her Web Chat
 - ✓ John's Email
- Mary validates Bob's product selections and processes order

Context Service Finesse Gadget



Conclusion

Top2BottomSecurity.com

- Bob is very impressed with
- Personalized customer experience
 - ✓ Continuity
 - ✓ Prior interaction awareness
- Simple... minimal effort
- Highly recommends
- Will do more business
- Bob's family feels safe and happy



Context Services in Finesse

- New gadget hosted from cloud
- Shows all Requests and PODs by Customer
- Org can customize fields layout in CCM (CS Mgmt)

The screenshot displays the Cisco Finesse interface for Agent Sandra Jefferson (1001009). The top navigation bar includes tabs for Home, Manage Customer, Single Column (selected), Two Column, Single Column (Two Gadgets), and Two Column (Complex). Below the navigation bar, a status bar shows the call duration (00:41), caller name (Michael Littlefoot), and extension (1001001). A row of buttons includes Keypad, Hold, Consult, Direct Transfer, and End.

The main section is titled "Customer Context" and features a search bar with the name "Michael Littlefoot". Below the search bar, there is a table of activities and a right-hand panel for notes and tags.

All Activities	Manage	Search
Current Activity	Now	
Issue with account access and billing on my july bil...	11/11/2015	
Empty note...	11/02/2015	
Customer cant access his account	10/15/2015	
Need to purchase new product	09/19/2015	
Issue with account access and billing on my july bil...	09/11/2015	
Empty note...	07/09/2015	
Customer cant access his account	05/11/2015	
Need to purchase new product	05/02/2015	
Issue with account access and billing on my july bil...	04/23/2015	
Empty note...	03/01/2015	

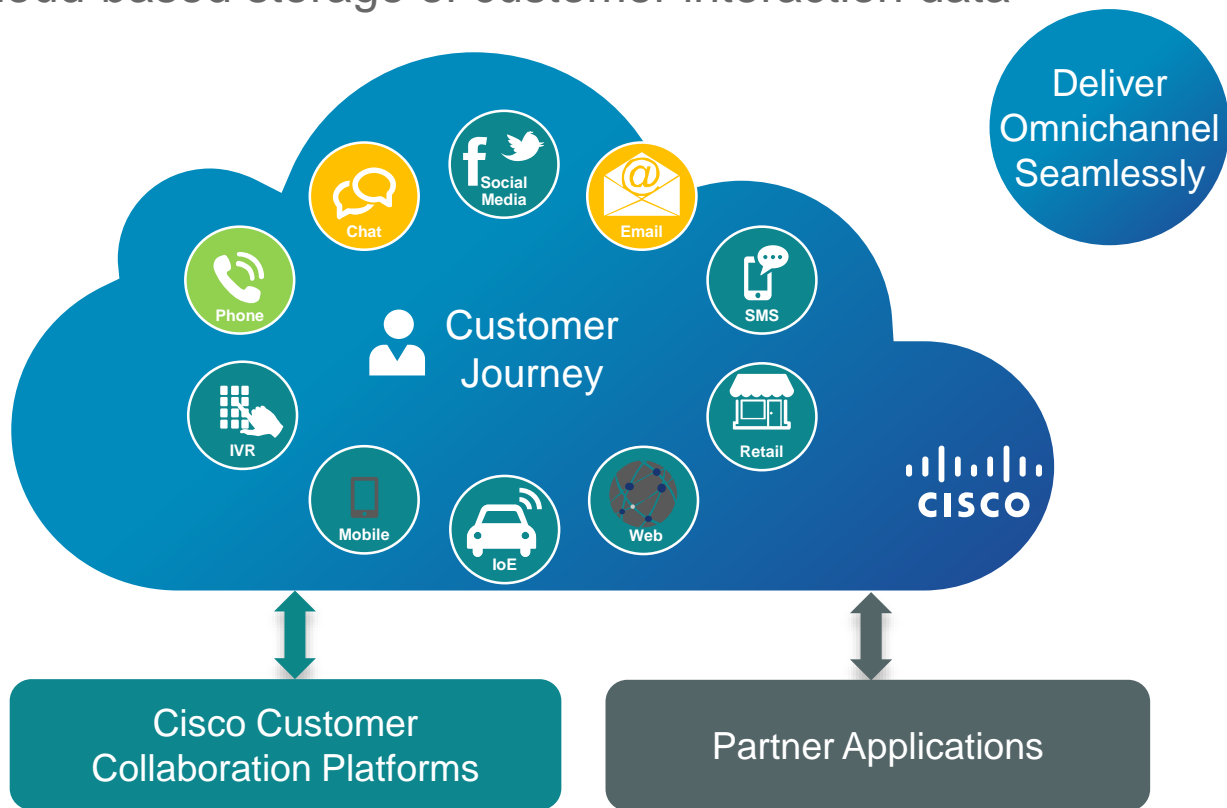
The right-hand panel contains the following sections:

- Current Activity (Now)
- Notes: A large text area for notes.
- Tags: A text input field for tags.
- Link: A text input field with the example link <http://abc.com/abc>.
- Custom Field 1: A text input field for custom fields.

At the bottom of the interface, there is a footer with the copyright notice "© 2010-2015 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.5(1)" and a "Send Error Report" button.

Context Service

Cloud-based storage of customer interaction data



- ✓ Enables a complete view of the customer journey
- ✓ Better-informed agents provide a superior experience
- ✓ Out-of-the-box Cisco platform integration
- ✓ Open web interfaces enable partner applications

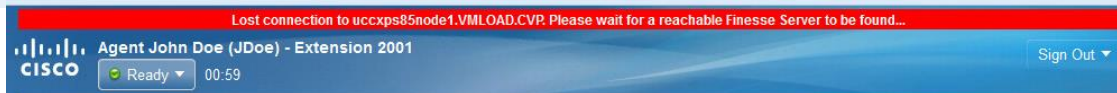
Finesse Behavior/Troubleshooting

Finesse Failover Behavior

Scenario	CCX HA Behavior	Finesse Server HA Behavior	Finesse Client Behavior	Recovery
CCX Engine Failure	Failover to HA node	Failover to HA node	Failover to HA node	Finesse follows Engine mastership
CCX Notification Service	No Failover	Finesse goes Out of Service	Sessions closed	Finesse unavailable until Notification Service comes online
Finesse Tomcat Failure	No Failover	Finesse goes Out of Service	Sessions closed	Finesse unavailable until Tomcat Service comes online
Finesse Service OOS	No Failover	Finesse goes Out of Service	Sessions closed	Finesse unavailable until issue fixed
CCX Socket IO Service	Live Data Unavailable	No change	Live Data Unavailable	Automatic once Socket IO in service
Island Mode	Both HA nodes become Master	Both Finesse servers In Service	Clients connect to either	Clients reconnect to Master node

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Finesse Out of Service

Finesse Services				
	Service Name	Status*	Start Time	Up Time
●	Cisco Finesse Tomcat	IN SERVICE	SUN NOV 3 18:15:43 2013	01 Days 21:12:22

<https://10.10.10.12:8445/finesse/api/SystemInfo>

```
- <SystemInfo>
  <currentTimestamp>2013-11-05T21:24:30Z</currentTimestamp>
  <deploymentType>UCCX</deploymentType>
- <primaryNode>
  <host>uccxps85node1.vmload.cvp</host>
</primaryNode>
- <secondaryNode>
  <host>uccxps85node2.vmload.cvp</host>
</secondaryNode>
<status>OUT_OF_SERVICE</status>
<uri>/finesse/api/SystemInfo</uri>
<xmppDomain>uccxps85node2.vmload.cvp</xmppDomain>
<xmppPubSubDomain>pubsub.uccxps85node2.vmload.cvp</xmppPubSubDomain>
</SystemInfo>
```

```
- <SystemInfo>
  <currentTimestamp>2015-04-13T17:52:49.574Z</currentTimestamp>
  <deploymentType>UCCX</deploymentType>
- <primaryNode>
  <host>uccxps85node1.VMLOAD.CVP</host>
</primaryNode>
- <secondaryNode>
  <host>uccxps85node2.VMLOAD.CVP</host>
</secondaryNode>
<status>IN_SERVICE</status>
<timezoneOffset>-240</timezoneOffset>
<uri>/finesse/api/SystemInfo</uri>
<xmppDomain>uccxps85node1.VMLOAD.CVP</xmppDomain>
<xmppPubSubDomain>pubsub.uccxps85node1.VMLOAD.CVP</xmppPubSubDomain>
</SystemInfo>
```

Finesse Failover Behavior

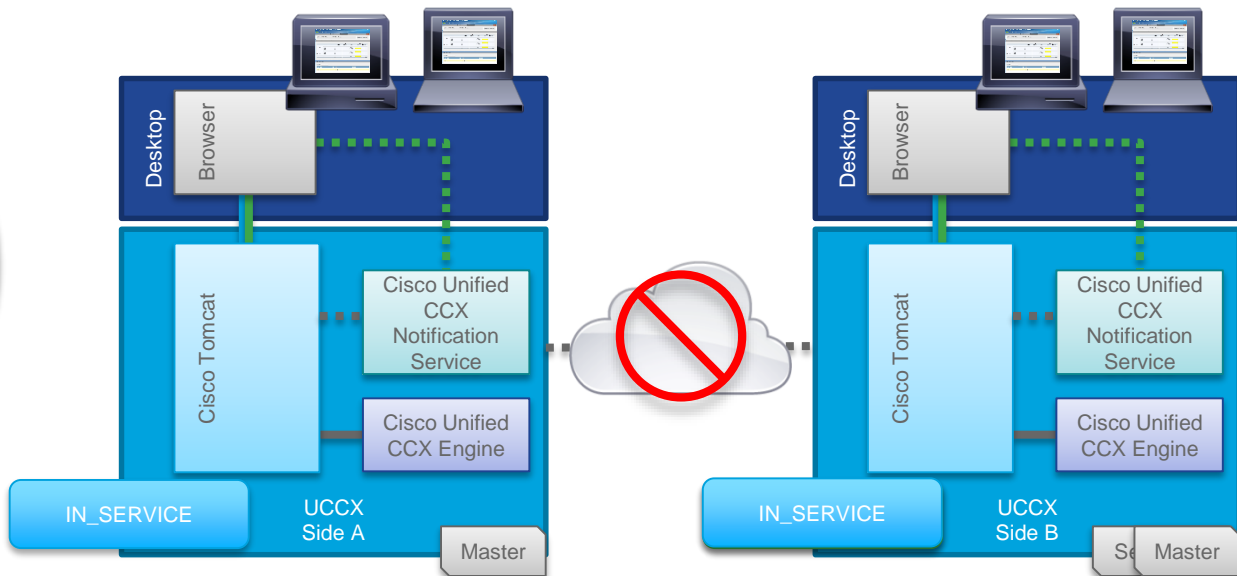
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Finesse Island Mode

Did you know that after a cluster merge, all historical data is also bidirectionally merged from both masters

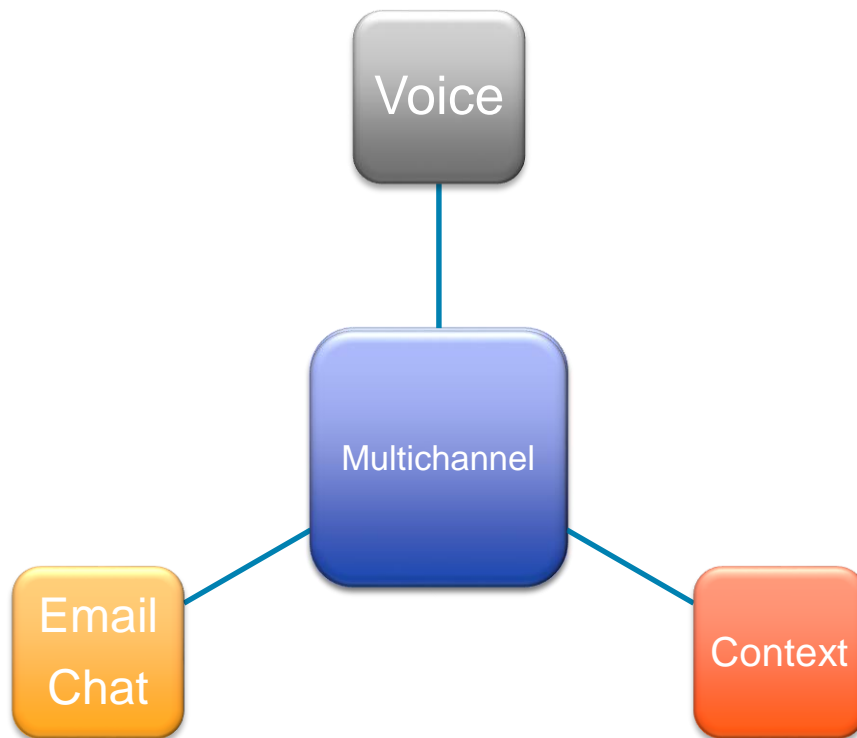


	Pre 10.0(1)	Post 10.0(1)
Node failure detection	2.5 secs over LAN 10 secs over WAN	2.5 secs over LAN 10 secs over WAN
Network partition recovery	Within 2 secs	Within 10 secs
Heartbeat and/or RMI connection loss	CVD restart, possible node reboot	Nodes converge gracefully



Omnichannel

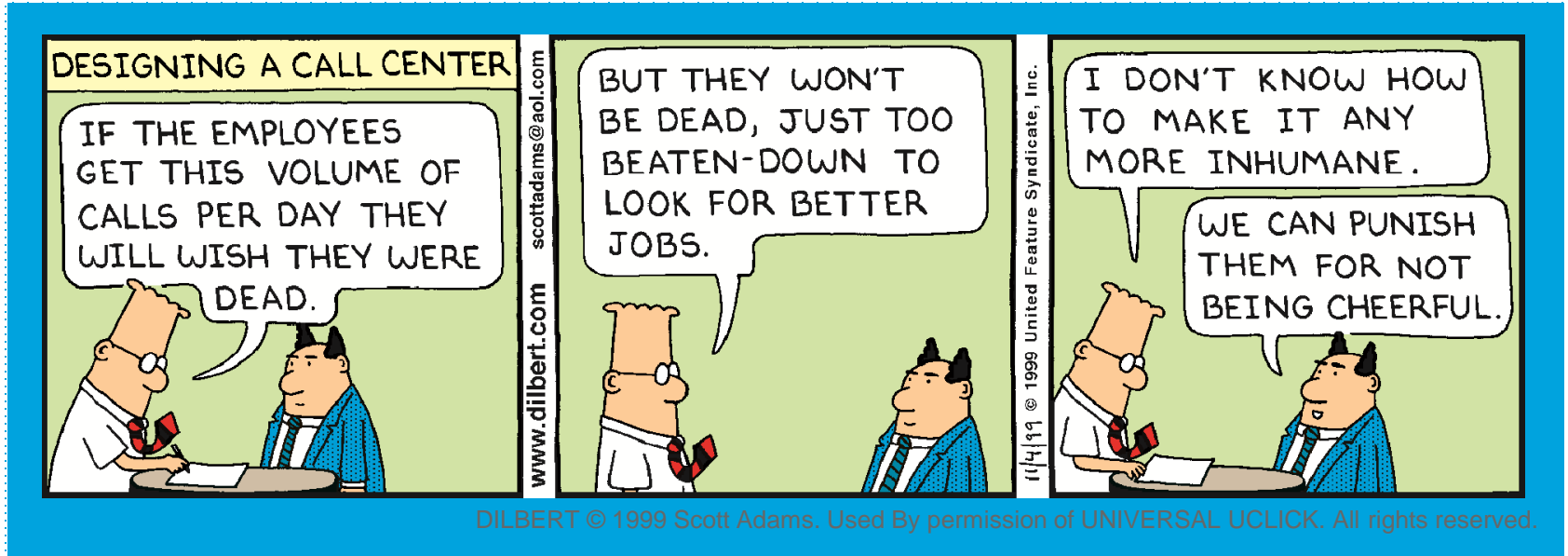
What is Omnichannel?



Omnichannel

- Ties interaction between media components
- Smart agent routing to previous agent or contextually based
- Trackable, searchable customer history
- Ability to tag and create outbound campaign based on tags

Why Omnichannel?



Setup Checklist for Chat/Email

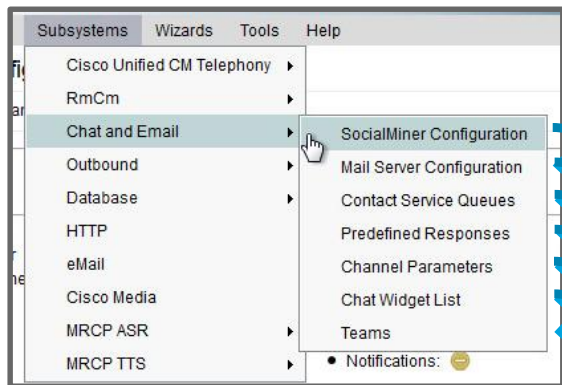
UCCX Server Side Configuration

- ☐ Setup SocialMiner
- ☐ Add Mail Server incoming/outgoing FQDN
- ☐ Create Email/Chat CSQ
- ☐ Create Predefined Responses (optional)
- ☐ Create Chat Widgets
- ☐ Create Chat/Email Teams and add Resources
- ☐ Enable non-Voice control gadget

External to UCCX Configuration

- ☐ Configure Mail Server
 - ☐ Set msExchangeIMAP4 to auto start
 - ☐ Set msExchangeIMAP-4BE to auto
- ☐ Create accounts and email addresses
- ☐ Chat Widget HTML code setup on customer front end site

Easy UCCX Based Setup



SocialMiner Configuration

Save Cancel

Status: Ready

Configure SocialMiner

IP Address / Host Name*: SOCIALMINER5.vmload

User Name*: Administrator

Password*:

Save Cancel

SocialMiner Status

- Feeds: ☒
- Campaigns: ☒
- Notifications: ☐

Reinject Email contacts

Reinject

*- indicates required item

*-HostName / IPAddress will be resolved to fully qualified domain

Mail Server Configuration

Update Cancel

Status: Ready

Incoming (Secure IMAP)

Host Name*: EXCHANGE4.vmload.cvp

Port Number*: 993

Outgoing (Secure SMTP)

Host Name*: EXCHANGE4.vmload.cvp

Port Number*: 587

Description: Maximum 100 characters

Update Cancel

Contact Service Queues (CSQs)

Add New

Status: 4 records found

CSQ Name Δ	CSQ Type Δ	Res
Chat Sales CSQ	Chat	Res
Chat Support CSQ	Chat	Res
Email Sales CSQ	Email	Res
Email Support CSQ	Email	Res

Add New

Channel Parameters

Save Cancel

Status: Ready

Chat

No Answer Timeout (Seconds)*: 15

Join Timeout (Minutes)*: 1

Inactivity Timeout (Minutes)*: 5

Offer Chat Contact When On Voice Call*: ☒ Yes ☐ No

Offer Voice Call When On Chat*: ☒ Yes ☐ No

Maximum Number Of Chat Sessions Per Agent*: 5

Email

Maximum Number Of Email Sessions Per Agent*: 5

Sticky Email Timeout (Hours)*: 4

Easy UCCX Based Setup

SocialMiner Configuration

Save Cancel

Status

Ready

Configure SocialMiner

IP Address / Host Name *:

User Name*:

Password*:

Save Cancel

SocialMiner Status

- Feeds: ✖
- Campaigns: ✖
- Notifications: ✖
- Email Server: ✖

Reinject Email contacts

Reinject

*- indicates required item

*-HostName / IPAddress will be resolved to fully qualified domain name

SocialMiner Configuration

Save Cancel

Status

Ready

Configure SocialMiner

IP Address / Host Name *

SOCIALMINER5.vml0ac

User Name*:

Administrator

Password*:

Save Cancel

SocialMiner Status

- Feeds: ✔
- Campaigns: ✔
- Notifications: -
- Email Server: Not Configured

Reinject Email contacts

Reinject

*- indicates required item

*-HostName / IPAddress will be resolved to fully qualified domain name

SocialMiner Configuration

Status

Ready

Configure SocialMiner

IP Address / Host Name *:

User Name*:

Password*:

*- indicates required item
 *-HostName / IPAddress will be resolved to fully qualified domain name

SocialMiner Status

- Feeds:
- Campaigns:
- Notifications:
- Email Server:

Reinject Email contacts

Manage Feeds

<input type="checkbox"/>	Name	Type	State	Description
<input type="checkbox"/>	CCX Chat Feed	Chat		Created by CCX application as part of CCX chat configuration.
<input type="checkbox"/>	CCX Email Feed Email Sales CSQ	Email		Created by CCX application as part of CCX email configuration.
<input type="checkbox"/>	CCX Email Feed Email Support CSQ	Email		Created by CCX application as part of CCX email configuration.

2 items

Manage Campaigns

<input type="checkbox"/>	Name	Contacts	Description	Results
<input type="checkbox"/>	CCX Chat Campaign	0	Created by CCX application as part of CCX chat configuration.	
<input type="checkbox"/>	CCX Email Campaign	0	Created by CCX application as part of CCX email configuration.	

2 items

Manage Notifications

<input type="checkbox"/>	Name	Type	State	Tag	Campaign
<input type="checkbox"/>	CCX Chat Notification	HTTP		ccx_chat_req	CCX Chat Campaign
<input type="checkbox"/>	CCX Chat Notification for HA - Backup	HTTP		ccx_chat_req	CCX Chat Campaign
<input type="checkbox"/>	CCX Email Notification	HTTP		ccx_email_req	CCX Email Campaign
<input type="checkbox"/>	CCX Email Notification for HA - Backup	HTTP		ccx_email_req	CCX Email Campaign

4 items

UCCX creates required SocialMiner configuration using SocialMiner APIs

Subsystems > Chat and Email > SocialMiner Configuration

SocialMiner Configuration

Save Cancel

Status

Ready

Configure SocialMiner

IP Address / Host Name *: SOCIALMINER5.vmltac

User Name*: Administrator

Password*:

Save Cancel

SocialMiner Status

- Feeds:
- Campaigns:
- Notifications:
- Email Server:

Reinject Email contacts

Reinject

Mismatch detected

SocialMiner Configuration

Save Cancel

Status

SocialMiner has been configured and the data has been saved successfully.

Configure SocialMiner

IP Address / Host Name *: SOCIALMINER5.vmltac

User Name*: Administrator

Password*:

Save Cancel

SocialMiner Status

- Feeds:
- Campaigns:
- Notifications:
- Email Server:

New Delete Search items

	Name	Type	State	Description
	CCX Chat Feed +	Chat		Created by CCX application as part of CCX chat configuration.
	CCX Email Feed Sales CSQ	Email		Created by CCX application as part of CCX email configuration.



New Delete Search items

	Name	Type	State	Description
	CCX Chat Feed	Chat		Created by CCX application as part of CCX chat configuration.
	CCX Email Feed Sales CSQ	Email		Created by CCX application as part of CCX email configuration.
	CCX Email Feed Support CSQ	Email		Created by CCX application as part of CCX email configuration.


Chat Web Form Widget Configuration

System Applications Subsystems Wizards Tools Help

Chat Web Form Configuration

 Next  Cancel

Status

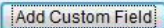
 Ready

Widget Details

Name*	Widget Sales
Description*	Quandaries about purchasing the new Widget 5.0
Logo URL	
Widget Wait Message	Welcome. Please wait while we connect you to a cu
Join Time-out Message	All customer care representatives are busy. Please
Error Message	Sorry, the chat service is currently not available. Ple:

User Form Fields

Available Fields	Selected Fields*
Title	Name
AddressLine1	Details
AddressLine2	Email
City	PhoneNumber
Country	Question



Next Cancel

Chat Web Form

System Applications Subsystems Wizards Tools Help

Chat Web Form Configuration

Back Finish Cancel

Status

Ready

Web Form Preview

Name:

Details:

Email:

PhoneNumber:

Question:

Problem: Question about Widget 5.0

Submit

Back Finish Cancel

Generated Code

```
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8">
<script language="JavaScript">
  function updateAuthor(theForm){
    if(theForm.extensionField_Name){
      if(theForm.extensionField_Name.value!=""){
        theForm.author.value=theForm.extensionField_Name.value;
        theForm.extensionField_Name.name="extensionField_h_Name";
        return(true);}
    if(theForm.extensionField_Email){
      if(theForm.extensionField_Email.value!=""){
        theForm.author.value=theForm.extensionField_Email.value;
        theForm.extensionField_Email.name="extensionField_h_Email";
        return(true);}
    return(true);}
  }
</script>
</head>
<body>
<form action="https://socialminer5.vmlload.cvp/ccp/chatform/100040" method="post" onsubmit="return updateAuthor(this)">
<style type="text/css">span { display: inline-block; width: 120px; }</style>
<span>Name:</span><input type="text" name="extensionField_Name" /><br>
<span>Details:</span><input type="text" name="extensionField_Details" /><br>
<span>Email:</span><input type="text" name="extensionField_Email" /><br>
<span>PhoneNumber:</span><input type="text" name="extensionField_PhoneNumber" /><br>
<span>Question:</span><input type="text" name="extensionField_Question" /><br>
```

Finesse NonVoice Control Gadget

1. Move remark to reveal the multisession gadget for agent and supervisor
2. Move the remark to reveal email/chat tab for agent and supervisor
3. Add FQDN to gadget URL
4. Install SM certificates on both CCX nodes

The screenshot shows the 'Manage Desktop Layout' window in the Finesse interface. At the top, there's a navigation bar with tabs: Settings, Call Variables Layouts, Desktop Layout (selected), Phone Books, Reasons, Team Resources, and Workflows. Below the navigation bar, a green message says 'Successfully saved settings.' The main content area is titled 'Finesse Layout XML' and contains XML code. A red circle highlights the '-->' symbol in the XML code, which is part of a comment: '3) [OPTIONAL] Adjust the height of the gadget by changing the "gadgetHeight" parameter.' Below this, there's an 'IMPORTANT NOTE' section with a bullet point: '- In order for this Gadget to work, you must have performed all documented prerequisite steps.' followed by 'RESTRICTIONS:' with two bullet points: '- The multisession-reply-gadget must not be configured as a page level gadget' and '- The multisession-reply-gadget must not be configured in a column'. The XML code includes a <tab> block with <id>manageNonVoiceMedia</id>, <label>finesse.container.tabs.agent.manageNonVoiceMediaLabel</label>, and a <columns> block containing a <column> block with a <gadgets> block. The gadget URL is 'https://SOCIALMINER5.vmlod.cvp/multisession/ui/gadgets/multisession-reply-gadget.jsp?gadgetHeight=430'. The XML code ends with </column>, </columns>, and </tab>.

Move remarked section

Add SM FQDN

SocialMiner Certificates

SocialMiner certificate needs to be added to CCX

The screenshot shows the 'Manage Chat and Email' window in the Finesse interface. At the top, there's a navigation bar with tabs: Home, My Statistics, Manage Customer, and Manage Chat and Email (selected). Below the navigation bar, there's a 'Make a New Call' button. The main content area is titled 'Finesse Gadget' and contains an error message: 'There were issues rendering this gadget. javax.net.ssl.SSLPeerUnverifiedException: peer not authenticated https://SOCIALMINER5.vmlod.cvp/multisession/ui/gadgets/multisession-reply-gadget.jsp?gadgetHeight=430'. At the bottom, there's a copyright notice: '© 2010-2015 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.0(1)'.

Finesse Web Chat Interface

The screenshot displays the Finesse Web Chat Interface. At the top, a status bar shows 'Ready for Chat and Email' and a 'Chat Notification' icon. Below this is a 'Manage Chat and Email' section. On the left, a 'Chat Tab' lists several chat sessions with timestamps. The selected session shows a 'Customer' with a timestamp of '00:00:23'. Below the list, a 'Chat Notification' icon is visible. The main chat area, labeled 'Chat Room', shows a 'Customer' message: 'Hello Valued Customer, how may I assist you today?'. The service queue is 'Chat Support CSQ'. A 'Predefined Response' dropdown menu is open, showing 'Greeting'. At the bottom, a text input field is present. A blue banner at the bottom states: 'Chat transcripts can be downloaded by the customer and are also stored in SocialMiner for 30 days'.

Ready for Chat and Email

Chat Notification

Manage Chat and Email

Customer customer@vmload.cvp 01/20/2015 5:10 PM

Customer customer@vmload.cvp 01/20/2015 5:11 PM

Customer customer@vmload.cvp 01/20/2015 5:11 PM

Customer customer@vmload.cvp 01/20/2015 5:12 PM

Customer customer@vmload.cvp 01/20/2015 5:13 PM

Customer 00:00:23

Customer 00:02:05

Customer Customer

Service Queue Chat Support CSQ

DMarino

Hello Valued Customer, how may I assist you today?

End

Predefined Response

Greeting

You are connected.

Chat transcripts can be downloaded by the customer and are also stored in SocialMiner for 30 days

Finesse 11.0 Agent Email Interface

Notifications

Requeue

Discard email

Response
Not written

Predefined
Responses

The screenshot displays the Finesse 11.0 Agent Email Interface. The top navigation bar includes links for Home, My Statistics, Manage Customer, and Manage Chat and Email (highlighted in green). Below the navigation bar is a 'Make a New Call' button. A status bar indicates 'Ready for Chat and Email' with a dropdown arrow and notification icons. The main section is titled 'Manage Chat and Email' and features a list of emails on the left, a search bar, and a response editor on the right. The email list shows five entries from 'Customer customer@vmload.cvp' with timestamps ranging from 01/20/2015 to 04/26/2016. The search bar is set to 'Sales CSQ'. The response editor shows a 'To' field with 'Customer <customer@vmload.cvp>', a 'Subject' field with 'Re: test4', and a 'Service Queue' field with 'Sales CSQ'. A 'Send' button is visible in the top right corner of the response editor. A dropdown menu for predefined responses is open, showing 'Greetings' and 'Thank you'.

Finesse 11.0 Agent Email Interface

Notifications

Requeue

Discard email

Response
written

Predefined
Responses

Email CSQ
Activity Report

The screenshot displays the Finesse 11.0 Agent Email Interface. The top navigation bar includes links for Home, My Statistics, Manage Customer, and Manage Chat and Email. Below this is a 'Make a New Call' button. The main interface is divided into three sections: a left sidebar for email management, a central email view, and a bottom activity report table.

Left Sidebar (Emails): A list of emails from 'Customer customer@vmload.cvp' with timestamps. The email from 04/26/2016 5:38 PM is selected and highlighted in blue.

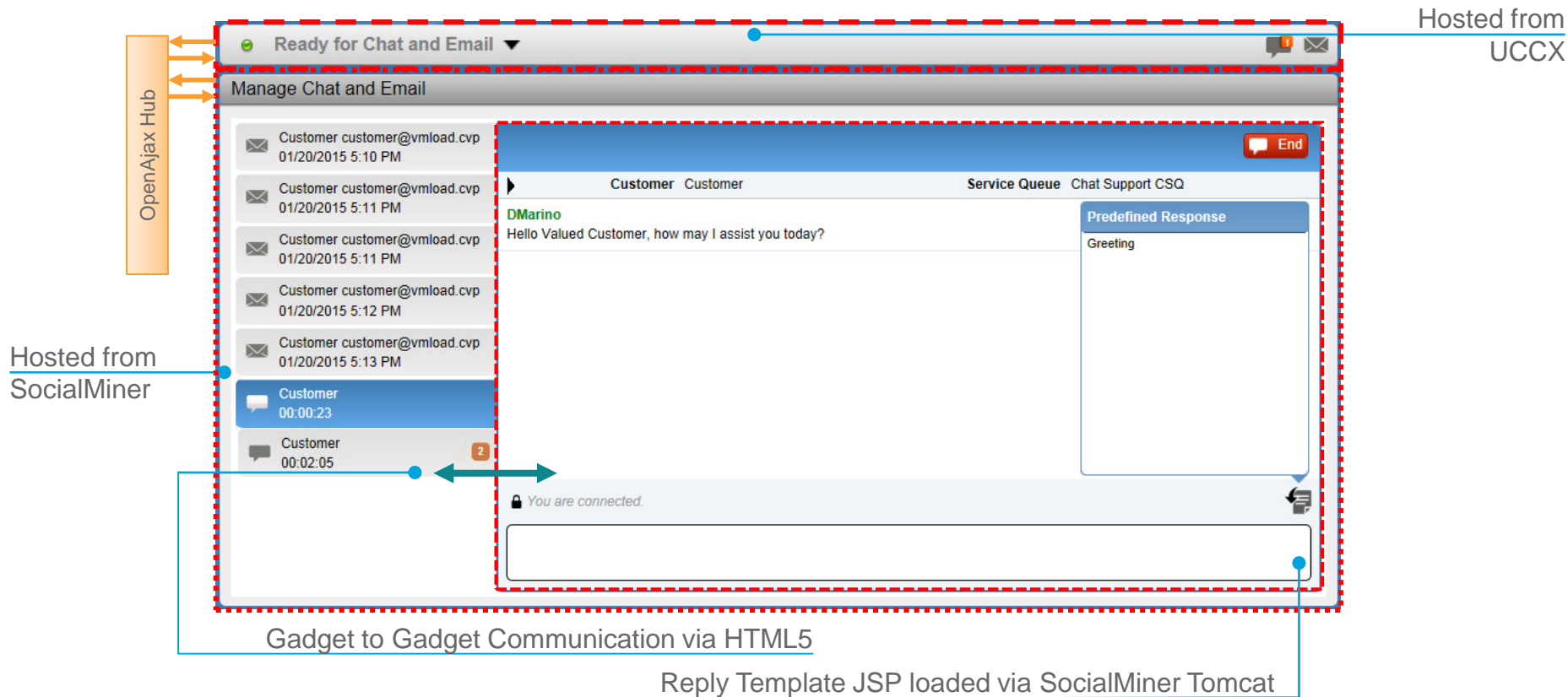
Central Email View: Displays the details of the selected email. The 'From' field is 'Customer <customer@vmload.cvp>', 'Sent' is 'Tuesday, April 26, 2016 5:38 PM', 'To' is 'Sales CSQ <sales_csq@vmload.cvp>', and 'Subject' is 'test4'. The email body contains the text 'test4'. A 'Send' button is visible in the top right corner.

Confirmation Dialog: A modal dialog box titled 'Confirmation' is displayed in the center, asking 'Are you sure you want to discard?'. It has 'Yes' and 'No' buttons.

Bottom Activity Report Table: A table showing email activity for the 'Sales CSQ' queue. The 'Discarded' column is highlighted with a red box.

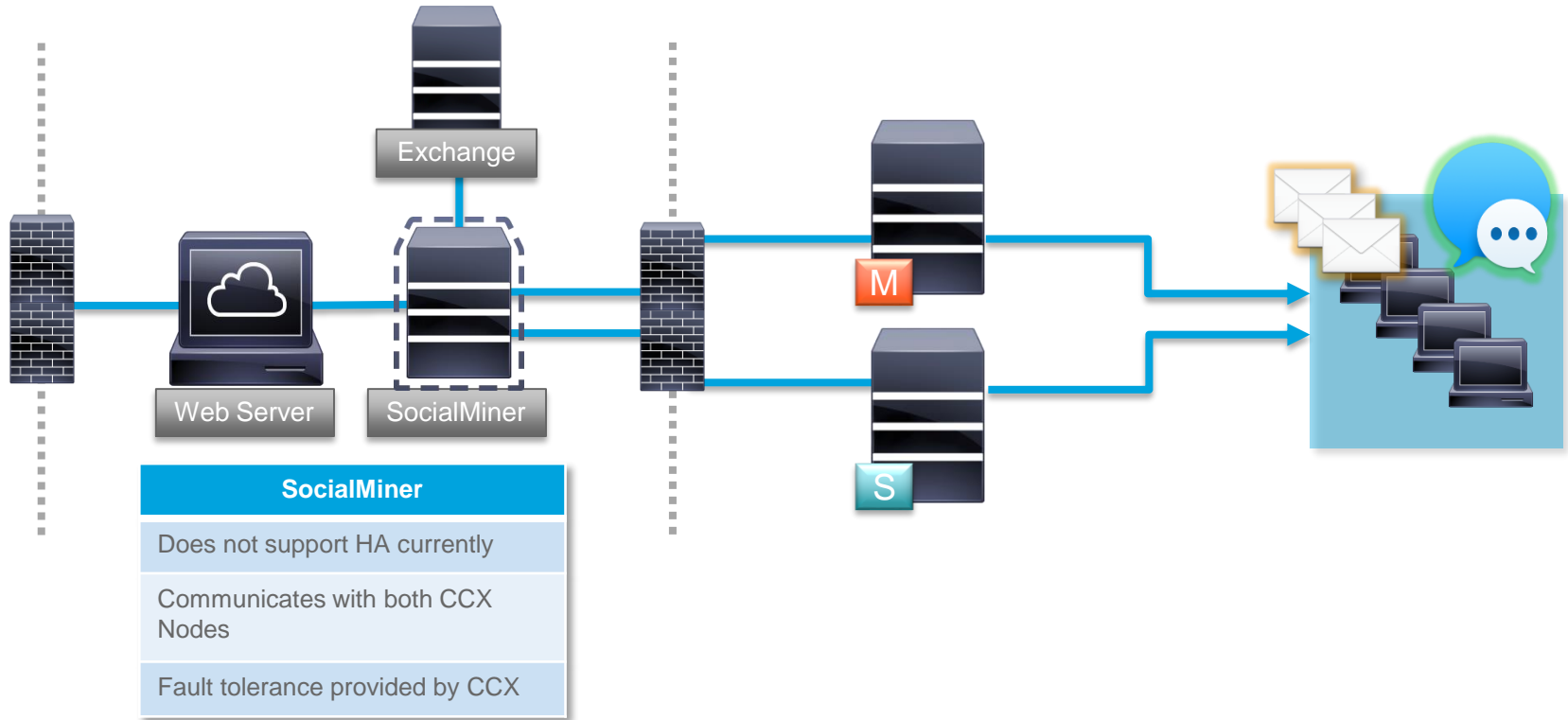
CSQ Name	Date	Agent Name	Retrieved	Requeued	Sent	Discarded	Avg On Desk
- Sales CSQ			1	0	0	1	
	5/15/16	John Doe	1	0	0	1	00:32:36

Finesse Chat/Email Interface Hosted Elements



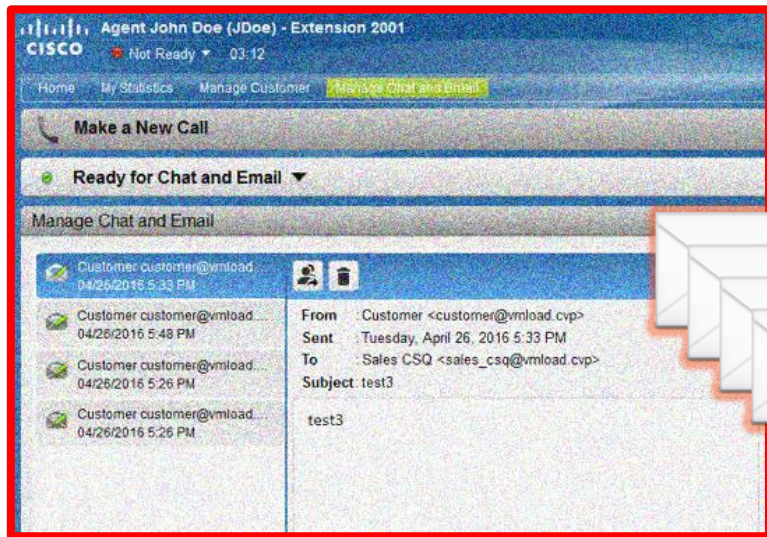
Failover Scenarios

Chat & Email Fault Tolerance



Finesse Agent Email Failover Scenarios

Agent browser or desktop fails



Can take up to 5 minutes for Finesse service to manually log agent out after a browser crash.

Finesse Agent Email Failover Scenarios

▼ Cisco Unified CCX Engine	IN SERVICE
▶ Manager Manager	IN SERVICE
▼ Subsystem Manager	IN SERVICE
MRCP ASR Subsystem	NOT CONFIGURED
Unified CM Telephony Subsystem	IN SERVICE
Core RTR Subsystem	IN SERVICE
CMT Subsystem	IN SERVICE
eMail Subsystem	NOT CONFIGURED
RmCm Subsystem	IN SERVICE
MRCP TTS Subsystem	NOT CONFIGURED
Route And Queue Subsystem	IN SERVICE
Voice Browser Subsystem	IN SERVICE
HTTP Subsystem	IN SERVICE
Outbound Subsystem	IN SERVICE
Database Subsystem	NOT CONFIGURED
NonVoice Subsystem	SHUTDOWN

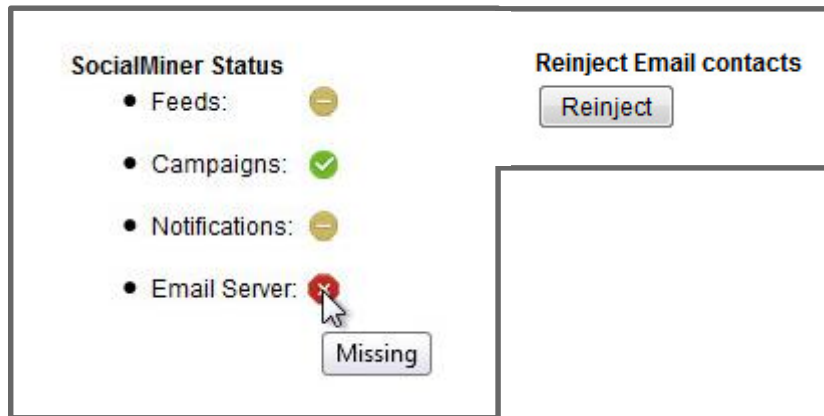
NonVoice Subsystem Fails

No Emails are routed until the NonVoice Subsystem is back online. (Chat is unavailable as well.)

NonVoice
Control Gadget

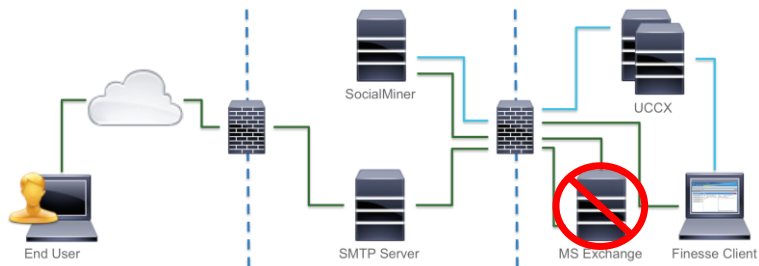


Finesse Agent Email Failover Scenarios



Connection to Exchange Broken

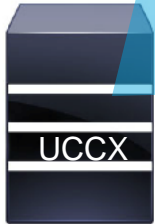
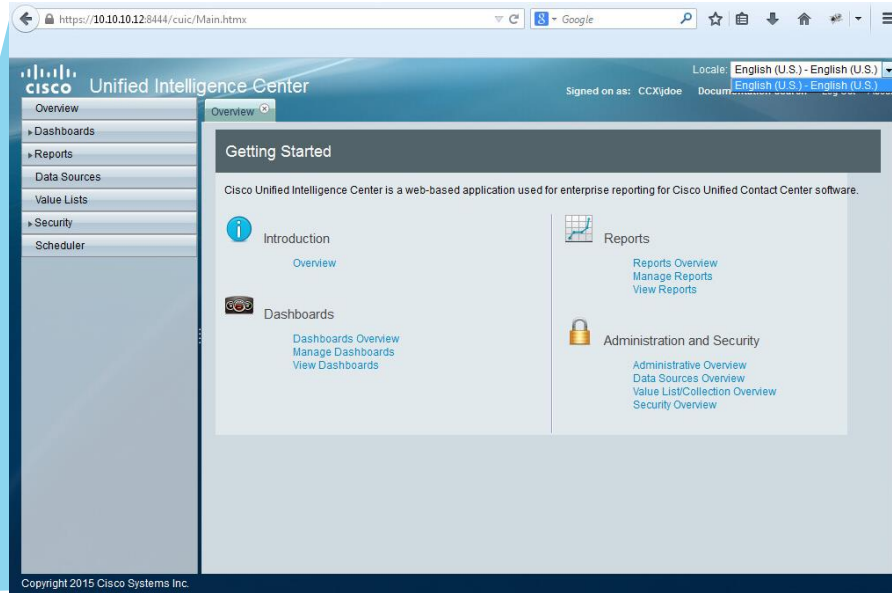
Reinject Emails will send the emails back to the Agent once error corrected



Email contact becomes parked in SocialMiner if the connection to Exchange is broken. Agents may see emails but have no control

CUIC Reporting

CUIC 11.0 Licensing



CUIC Standard is included in all license versions of UCCX

CUIC Premium to be bundled into UCCX pricing model



CUIC 11.0 Overview

Only English(U.S.)
w/o Language Pack

https://10.10.10.12:8444/cuic/Main.htmx

Google

Locale: English (U.S.) - English (U.S.)

Signed on as: CCXijdoe

Documentation Search Log Out About

Getting Started

Cisco Unified Intelligence Center is a web-based application used for enterprise reporting for Cisco Unified Contact Center software.

Introduction
Overview

Dashboards
Dashboards Overview
Manage Dashboards
View Dashboards

Reports
Reports Overview
Manage Reports
View Reports

Administration and Security
Administrative Overview
Data Sources Overview
Value List/Collection Overview
Security Overview

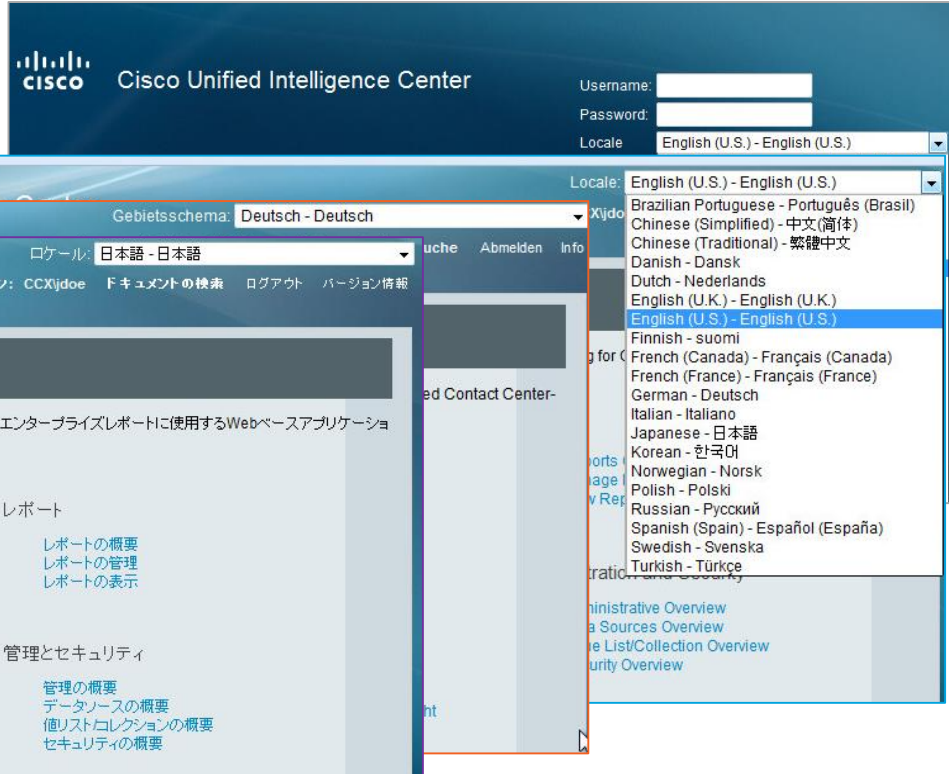
Copyright 2015 Cisco Systems Inc.

Add Language Pack

```
Upgrade status: Being configured
Upgrade log: install_log_2016-01-20.16.48.15.log
```

```
Checking for valid upgrades. Please wait...
```

```
Available options and upgrades in
```



Cisco *live!*

Number of records found

Show or hide columns

All columns can be sorted

Can be expanded or collapsed

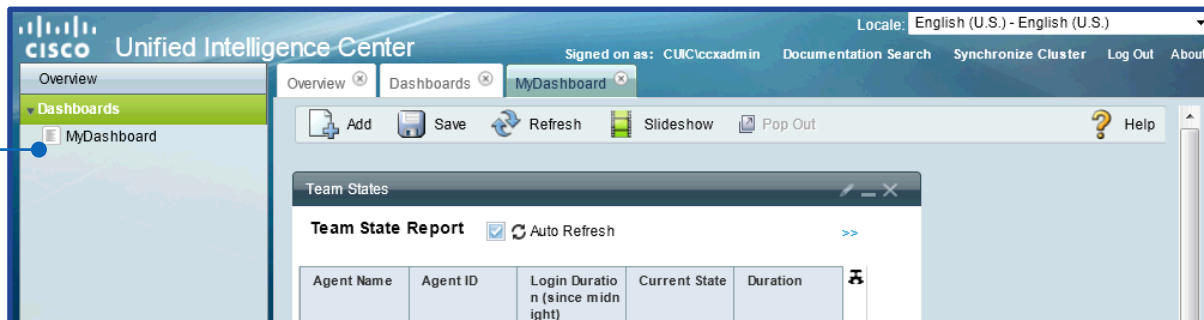
Resize column width

Status

Dashboards Drawer

Custom User Dashboards

Display web pages, widgets, reports, etc.



Dashboard Item Settings

Title:

Type:

Size:

Position:

Dashboard Item Content

= Required fields

URL:

User List							
Name contains <input type="text"/>				<input type="button" value="Filter"/>	<input type="button" value="Clear"/>		
	User Name	First Name	Last Name	Login User	System Configuration Administrator	Security Administrator	Dashboard Designer
<input type="radio"/>	CCXbsanders			✓			✓
<input type="radio"/>	CCXldmarino			✓			✓
<input type="radio"/>	CCXldsmith			✓			✓
<input type="radio"/>	CCXjdjoe			✓			✓
<input type="radio"/>	CCXlmhamm			✓			✓
<input type="radio"/>	CCXrlewis			✓			✓
<input type="radio"/>	CUICccxadmin	Super	Admin	✓	✓	✓	✓
<input type="radio"/>	CUICtestuser	Test	User	✓	✓	✓	✓

Dashboards

TALKING NOT READY READY

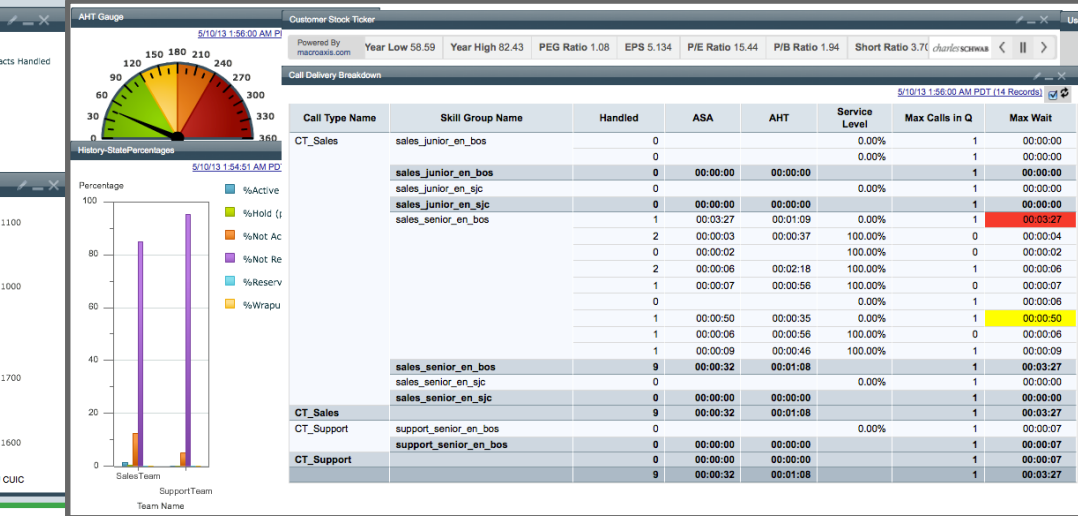
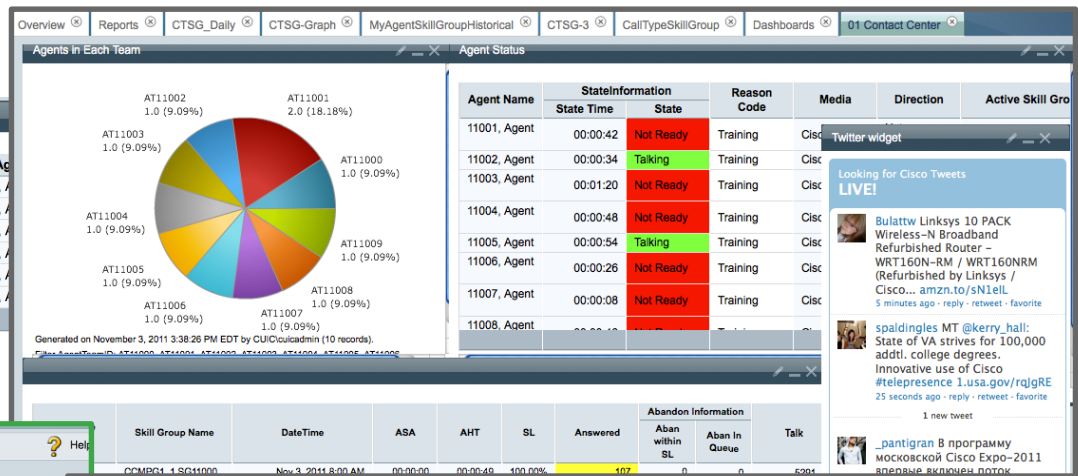
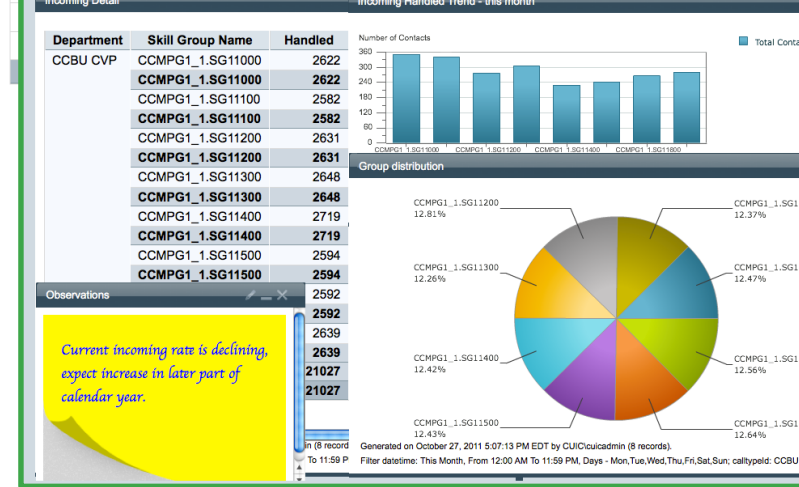
Agent Name	State Time	Agent Name	State Time
11001, Agent	00:00:42		

Incoming Calls - CallTypes

Queue Name	Q Now	LongestQ
West Resellers	8	0

Add Save Refresh Slideshow Pop Out

Incoming Detail Incoming Handled Trend - this month



Cisco live!

Scheduler Drawer

Multiple delivery methods

Available for Historical Reports only

Scheduler status

Schedule List

Schedule Name	Scheduled Execution		Destination		Next Scheduled Run	Scheduled By	Frequency
	Last Run	Last Status	Type	Result			
Daily Chat Agent Detail Report	3/26/13 07:00	✓	Remote Location	✗	3/27/13 07:00	CUICCcadmin	Daily

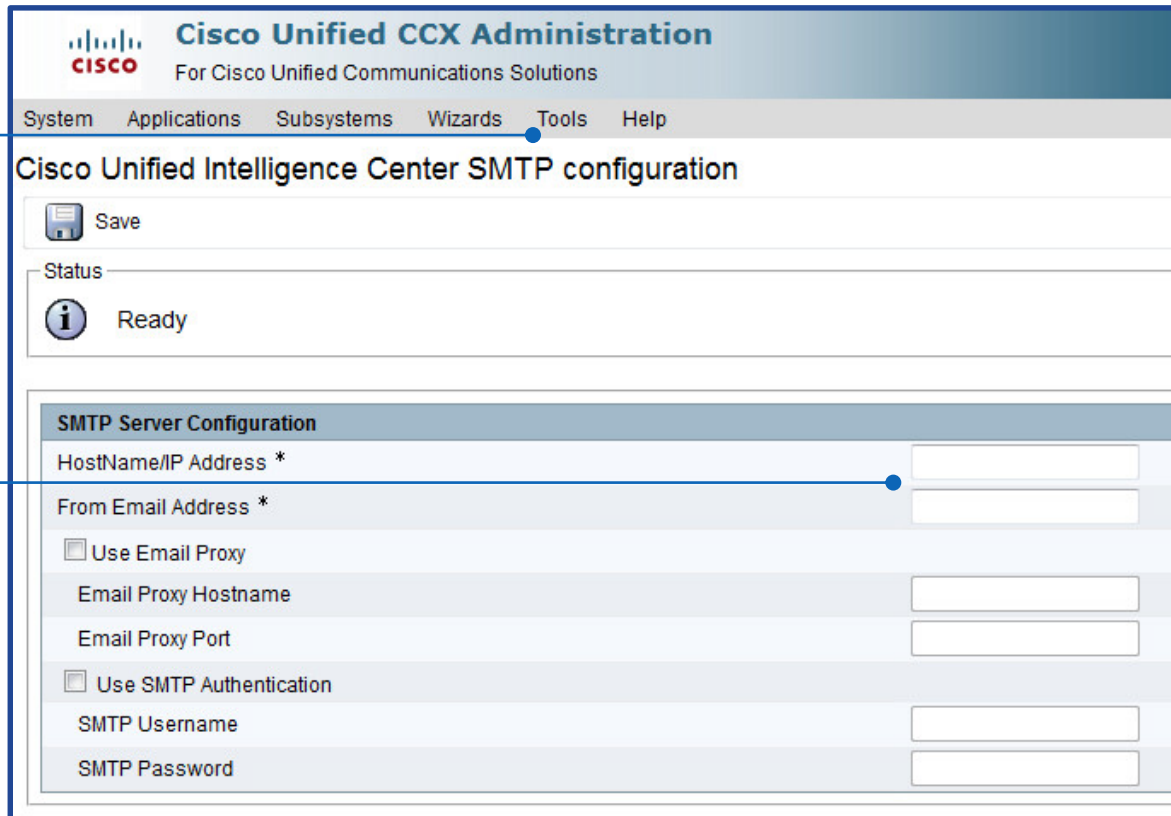
Buttons: Create, Edit, Delete, Enable, Disable, Run Now, Refresh

Scheduler Drawer

Under Tools

Historical Information
SMTP Configuration

Enter SMTP Info
To be used by CUIC



The screenshot displays the Cisco Unified CCX Administration web interface. The top navigation bar includes tabs for System, Applications, Subsystems, Wizards, Tools, and Help, with 'Tools' currently selected. The main heading is 'Cisco Unified Intelligence Center SMTP configuration'. Below this, there is a 'Save' button and a 'Status' section showing an information icon and the word 'Ready'. The 'SMTP Server Configuration' section contains several input fields: 'HostName/IP Address *', 'From Email Address *', 'Email Proxy Hostname', 'Email Proxy Port', 'SMTP Username', and 'SMTP Password'. There are also two checkboxes: 'Use Email Proxy' and 'Use SMTP Authentication', both of which are currently unchecked. A blue dot is positioned on the 'From Email Address *' input field.

Scheduled Reports: Best Practices



Schedule reports during non-production hours

Scheduled reports can add load to the system



Don't Schedule at 00:00 Hours



Stagger the scheduled reports

Permalinks

HTML

- Direct http type of link to the report view
- Enables report access through various devices

XML

- Provides a link to an XML structure
- Used to create custom formatting

EXCEL

- Show the report in Excel
- Enables to use Excel filters and format functions



NCO	NCH	ABN%	ASA	LOB	QUE	LCW	#AVL	#NR
7	7	0	0:06	Asia_Pacific	0	0:00	0	5
41	41	0	0:04	Bank	0	0:00	0	67
9	9	0	0:03	Bank_Gold	0	0:00	2	43
4	4	0	0:01	Concierge	0	0:00	4	1
0	0	0	0:00	DRS	0	0:00	1	0
221	219	0.9	0:08	Elite	0	0:00	1	44
49	43	12.2	0:49	Fraud-AAS	0	0:00	1	9
426	421	1.2	0:06	Gold	0	0:00	3	96
294	292	0.7	0:09	MainStreet	0	0:00	0	63
121	120	0.8	0:09	Platinum_RM	0	0:00	29	26
30	30	0	0:07	Platinum_Svc	0	0:00	3	3
10	10	0	0:10	Research	0	0:00	0	21
207	206	0.5	0:09	Stock_Plans	0	0:00	10	35
13	13	0	0:12	Syndicate_Ops	0	0:00	1	11
23	23	0	0:08	Tax_Retirement	0	0:00	2	12
21	19	9.5	0:22	Tech	0	0:00	1	16

Event Time	User	Operation	Entity Type	Entity Name	Status
5/19/2015 15:36	CUI\administrator	LOGIN	USER		SUCCESS
5/19/2015 15:36	CUI\administrator	CREATE	DASHBOARD	ds1	SUCCESS
5/26/2015 12:00	CUI\administrator	LOGIN	USER		SUCCESS
5/26/2015 12:02	CUI\administrator	LOGIN	USER		SUCCESS
5/26/2015 16:57	CUI\administrator	LOGIN	USER		SUCCESS
5/26/2015 16:58	CUI\administrator	CREATE	DATASOURCE	TestDS_FF_88761	SUCCESS
5/26/2015 16:58	CUI\administrator	CREATE	REPORTDEFINITION	TestRD_FF_50444	SUCCESS
5/26/2015 16:58	CUI\administrator	SAVE	REPORTDEFINITION	TestRD_FF_50444	SUCCESS
5/26/2015 16:59	CUI\administrator	SAVE	REPORTDEFINITION	TestRD_FF_50444	SUCCESS
5/26/2015 16:59	CUI\administrator	CREATE	REPORT	TestRep_FF_36982	SUCCESS
5/26/2015 16:59	CUI\administrator	SAVE	REPORT	TestRep_FF_36982	SUCCESS
5/26/2015 17:15	CUI\administrator	LOGIN	USER		SUCCESS
5/26/2015 17:16	CUI\administrator	CREATE	DATASOURCE	TestDS_FF_92407	SUCCESS

Permalinks

HTML

- Direct http type of link to the report view
- Enables report access

XML

- Provides a link to an XML structure
- Used to create custom

EXCEL

- Show the report in Excel
- Enables to use Excel filters and format functions

Create Edit Delete Links Refresh

Available Views

Name contains Filter Clear

View Name	Type
<input checked="" type="radio"/> Agent Login Logout Activity Report	Grid
<input type="radio"/> Agent Login Logout Activity Report Chart	Chart

Create Edit Delete Links Refresh

☐ Enable Unauthenticated Access

Excel Link <https://uccxps85node1.vmlod.cvp:8444/cuic/permalink/PermalinkViewer>

Html Link <https://uccxps85node1.vmlod.cvp:8444/cuic/permalink/PermalinkViewer>

XML Link <https://uccxps85node1.vmlod.cvp:8444/cuic/permalink/PermalinkViewer>

Create Edit Delete Links Refresh

Available Views

Name contains Filter Clear

View Name	Type	Description
<input type="radio"/> Agent Login Logout Activity Report	Grid	
<input checked="" type="radio"/> Agent Login Logout Activity Report Chart	Chart	Agent Login Logout Activity Report

Create Edit Delete Links Refresh

☐ Enable Unauthenticated Access

Html Link <https://uccxps85node1.vmlod.cvp:8444/cuic/permalink/PermalinkViewer.htmx?viewId=938B3997100001>

Stand Alone CUIC with CCX

Standalone CUIC

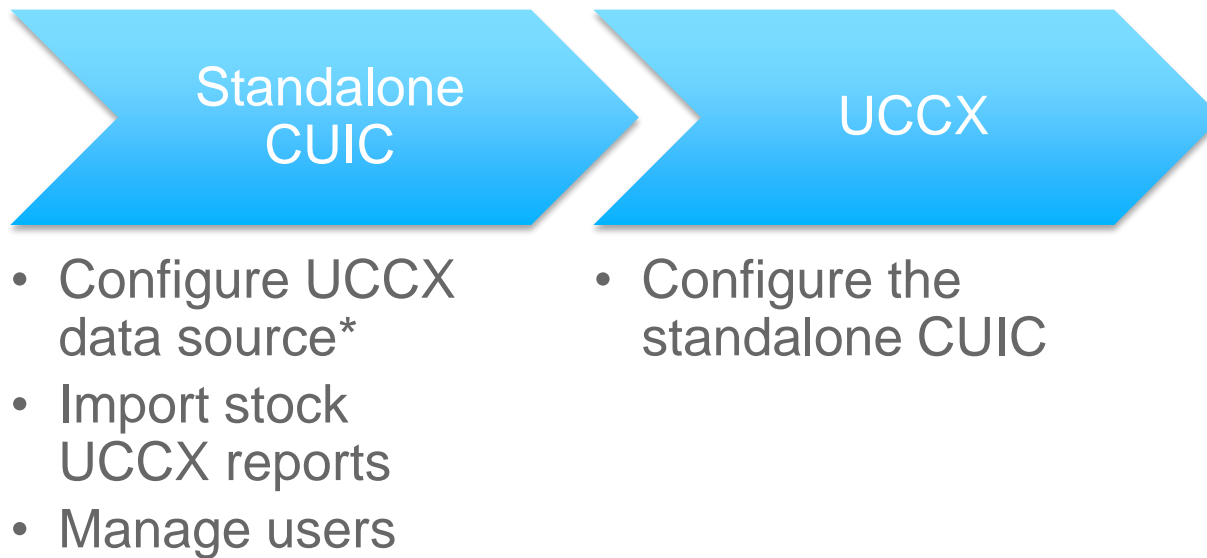
- External CUIC to generate UCCX Historical reports
- Single reporting solution for all components
- Ability to assign users who are not part of UCCX user space
- Co-resident CUIC is still available
- Standalone and Co-res CUIC versions **must match**

Standalone vs Co-resident CUIC

Feature	Co-resident CUIC	Standalone CUIC Premium	NFR Standalone CUIC Premium *
Auto data source creation	✓	✗	✗
Automatic data source failover	✓	✓	✓
User/Permission sync	✓	✗	✓
Auto report installation	✓	✗	✗
Auto report upgrades	✓	✗	✗
Historical reports	✓	✓	✓
Live Data reports	✓	✗	✗
Develop custom reports	✗	✓	✓
Max HR Sessions	8/16	42	5

* Non-production


Standalone CUIC Config Process




* Tip: Copy the configuration from the co-resident CUIC


Standalone CUIC Config Process


Primary **Secondary**


 = Required fields


 Name


Description

 Type

 Datasource Host

 Port

 Database Name

 Instance

Timezone

Database User ID

Password


Confirm Password


Charset

Max Pool Size


Co-resident CUIC data source configuration


Primary **Secondary**


 = Required fields


 Name


Description

 Type


 Datasource Host

 Port

 Database Name

 Instance

Timezone

 Database User ID

Password

Confirm Password


Charset

Max Pool Size


Standalone CUIC data source configuration

Standalone UCCX CUIC configuration

Standalone CUIC configuration

 Save  Cancel

Status

 CUIC has been configured and data is saved successfully.

CUIC Configuration:

FQDN*

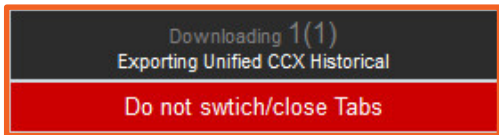
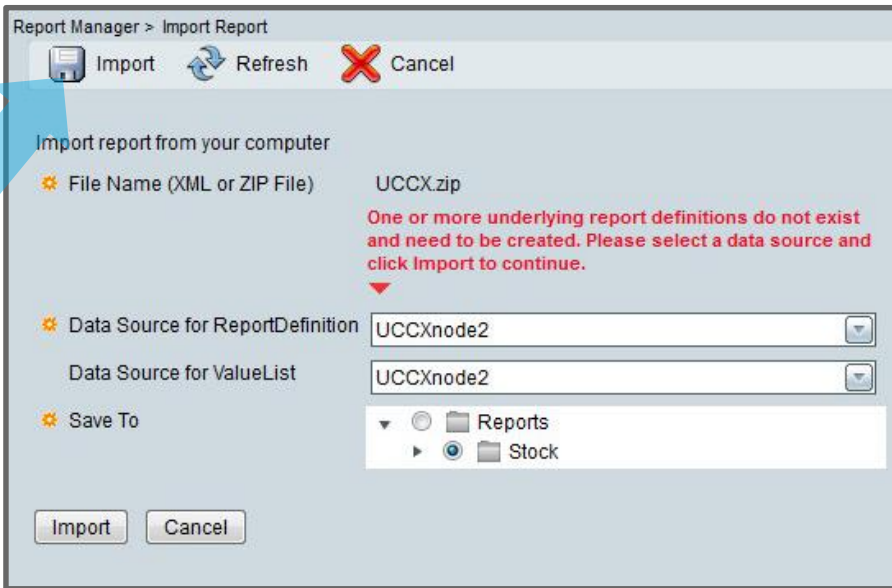
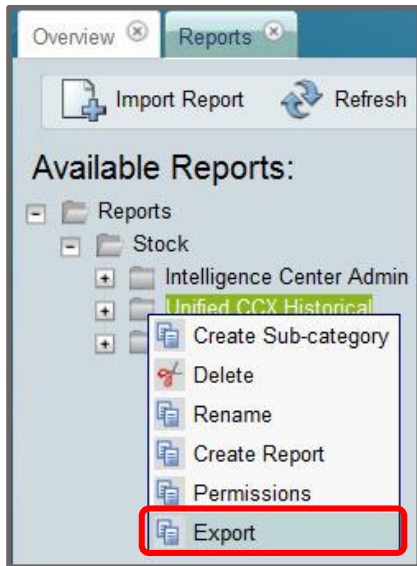
Datasource Name*

User Name*

Password*

Tools – Password Management – Historical Reporting User

Import CCX Reports and User Management

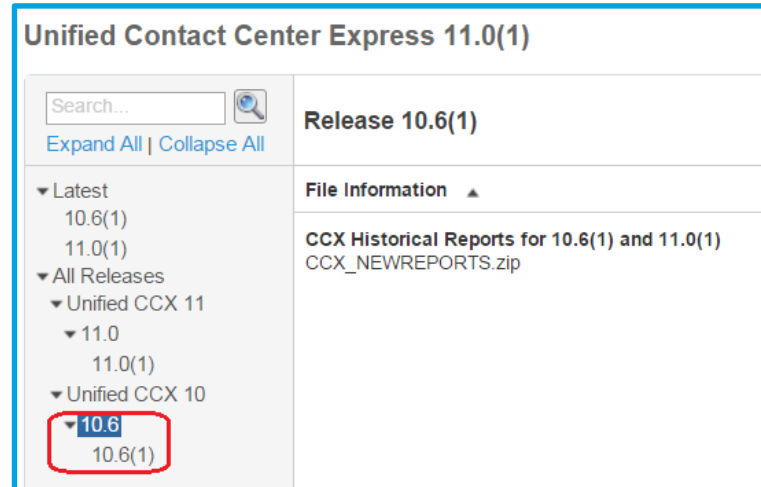


User Management is in OAMP for S/A CUIC

<https://<cuic>/oamp> → Admin User Management

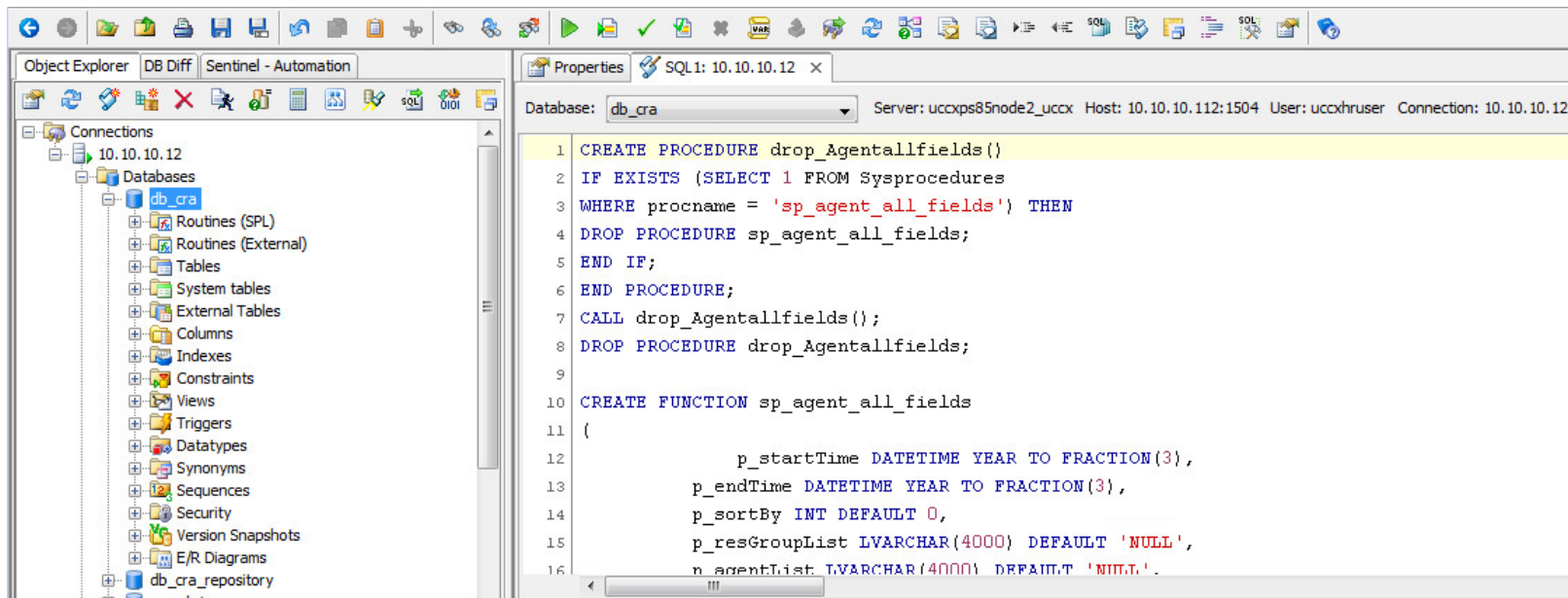
Additional CUIC Templates

- Reason Code Report by Agent Grouping
- Reason Code Report by Reason Grouping
- Contact Service Queue Activity Report by Interval
- CSQ All Fields Report
- Agent All Fields Report




Installation of New Templates


- Login to db_cra with uccxhruser from third party client AGS Server Studio (recommended)
- Run the SQL Query for the report being uploaded



Installation of New Templates

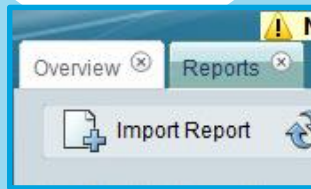
- Login to db_cra with uccxhruser from third party client like AGS Server Studio
- Run the SQL Query for the report being uploaded
- Create a New Sub-Category in CUIC and import report into that directory



 = Required fields

 Name




Permissions

My Group (Administrators)	All Users
<input checked="" type="checkbox"/> Execute <input checked="" type="checkbox"/> Write	<input type="checkbox"/> Execute <input type="checkbox"/> Write





Overview  Reports 

Report Manager > Import Report

 Import  Refresh  Cancel

Import report from your computer

 File Name (XML or ZIP File) Reason Code Report by Agent Grouping.zip

 Save To

- ▼ Reports
 - Stock
 - Intelligence Center Admin
 - ▼ Unified CCX Historical
 - Chat
 - Email
 - Inbound
 - ▼ NewReports
 - Agent All Fields Report
 - Outbound
 - System
 - Unified CCX Live Data

Installation of New Templates

Grouping Add Header Save Save As Cancel

⚙️ = Required fields

Name Agent All Fields Report

Description

Font Size 10

53

52

Available Fields

- ACD - Conference (total_conf_icd)
- ACD - Transfer In (total_xfer_in_icd)
- ACD - Transfer Out (total_xfer_out_icd)
- Agent Extension (agent_extension)
- Agent ID (agent_login_id)
- Agent Name (agent_name)
- Avg Handle Time (avg_handle_time)
- Avg Hold Time (avg_hold_time)
- Avg Idle Time (avg_idle_time)

Current field order in the grid

- GridHeaders
- Agent Name (agent_name)
- Agent ID (agent_login_id)
- Agent Extension (agent_e)
- Calls Presented (calls_pre)
- Calls Handled (calls_han)
- Calls Abandoned (calls_a)
- Total Logged In Time (total_logged_in_time)
- Avg Logged-In Time (avg_logged_in_time)
- Not Ready Time (total_not_ready_time)

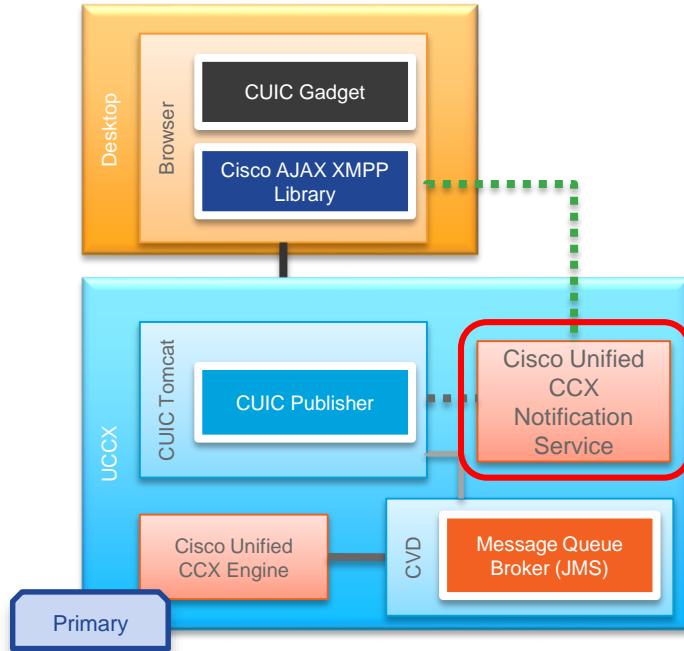
Add Header Remove Selected

Grouping Save Save As Cancel

By Comparison
Agent Detail Report
has
18 Selectable Fields
16 Selected by Default

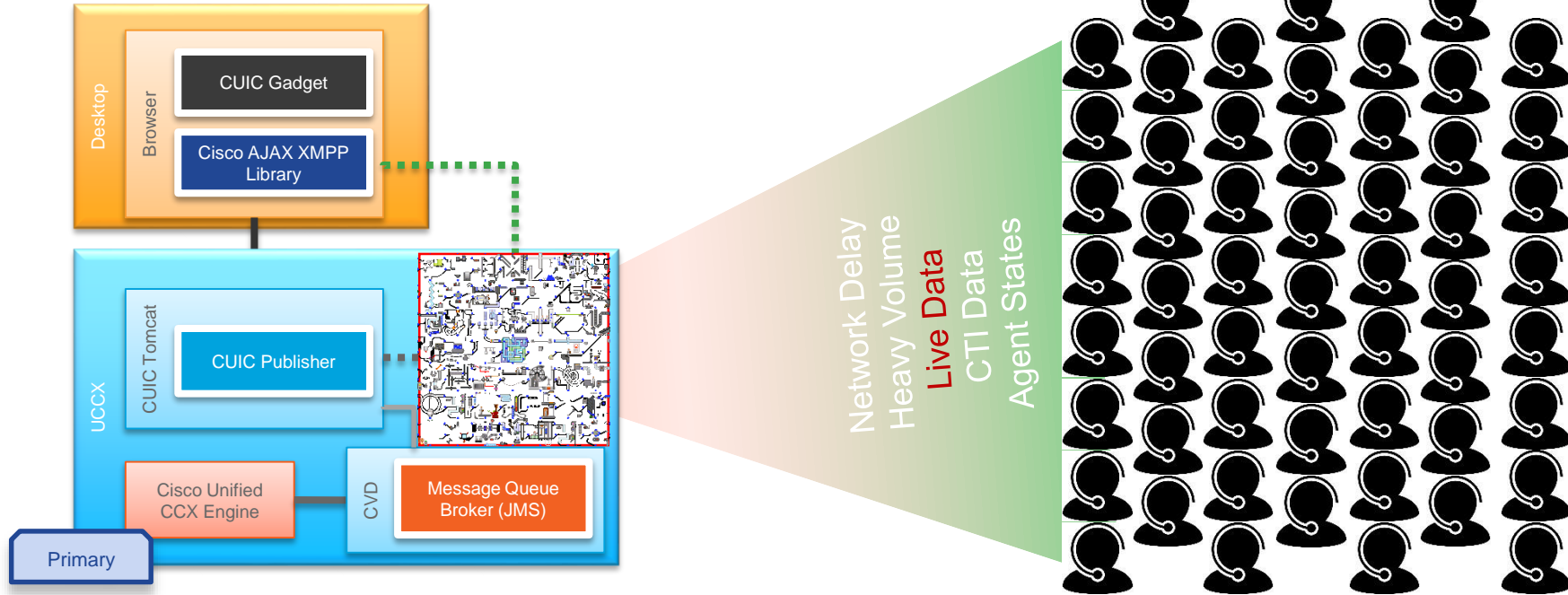
Backend CUIC Changes

Changes in Live Data



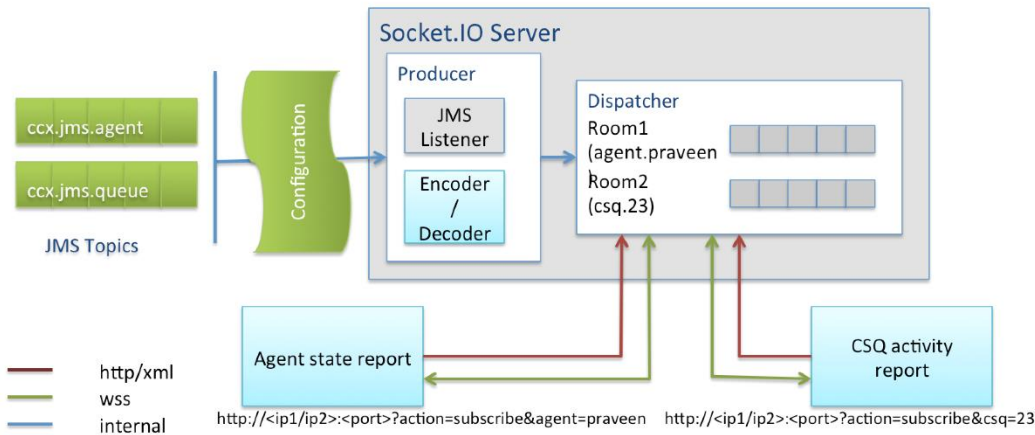
Previous to
CCX 11.x we
used
Openfire for
Live Data

Changes in Live Data

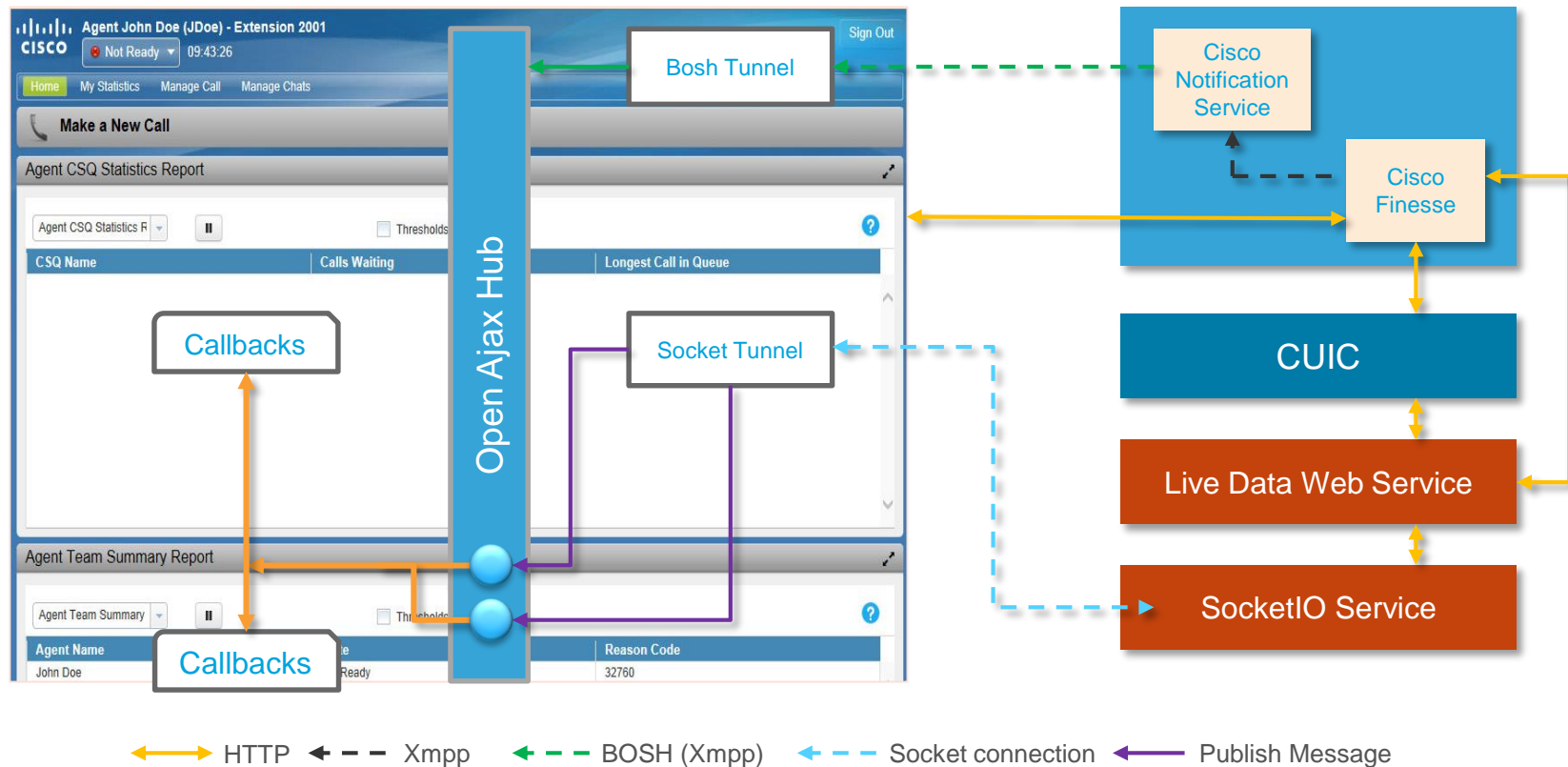


Socket IO based Live Data Design

- Replaces Openfire as reporting message infrastructure
- Event-Driven **Scalable** and **Efficient** solution – Reduced Communication Overhead
- Finesse Customer Chat and Email continue to use Openfire
- New **"Cisco Unified CCX Socket.IO Service"** service
- Real time monitoring tool integration



Socket IO Architecture for Live Data



JSON Backend Changes

Problem: CUIK CPU spiking under high load

Solution:

- No more grid formation on the CCX Server
- Client will format grid using JSON data
- Increases CPU performance



JSON
JavaScript Object Notation

```
{
  "results": [
    {
      "id": 1,
      "name": "Renegade Internet",
      "username": "renegade",
      "status": true,
      "recycle": false,
      "notes": "",
      "information": {
        "company": "Renegade Internet",
        "name": "Mike Cherichetti",
        "title": "",
        "email": "mike@renegadeinternet.com",
        "website": "http://www.renegadeinternet.com/"
      }
    }
  ]
}
```

```
{
  "route": {
    "type": "Route",
    "formatted_address": "7th main rd, koramangala, bengaluru, karnataka 560034, india",
    "address_components": [
      {
        "long_name": "7th main rd",
        "short_name": "7th main rd",
        "types": [
          "route"
        ]
      },
      {
        "long_name": "koramangala",
        "short_name": "koramangala",
        "types": [
          "locality", "political"
        ]
      },
      {
        "long_name": "bengaluru",
        "short_name": "bengaluru",
        "types": [
          "locality", "political"
        ]
      },
      {
        "long_name": "bengaluru",
        "short_name": "bengaluru",
        "types": [
          "administrative_area_level_2", "political"
        ]
      },
      {
        "long_name": "karnataka",
        "short_name": "karnataka",
        "types": [
          "administrative_area_level_1", "political"
        ]
      },
      {
        "long_name": "india",
        "short_name": "india",
        "types": [
          "country", "political"
        ]
      },
      {
        "long_name": "560034",
        "short_name": "560034",
        "types": [
          "postal_code"
        ]
      }
    ],
    "geometry": {
      "location": {
        "lat": 12.9259085, "lng": 77.6334715
      },
      "location_type": "GEOMETRIC_CENTER",
      "viewport": {
        "northeast": {
          "lat": 12.9227118, "lng": 77.6301872
        },
        "southwest": {
          "lat": 12.9290073, "lng": 77.636805
        }
      }
    },
    "bounds": {
      "northeast": {
        "lat": 12.9317653, "lng": 77.636805
      },
      "southwest": {
        "lat": 12.9230486, "lng": 77.6301872
      }
    }
  }
}
```

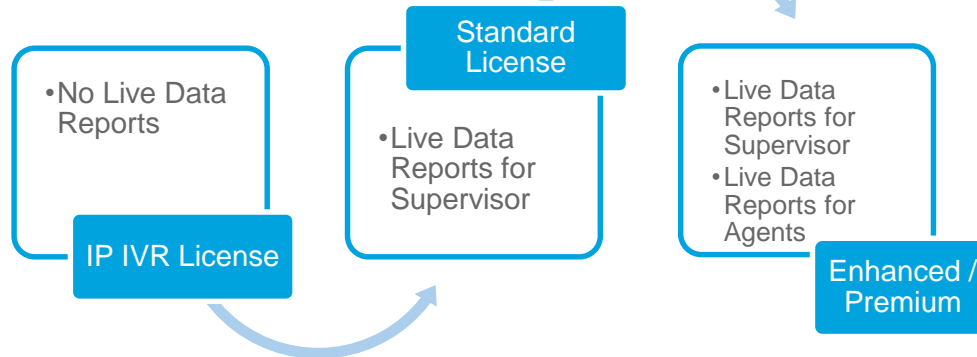
CUIC SSL Fix

- Cross-Site Request Forgery (CSRF) is an attack that forces an end user to execute unwanted actions on a web application in which they're currently authenticated.
- In CUIC 11.0, CSRF Vulnerability is fixed so that customers deployments are secure to CSRF attacks.
- This vulnerability is fixed for both CUIC & OAMP.
- If anyone tries to perform CSRF attack, it will return Response status as 401(Unauthorized) and also log its error in CUIC logs.

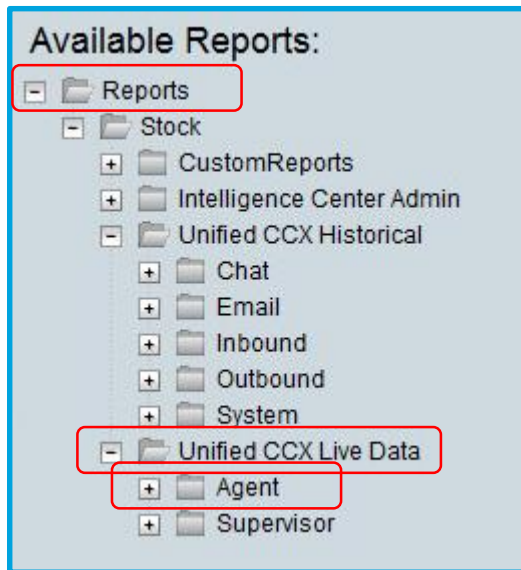
CUIC Security

Security

- A user's access to CUIC is based on several factors
 - Login authentication
 - License type
 - User role
 - User groups
 - Object level permissions



User Permissions by User Role



Reporting Users have access to everything under **Reports** except Custom Directories and Admin Reports

Supervisor Users have access to **CCX Live Data** for both Agent and Supervisor for their teams

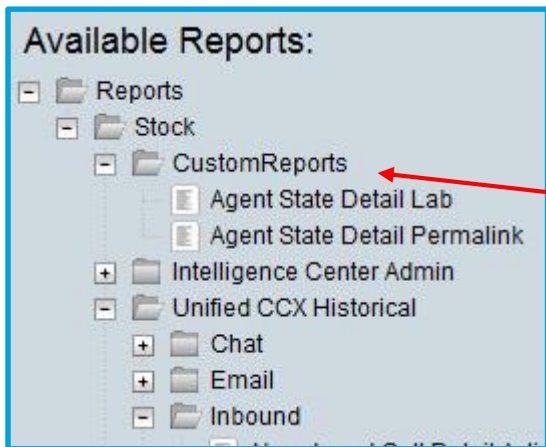
Agent Users have access to CCX Live Data for Agent directory only for their own stats (Enhanced and Premium)

CUIC Administrators have all rights and permissions **except for items created by Security Administrators where permissions are not given**

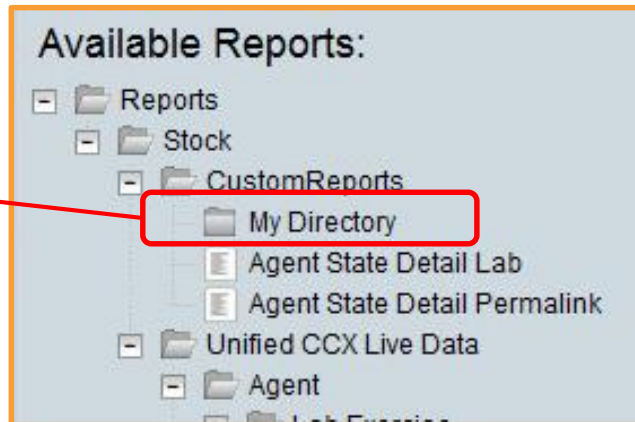


User Permissions by User Role

CUIC Admin View

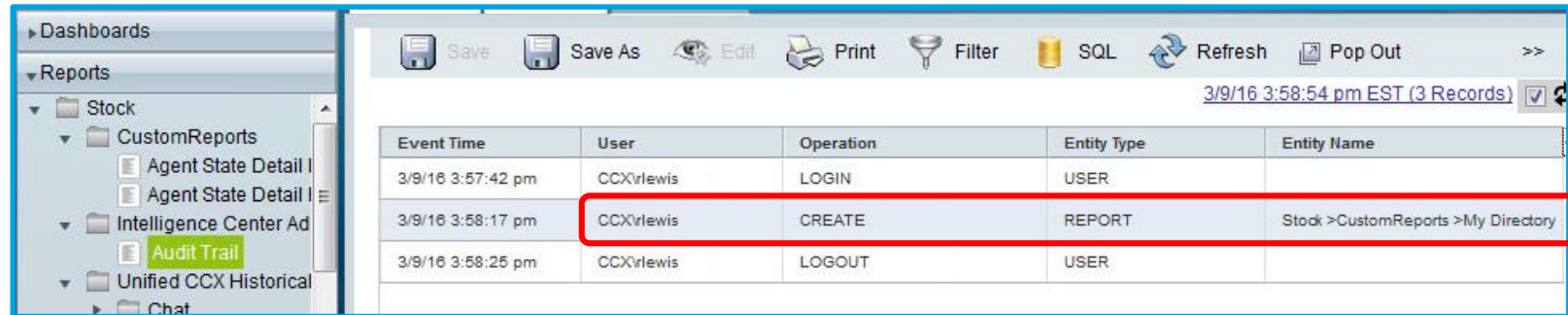


Security Administrator View



No Worries! You are an Administrator after all

User Permissions by User Role



The screenshot shows a web-based management interface. On the left is a navigation pane with a tree structure: Dashboards, Reports, Stock, CustomReports, Agent State Detail I, Agent State Detail I, Intelligence Center Ad, Audit Trail (highlighted), Unified CCX Historical, and Chat. The main area displays a table of audit events. The table has columns: Event Time, User, Operation, Entity Type, and Entity Name. The third row, representing a 'CREATE' operation on a report, is highlighted with a red border. Above the table is a toolbar with icons for Save, Save As, Edit, Print, Filter, SQL, Refresh, and Pop Out. A status bar at the top right indicates '3/9/16 3:58:54 pm EST (3 Records)'.

Event Time	User	Operation	Entity Type	Entity Name
3/9/16 3:57:42 pm	CCXrlewis	LOGIN	USER	
3/9/16 3:58:17 pm	CCXrlewis	CREATE	REPORT	Stock >CustomReports >My Directory
3/9/16 3:58:25 pm	CCXrlewis	LOGOUT	USER	



User List Settings

	User Name	First Name	Last Name	Login User	System Configuration Administrator	Security Administrator	Dashboard Designer
<input type="radio"/>	CCX\bsanders			✓			✓
<input type="radio"/>	CCX\dmario			✓			✓
<input type="radio"/>	CCX\dsmith			✓			✓
<input type="radio"/>	CCX\jdoe			✓			✓
<input type="radio"/>	CCX\mhamm			✓			✓

User List Index

Provides high level overview of user permissions

Run As

View CUIC as a different user

Available Reports:

- Reports
 - Stock
 - Unified CCX Live Data
 - Agent
 - Agent CSQ Statistics Report
 - Agent State Log Report
 - Agent Statistics Report
 - Agent Team Summary Report

Roles

☒ Login User ☐ System Configuration Administrator ☐ Security Administrator ☒ Dashboard Designer

☒ Report Designer ☐ Report Definition Designer ☐ Value List Collection Designer

Permissions

My Group (AllUsers) **All Users**

☐ Execute ☐ Write ☐ Execute ☐ Write

Set User Roles

User Groups

Administrators are a CUIC only group. Co-resident CUIC Administrator is the CCX Admin by default

AllUsers are comprised of all users that are defined by CCX and is a general group

Cisco Unified CCX Agent *

- RLewis
- DSmith
- MHamm
- DMarino
- BSanders
- JDoe

Historical Report Users *

- DSmith
- RLewis

Cisco Unified CCX Supervisor *

- RLewis

User Groups			
Name contains <input type="text"/>		<input type="button" value="Filter"/>	<input type="button" value="Clear"/>
	Name	Full Name	Description
<input type="radio"/>	Administrators	Administrators	This is the default user group that administrators
<input type="radio"/>	AllUsers	AllUsers	This is the default user group that all CUIC user
<input type="radio"/>	Agents	AllUsers.Agents	Default user group that contains all UCCX agent
<input type="radio"/>	ReportingUsers	AllUsers.ReportingUsers	Default user group that contains all UCCX repor
<input type="radio"/>	Supervisors	AllUsers.Supervisors	Default user group that contains all UCCX super

Groups are synchronized from UCCX “one” way
From UCCX → CUIC

User Groups

The screenshot shows the 'User Groups' section of the Cisco UC Management Center. On the left is a navigation pane with 'Security' expanded, showing 'User List', 'User Groups' (highlighted), and 'User Permissions'. The main area displays a table of user groups with columns for Name, Full Name, and Description. A search bar at the top allows filtering by name.

Name	Full Name	Description
Administrators	Administrators	This is the default user group that administrators belong to.
AllUsers	AllUsers	This is the default user group that all CUIC users belong to.
Agents	AllUsers.Agents	Default user group that contains all UCCX agents.
ReportingUsers	AllUsers.ReportingUsers	Default user group that contains all UCCX reporting users.
Supervisors	AllUsers.Supervisors	Default user group that contains all UCCX supervisors.

List of Groups

Detailed info about all members and permissions available

The screenshot shows the 'User Group > Create' dialog box. It has tabs for 'General Information', 'Groups', and 'Group Members'. The 'General Information' tab is active, showing fields for 'Group Name' (ReportGroup) and 'Description' (Using this group to allow report access). A 'Save' button and a 'Cancel' button are at the top. A mouse cursor is pointing at the description text area.

User Group > Create

Save Cancel

General Information Groups Group Members

= Required fields

Group Name ReportGroup

Description Using this group to allow report access (At most 255 characters)

Create a Group

Very powerful option in CUIC

User Permissions

The screenshot shows the Cisco User Permissions configuration interface. On the left is a navigation pane with 'Reports', 'Data Sources', 'Value Lists', and 'Security'. Under 'Security', 'User List', 'User Groups', and 'User Permissions' are listed, with 'User Permissions' highlighted. The main area has two tabs: 'Assigned Group Permissions' and 'Assigned User Permissions', with the latter selected. Below the tabs, a 'Permissions For:' list includes 'Data Sources', 'Report Definitions', 'Reports', 'Dashboards', and 'Value Lists', with 'Data Sources' selected. A 'Set Permissions' dialog box is open, showing 'Execute' checked and 'Write' unchecked. To the right, a 'User List' table shows a list of users with checkboxes for selection. A 'Show Groups' button is at the bottom of the list. At the bottom of the main area, a table titled 'User permissions for selected item' shows the permissions for the selected users.

Annotations:

- Select Permissions**: Points to the 'Permissions For:' list.
- Select Component**: Points to the 'Data Sources' item in the 'Permissions For:' list.
- Select Users**: Points to the 'User List' table.
- Set Permissions**: Points to the 'Set Permissions' dialog box.
- Shows Object Permissions**: Points to the 'User permissions for selected item' table.

User List Table:

User Name	Selected
CCX\bsanders	<input checked="" type="checkbox"/>
CCX\dmario	<input checked="" type="checkbox"/>
CCX\dsmith	<input checked="" type="checkbox"/>
CCX\jdoe	<input type="checkbox"/>
CCX\mhamm	<input type="checkbox"/>
CCX\rlewis	<input type="checkbox"/>

User permissions for selected item Table:

User name	Exec	Write
CCX\bsanders	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CCX\dmario	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CCX\dsmith	<input checked="" type="checkbox"/>	<input type="checkbox"/>
* CUI\ccxadmin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Select Permissions

Users or Groups

Select Component

Permissions very granular

Select Users

Also for Groups

Set Permissions

Execute or Write



Shows Object Permissions

Execute or Write


Role	Default	Permissions to
Login User	Enabled	User is able to login. By default all CCX users are CUIC users
System Configuration Administrator	Disabled	Full access to Data Source Drawer and functions Full access to Scheduler Drawer and functions Can delete, export and import stock reports Can press the Synchronize Cluster button
Security Admin	Disabled	Full access to the Security Drawer and all it's functions
Dashboard Designer	Enabled	Access to the Dashboards Drawer
Report Designer	Disabled	Full rights to the Reports Drawer Execute access to the Data Sources Drawer Access to Scheduler Drawer and access to own reports
Report Definition Designer	Disabled	Full access to the Report Definition drawer Execute access to the Data Sources and Value Lists drawer
Value Lists Collection Designer	Disabled	Full access to the Value Lists drawer Execute access to the Data Sources drawer

Database Management

Purge Schedule Configuration

 Update  Clear

Status

 Status : Ready

Purge Schedule



Daily purge at	1:00 AM	Eastern Standard Time
Purge data older than	90	months.
Purge run time	7	hours.

Auto Purge Configuration


Initiate automatic purge when database size exceeds	80	% of maximum database size
Initiate automatic purge when extent size exceeds	80	% of any table (Default 80%)
Auto purge data for the oldest	16	days.

System Applications Subsystems Wizards

HR File Restore

 Start  Cancel

Status

 Status : Ready

☒ Restore Now

Start

Cancel

Appadmin → Tools → Historical Reports → File Restore

Appadmin → Tools → Historical Reports → Purge Schedule Configuration


UCCX 11.5 Preview

Disclaimer





The Cisco products, services or features identified in this document may not yet be available or may not be available in all areas and may be subject to change without notice, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document. Consult your local Cisco business contact for information on the products or services available in your area. You can find additional information via Cisco's World Wide Web server at <http://www.cisco.com>. Actual performance and environmental costs of Cisco products will vary depending on individual customer configurations and conditions.


CUIC 11.5 Ux Preview


 Cisco Unified Intelligence Center


Super Admin Administrator


 Home

 Dashboards

 Reports

 Report Definition



 Users










 Configure

Reports

Reports

Favorites 0

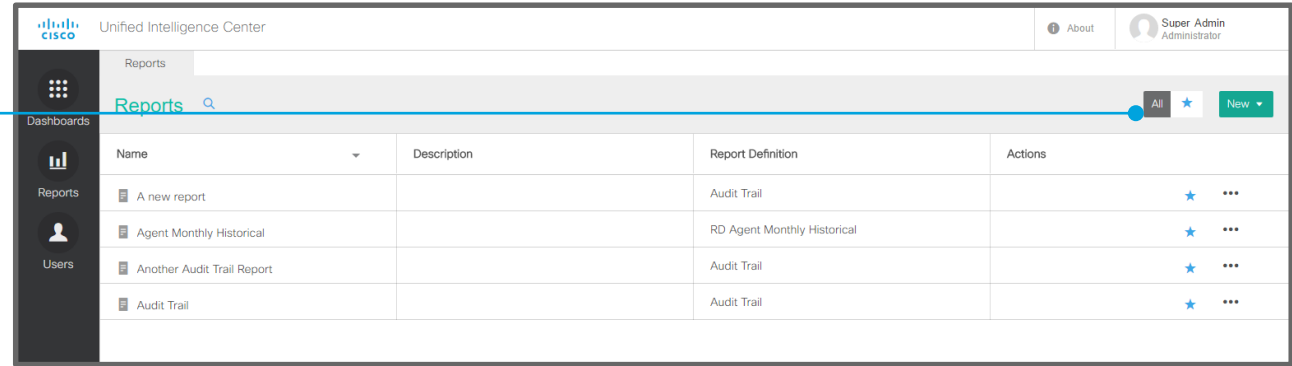
 

Name	Description	Report Definition	Actions
 AbcReport		-	...
 jklReport		-	...
 Stock	Report stock category	-	...
 xyzReport		-	...
 Default_Rpt		repdef_queryMSSQL	★ ...
 Rpt_Anonymous_Informix		repdef_AnonymousInformix	★ ...
 Rpt_Chart_View		RD_FOR_REPORT_CHART_VIEWS	★ ...
 Rpt_EXIM		repdef_StaticData	★ ...
 Rpt_StaticData		repdef_StaticData	★ ...

CUIC 11.5 Ux Preview

Toggle Favorites

Set reports you want to be favorites and toggle to see those instantly

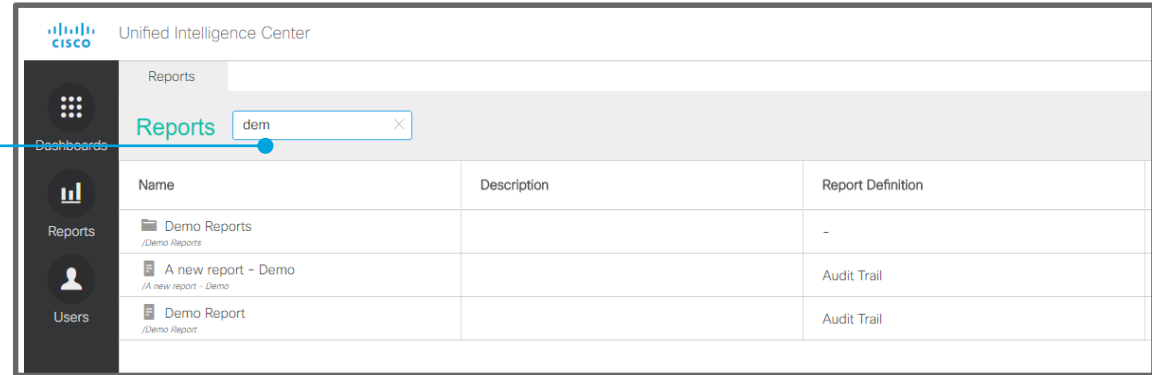


The screenshot shows the 'Unified Intelligence Center' interface. On the left is a dark sidebar with icons for Dashboards, Reports, and Users. The main area is titled 'Reports' and contains a table of reports. A blue line points from the 'Toggle Favorites' text to a star icon in the 'Actions' column of the table.

Name	Description	Report Definition	Actions
A new report		Audit Trail	★ ...
Agent Monthly Historical		RD Agent Monthly Historical	★ ...
Another Audit Trail Report		Audit Trail	★ ...
Audit Trail		Audit Trail	★ ...

New Search Feature

Searches as you type



The screenshot shows the 'Unified Intelligence Center' interface. On the left is a dark sidebar with icons for Dashboards, Reports, and Users. The main area is titled 'Reports' and contains a search bar with the text 'dem'. Below the search bar is a table of reports. A blue line points from the 'New Search Feature' text to the search bar.

Name	Description	Report Definition
Demo Reports /Demo Reports		-
A new report - Demo /A new report - Demo		Audit Trail
Demo Report /Demo Report		Audit Trail

CUIC 11.5 Ux Preview

Dynamic Thresholds

Set thresholds on the go

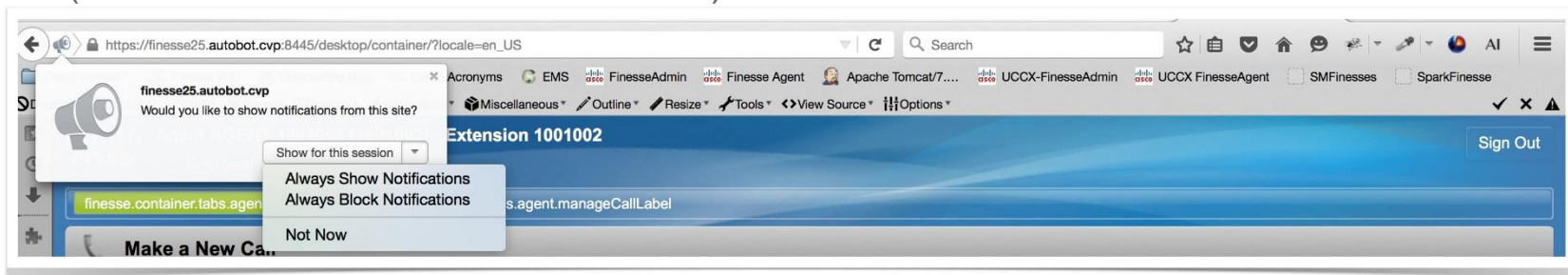
The screenshot displays the Cisco Unified Intelligence Center (CUIC) interface. The top navigation bar includes the Cisco logo, 'Unified Intelligence Center', and user information for 'Super Admin Administrator'. The left sidebar contains navigation links: Home, Dashboards, Reports, Report Definition, Users, and Configure. The main content area shows the 'Called Number Summary Activity Report' with a filter for 'Called Number ...'. A modal window titled 'Manage Thresholds - Called Number Summary Activity R...' is open, allowing users to create or edit thresholds. The modal includes a 'Create new threshold' dropdown, a 'Call Type' section with a '1 Threshold' indicator, and a table for defining thresholds. The table has columns for 'Total Calls', 'Greater Than', a value (20), and a color-coded status (A). A green bar with a '+' icon is visible below the table. The modal also features a 'Cancel' button and a 'Save' button.

Finesse 11.5 Desktop Enhancements

- Support for Chrome



- Configurable height of Team Performance Gadget
- Toaster notification for incoming call, chat or email – similar to Outlook notification (focus shifts to finesse when clicked)



Finesse Email support extended

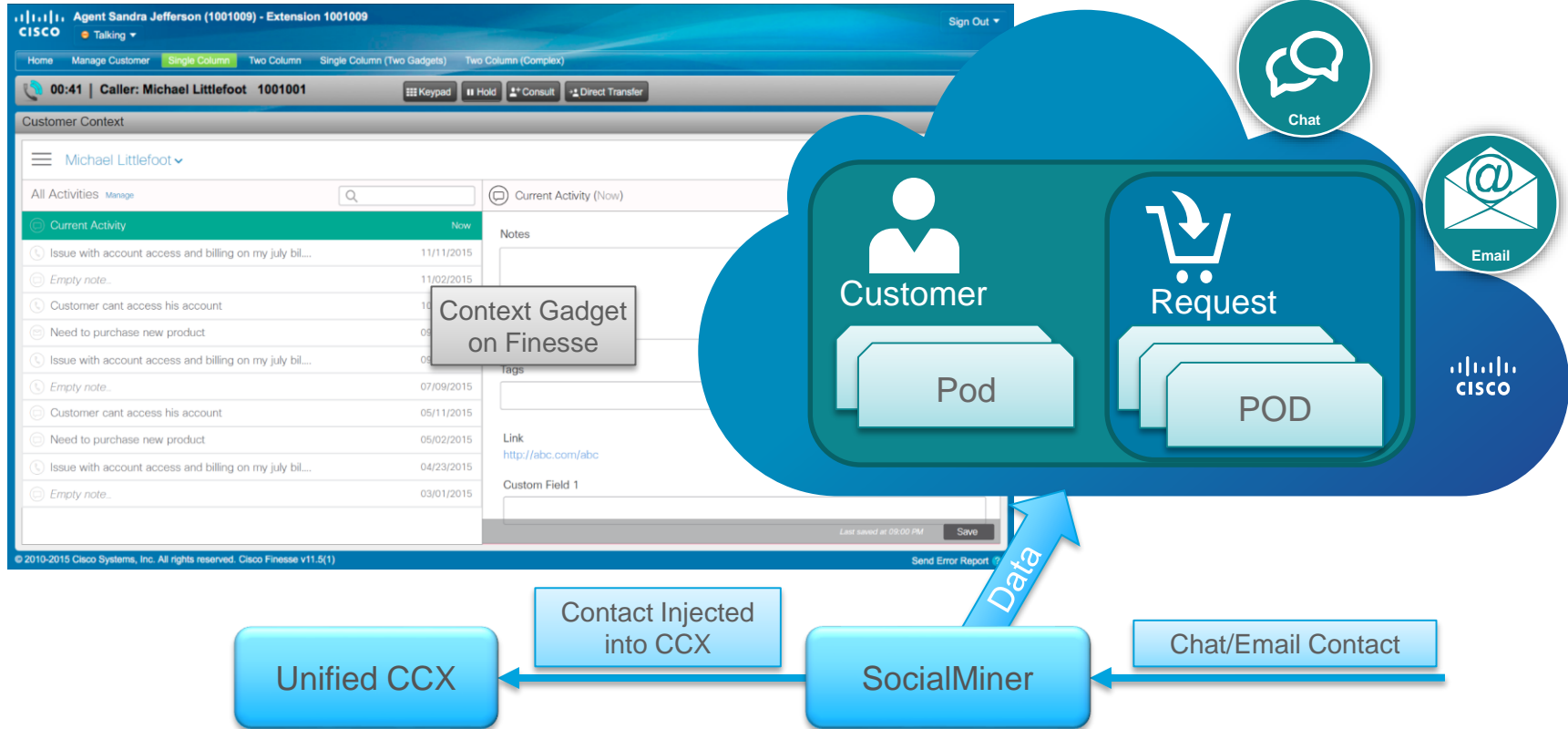
CCX Email with SocialMiner support now made available for:

1. Exchange 2010
2. Exchange 2013
3. Office365*



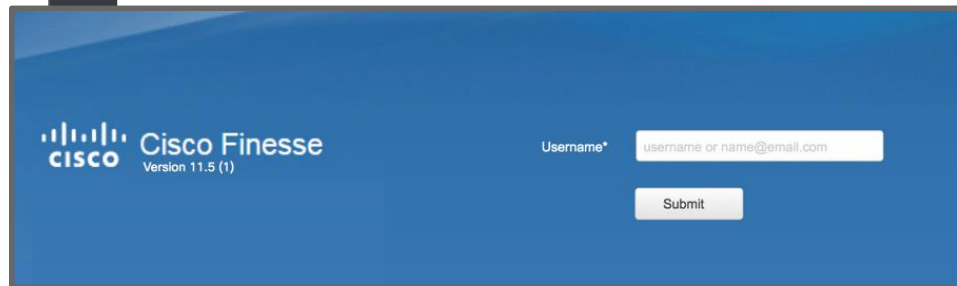
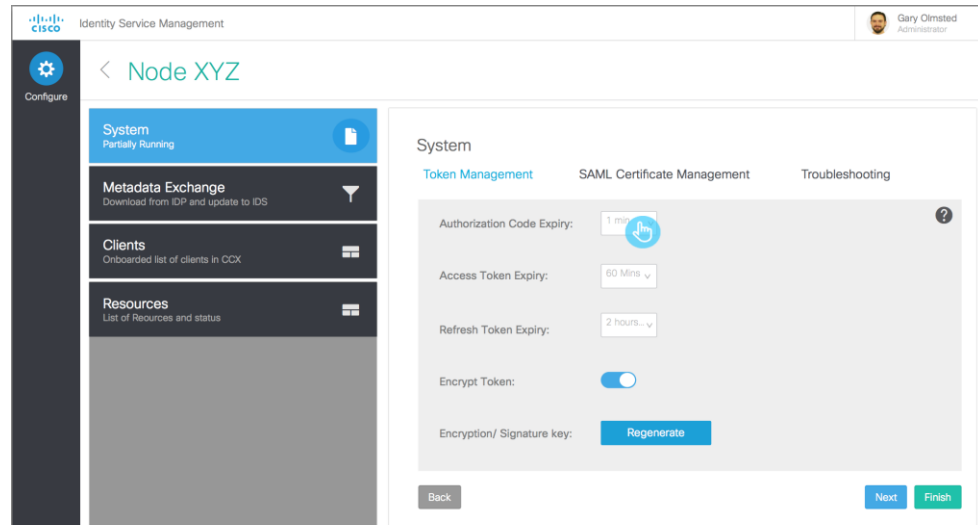
*Office365 support involves the introduction of SOCKS proxy settings being introduced into UCCX and SM

Context Service for Multichannel – 11.5



Single Sign On (SSO)

- SSO (Identity Service) embedded with CCX for Finesse and CUIC
 - Serviceability for IdS provided by usual means
 - IdS cluster in 1+1, Active-Active
- CCX deployment can be SSO ON or OFF
 - No hybrid mode
 - In 11.5, FIPPA not supported if SSO enabled
- On boarding of CCX and its components integrated into AppAdmin
 - IdS Management interface cross launched from AppAdmin
 - Setup is easy for full SSO enablement of a CCX deployment with 4 easy steps



Summary

CCX/CCE - CAD EOL Timelines

Date	Event
Jan 2015	Formal EOL
July 17, 2015	End of Sale
October 17, 2015	Last Ship Date
July 16, 2016	End of SW M
July 31, 2018	Last Day of S

Formal EOL announcement:
<http://www.cisco.com/c/en/us/products/collateral/customer-collaboration>

Finesse 11.0 Features

- Enhanced or Premium Only
- MultiChannel Media
 - Call / Chat / Email
- Silent Monitoring via Media WFM
- Recording via Media WFM
- Outbound Options
 - Predictive
 - Progressive
 - Direct Preview

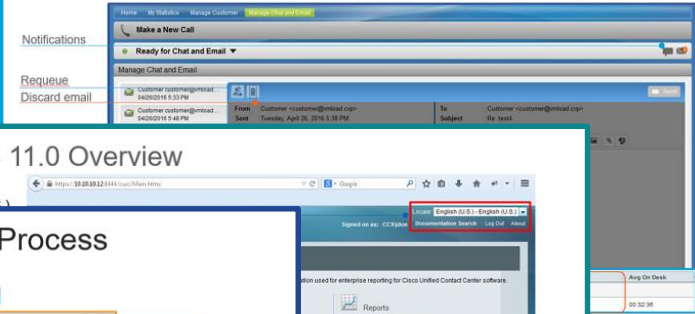
Conclusion

- Bob is very impressed with
- Personalized customer experience
 - ✓ Continuity
 - ✓ Prior interaction awareness
- Simple... minimal effort
- Highly recommended
- Will do more
- Bob's family

Top2BottomSecurity.com

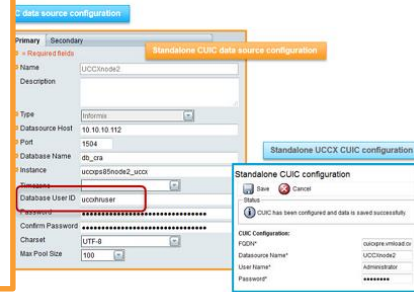


Finesse 11.0 Agent Email Interface



CUIC 11.0 Overview

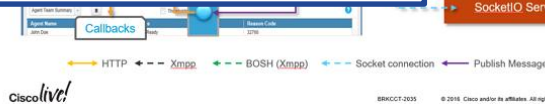
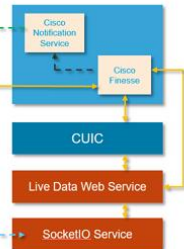
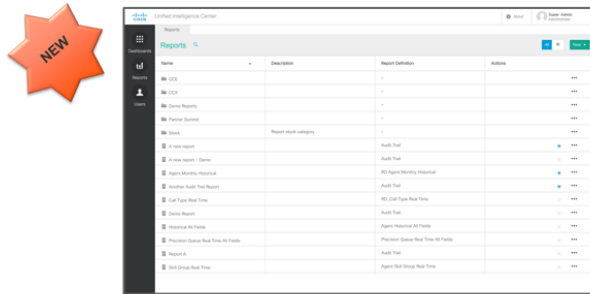
Config Process



Contact Center Express 11.0



CUIC 11.5 Ux Preview



Complete Your Online Session Evaluation

- Give us your feedback to be entered into a Daily Survey Drawing. A daily winner will receive a \$750 Amazon gift card.
- Complete your session surveys through the Cisco Live mobile app or from the Session Catalog on CiscoLive.com/us.



Don't forget: Cisco Live sessions will be available for viewing on-demand after the event at CiscoLive.com/Online

Continue Your Education

- Demos in the Cisco campus
- Walk-in Self-Paced Labs
- Table Topics
- Meet the Engineer 1:1 meetings
- Related sessions

Please join us for the Service Provider Innovation Talk featuring:

Yvette Kanouff | Senior Vice President and General Manager, SP Business

Joe Cozzolino | Senior Vice President, Cisco Services

Thursday, July 14th, 2016

11:30 am - 12:30 pm, In the Oceanside A room

What to expect from this innovation talk

- Insights on market trends and forecasts
- Preview of key technologies and capabilities
- Innovative demonstrations of the latest and greatest products
- Better understanding of how Cisco can help you succeed

Register to attend the session live now or
watch the broadcast on cisco.com

Thank you



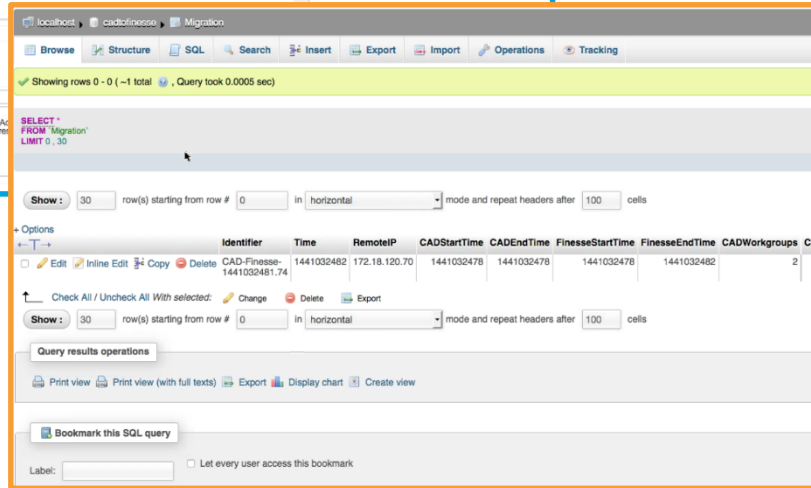
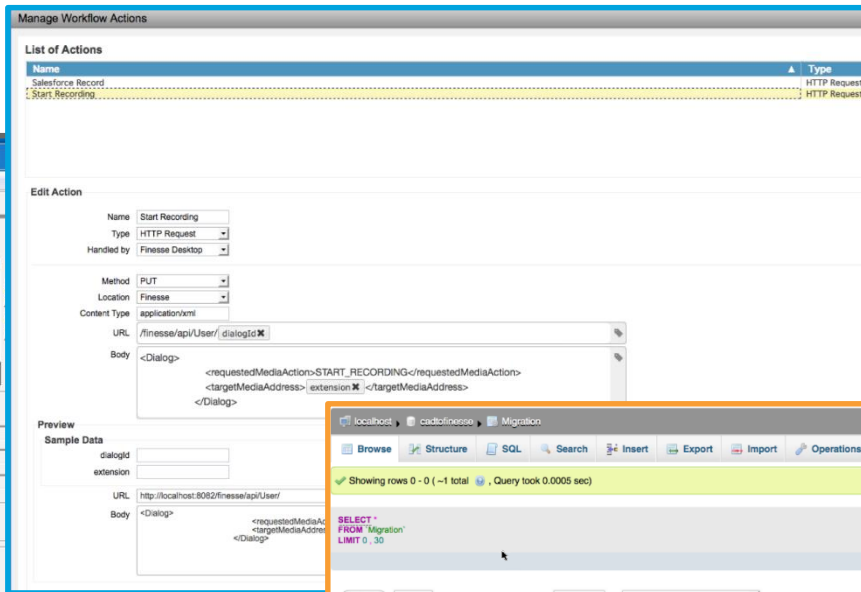
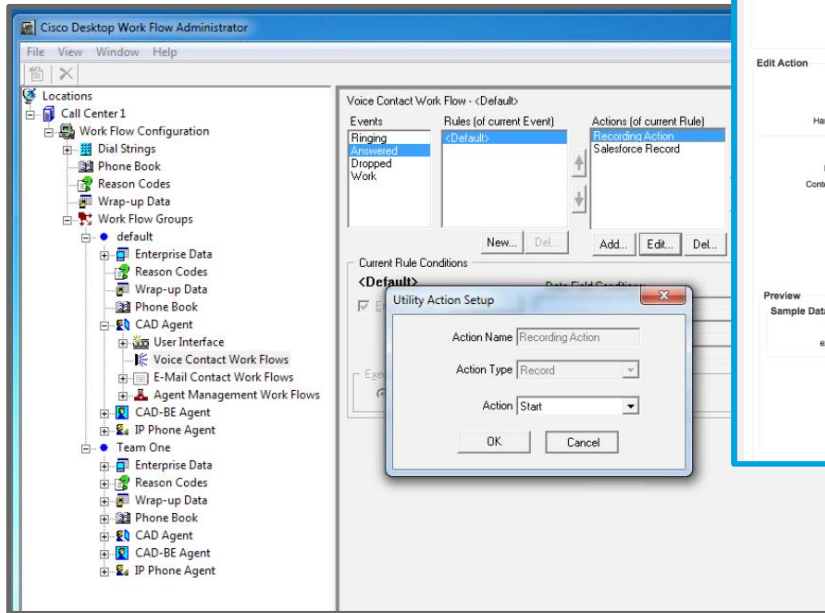
Cisco *live!*

July 10-14, 2016 • Las Vegas, NV

Appendix

CAD to Finesse Migration Tool

Not Supported By TAC



CAD to Finesse Migration tool on CDN

<https://developer.cisco.com/site/finesse/downloads/cad-to-finesse/index.gsp>



Cisco live!

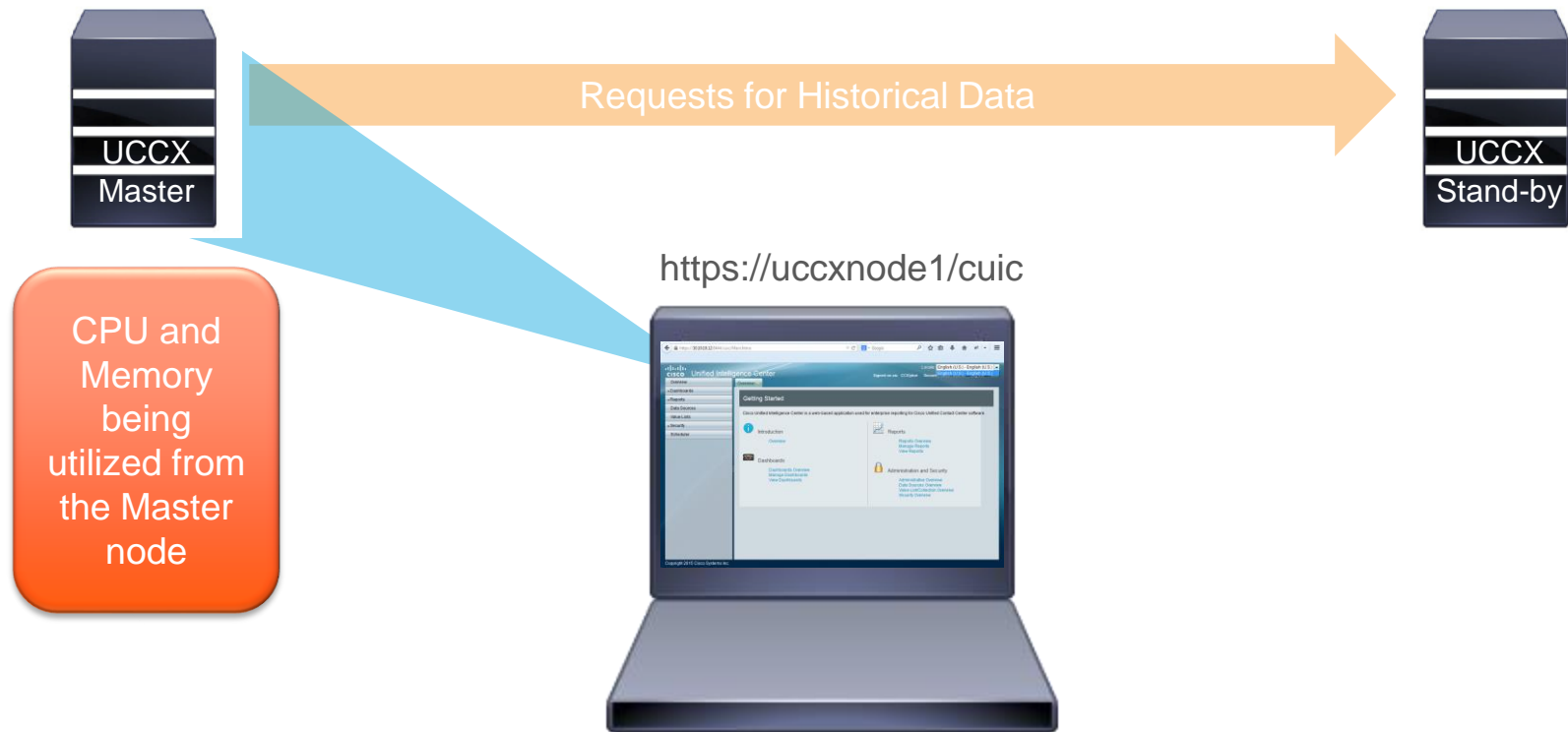
What gets migrated?

- Group Not Ready Reason Codes
- Group Logout Reason Codes
- Group Wrapup Codes
- Group Phone Book Contacts
- Group Phone Books

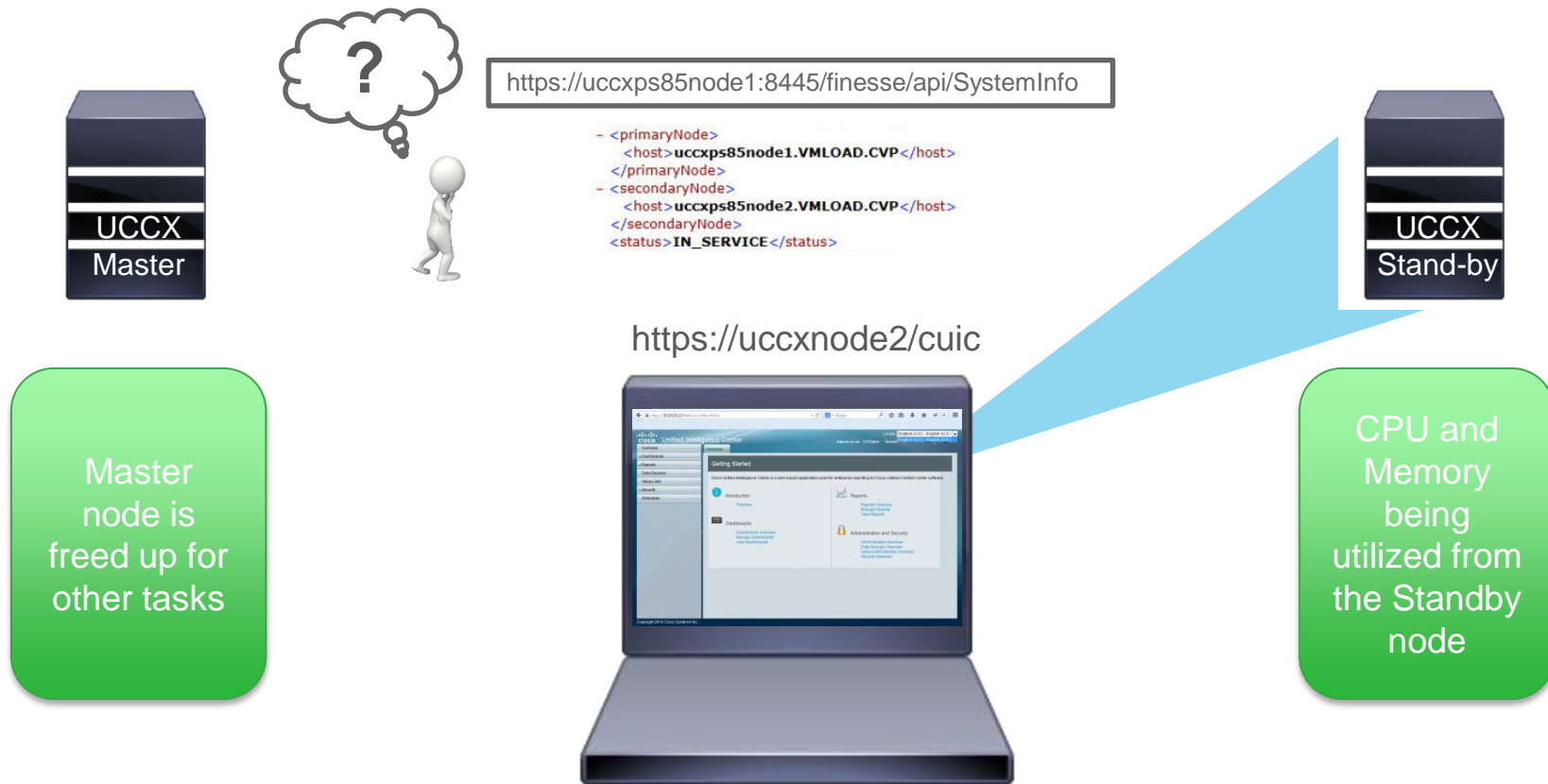
Global & Workflow

- Workflow Group Start Recording Actions
- Workflow Group HTTP Actions

Reporting from Second Node



Reporting from Second Node



Log Overview

RTMT Choice	Folder	Files	What does it have ?	How do you enable detailed tracing?	When do you collect them?
Cisco Finesse	/opt/cisco/desktop/logs/ /webservices	Error-Desktop-webservices.2013-11-20T14-18-30.806.startup.log	Finesse Tomcat service logs. Has XMPP interaction with Notification service (openfire) and interaction with UCCX Engines CTI Server.	Trace levels are not configurable.	These logs are the starting point for all Finesse issues: Webpage not loading, agent desktop acting up and so on. If the Finesse logs show an error with connectivity to Notification Service, move on to the Notification service logs.
		Desktop-webservices.2013-11-27T12-37-17.090.log			
	/opt/cisco/desktop/logs/ /realm	realm	Finesse attempts to validate user creds via axl with cucm, and establish Bosh tunnel with openfire		
	/opt/cisco/desktop/logs/ /desktop	Container-desktop.2013-11-20T14-18-14.799.startup	Finesse Admin logs		
	/opt/cisco/desktop/logs/ /db	online.phx	DB logs		
		phx_repl_output_util.log	DB Replication setup logs		
	/opt/cisco/desktop/logs/ /admin	Container-admin.2013-11-20T14-18-10.661.startup	Finesse Admin logs		
	/opt/cisco/desktop/finesse/logs	catalina.out	Finesse Tomcat logs		
		localhost_access_log	Finesse Admin logs		
	/opt/cisco/uccx/log/AXL	AXLClient	UCCX AXL Authentication events		
	/opt/cisco/desktop/logs/ /clientlogs	Desktop-ClientLog.<agentID>.<day/time>.log	Logs pushed by agents using the Send Error Report function		

Configure Multiple Views

Supervisor Nine (agent9) - Extension 1009

Ready 47:03

Manage Team Team Data Queue Data Manage Customer

Ready for Incoming Calls

Voice CSQ Summary Report

Voice CSQ Summary F

Voice CSQ Agent Detail Report - Voice CSQ Agent Detail

Voice CSQ Summary Report - Short and Long Term Average

Voice CSQ Summary Report - Since Midnight

Voice CSQ Summary Report - Snapshot

Agents Logged In	Agents Talking
1	0

New in 11.0 ability to configure multiple views in Finesse

- Key in URL is *viewsJson*
- Multiple views can be added
- First 5 only will be displayed
- Displayed in order coded in

```
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viewId=99E6C8E21000014100000D80A0006C4&filterId=agent.id=CL</gadget>
</gadgets>
```

Finesse Web Chat Overview

- Maximum 50 Skills
- Conditional routing based on problem statements
- Customizable queue messages
- Rerouting on chat no answer
- CSQ and Skill changes applied immediately
- Chat transcripts
- Configurable agent alias

- Number of Agent licenses dependent on OVA applied
- 100 Agent OVA = 60 Seats
 - Concurrent seats for Email/Chat
- 300 to 400 OVA = 120 Seats
 - Concurrent seats for Email/Chat
- Chats handled through SocialMiner as the proxy
- Simplified setup in UCCX