



Cisco Unified Contact Center Express Release Notes 10.0(1)

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Introduction to Cisco Unified Contact Center Express, Release 10.0(1)

Cisco Unified Contact Center Express, Release 10.0(1) is a major release following Release 9.0.2SUx.

For information about upgrade paths and upgrade time, see the "Unified CCX Upgrade" section of the *Cisco Unified Contact Center Express Installation and Upgrade Guide*, located at:

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

New and updated features for Unified CCX

New features

Cisco Finesse

Cisco Finesse is the next generation browser-based agent and supervisor desktop for Unified CCX. Finesse is an alternative to Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator. Finesse is available with Enhanced and Premium license packages and provides typical inbound voice contact center functionality. It supports Unified Communications Manager-based silent monitoring and workflow-based recording with MediaSense and Work Force Optimization (WFO).

**Note**

- MediaSense and WFO require additional licenses and hardware.
- Use only Cisco Unified IP Phones that support Built-in-Bridge.

Finesse is deactivated by default. To activate, see the *Cisco Unified Contact Center Express Operations Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html.

**Attention**

Do not run Cisco Finesse and Cisco Agent Desktop or Cisco Supervisor Desktop together. Deactivate Finesse when you want to use Cisco Agent Desktop or Cisco Supervisor Desktop.

For more details, see the *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html.

For comparison of Cisco Agent Desktop or Cisco Supervisor Desktop with Finesse desktops, see http://www.cisco.com/en/US/partner/products/ps11324/prod_white_papers_list.html.

Live Data reports

Live Data reports access current data to display information about the current state of the contact center. You can access the reports using Unified Intelligence Center and Cisco Finesse.

**Note**

The team that accesses Live Data reports has a maximum limit of 20 agents.

The following Live Data reports are available in Unified CCX:

Report categories	Description	Available reports
Agent	Agents can track own performance.	Agent CSQ Statistics Report
		Agent State Log Report
		Agent Statistics Report
		Agent Team Summary Report
Supervisor	Supervisors can monitor the team performance.	Team State Report
		Team Summary Report
		Voice CSQ Agent Detail Report
		Voice CSQ Summary Report

All the Live Data reports are available as gadgets. For more information to configure gadgets, see the *Cisco Unified CCX Administration Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Unified CCX Home Agent

Extend and Connect allows Unified CCX agents to work from a remote location using devices such as public switched telephone network (PSTN) phones and private branch exchange (PBX) devices. Agents are configured with a Computer Telephone Interface (CTI) remote device (instead of a physical phone) and the agent's PC has Jabber installed in Extend mode. The agents can set their phone device as the agent phone through the Jabber interface.

To reduce media setup time and enhance caller experience, a persistent connection call is placed to the agent's phone device, which the agent should not disconnect. Routed calls are delivered to the agent seamlessly over the persistent call, and the agent hears a notification when the call comes in.

The home agent feature is supported from Cisco Unified Communications Manager Release 10.0(1). Also, deploy Cisco Unified Presence Server (CUPS) Release 10.0(1) for Jabber to function. For more information, see the *Cisco Unified Contact Center Express Design Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html and the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR*, located at: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html.

**Note**

Perform all call control operations from the desktop (Cisco Agent Desktop or Finesse desktop).

Unified Contact Center Express Configuration API

Unified CCX supports the following REST APIs in this release:

- Provisioning of:
 - Call Control Group
 - Grammar , prompt, and documents
 - Trigger
- Recording Configuration—Configures the recording server.
- Cisco Finesse desktop and configuration APIs—See the *Cisco Web Services Developer Guide*, located at <http://developer.cisco.com/web/finesse/docs>.

E.164 support

E.164 is supported for agent extensions, route point directory numbers, editor steps and phone book dialing. Organizations can integrate their numbering plan across the enterprise using E.164. For more information on considerations, see the *Cisco Unified Contact Center Express Design Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.

**Note**

- E.164 is supported only with Finesse.
- E.164 does not support outbound campaigns and dialing lists.

Caller ID support

Caller ID feature displays the caller's number instead of the CTI port number on the agent's IP phone. Caller ID (CLID) is disabled by default. To enable CLID using a CLI command, see the *Cisco Unified Contact Center Express Operations Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html.

**Note**

- CLID is not supported with Jabber.
- When the CLID screen pops up on the phone screen, the **Answer** key is hidden below the CLID screen. You see two soft keys: **Update** and **Exit**. Press **Exit** to see the **Answer** key.

CLI commands

The following CLI commands are added:

- **utils uccx dbreplication dump configfiles**—Appends the data of database replication configuration files to a text file.
- **utils uccx database healthcheck**—Checks the health of Unified CCX database.
- **utils uccx database dbperf start**—Monitors CPU and database utilization on the Unified CCX server.
- **utils uccx database dbperf stop**—Stops the current active instance of **utils uccx database dbperf start** before it runs to completion.
- **utils uccx finesse**—Activates or deactivates Finesse service on each Unified CCX node in a cluster.
- **run uccx hrdataexport**—Dumps the historical reporting data and related configuration information on to csv files. A tar file is created that contains all the exported csv files.
- **utils uccx icd clid disable**—Disables Caller ID.
- **utils uccx icd clid enable**—Enables Caller ID.
- **utils uccx icd clid header header string**—Sets the display header on the phone screen.
- **utils uccx icd clid prefix prefix string**—Sets the prefix string for the calling party number displayed on the phone screen.
- **utils uccx icd clid status**—Displays the current configuration parameter values for the Caller ID.
- **utils uccx security_filter enable**—Enables Unified CCX administration security filter settings.
- **utils uccx security_filter disable**—Disables Unified CCX administration security filter settings.
- **utils uccx security_filter status**—Displays the status of Unified CCX administration security filter flag.

- **utils uccx syntocucic**—Synchronizes the users and teams and grants real-time report permissions from Unified CCX to Unified Intelligence Center.
- **utils uccx notification-service log**—Allows you to enable, disable, and check the status of debug logging for the Unified CCX notification service.
- **utils reset_3rdpartygadget_password**—Sets or resets the password of the third party gadget account.

For more information, see the *Cisco Unified Contact Center Express Operations Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html.

Make REST call step in Unified CCX Editor

Make REST call is the new scripting step that is added to Unified CCX Editor. This step invokes a REST API within Unified CCX or any external REST API.

For more information, see the *Cisco Unified Contact Center Express Editor Step Reference Guide*, located at: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.

SSL HTTPS connection

The certificates uploaded using the Cisco Unified OS Administration interface to the Tomcat trust store is available to secure all HTTP connections made during script execution. The following can be secured:

- Document steps
- VoiceXML script
- Custom java code that provides web services

For more information, see the *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Hostname change

Hostname change is supported from Unified CCX Release 10.0(1).

Updated features

OVA Template

The OVA template specifications for Unified CCX have changed. If the virtual machine configuration does not match the new OVA profile settings, an error message is displayed in the Application administration page after login. For more information, see the *Unified CCX Virtualization wiki*, located at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express

The following table displays the new OVA settings:

Agent Capacity	vCPU	vRAM	vDisk
100 agents	2	8 GB	1 x 146 GB

Agent Capacity	vCPU	vRAM	vDisk
300 agents	2	8 GB	2 x 146 GB
400 agents	4	16 GB	2 x 146 GB

Unified CCX includes a partition alignment check in the VMware Installation. For more information, see the *Cisco Unified Contact Center Express Installation and Upgrade Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

Licensing

- Demo license—Fresh install of Unified CCX Release 10.0(1) provides a 25-seats, Premium, Outbound, and WFO demo license that is valid for 60 days.
- MediaSense—Recording licenses and necessary hardware for MediaSense installation are required on Unified CCX to enable workflow-based recording with Finesse. MediaSense imposes a Automatic Limit Protection on the number of concurrent sessions. These sessions include both recording and playback.
- Unified Intelligence Center—Reports are available based on the Unified CCX license package. For more information, see the “Reporting” section of the *Cisco Unified Contact Center Express Design Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.
- Work Force Optimization—From Releases 10.0(1), Quality Management, Advanced Quality Management, and Work Force Management can be optionally ordered with Unified CCX Enhanced and Premium licenses.

Java Telephony Application Programming Interface (JTAPI) logging

- Default number of JTAPI log files is increased to 200.
- Default size of a JTAPI log file is increased to 3 MB.

Enhanced Security API (ESAPI)

A new security filter is added to the Application Administration component. This filter identifies malicious user input and protects the application against XSS attacks.

If the Application Administration users find any user activity that was allowed earlier is now blocked by the security filter, then disable the security filter using a CLI command. For more information, see the *Cisco Unified Contact Center Express Operations Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_maintenance_guides_list.html.

Upgrade

When you switch the version from Unified CCX Release 10.0(1) to a later release using the CLI, then the progress is displayed in the following format:

```
Executing Step X of 10 : <Description of current step.>
```

When you initiate switch version, the display of progress information starts after the initial system level checks are complete, this takes a few minutes. Until then the following message is displayed:

Checking for progress information

Removed features

The following features are not available from Unified CCX Release 10.0(1):

Feature	Replacement
Historical Reporting Client (HRC)	<p>Unified Intelligence Center is the default reporting client from Unified CCX Release 10.0(1). It is a comprehensive, end-to-end reporting solution. You can access Historical reports and Live Data reports.</p> <p>Attention Any custom reports created in HRC need to be manually recreated in Unified Intelligence Center. For more information, see the <i>Cisco Unified Contact Center Express Report Developer Guide</i>, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guides_list.html.</p>
Upgrade to Unified CCX Release 10.0(1) from Windows (pre 8.0 release)	<ol style="list-style-type: none"> 1 Upgrade from the current Windows version of Unified CCX to 9.0(2)SUx. 2 Upgrade to Unified CCX Release 10.0(1).
Bare metal support	From Release 10.0(1), install Unified CCX only on virtual machines.
Unified CCX child with a Unified CCE parent in a parent/child configuration	Implement an all-Unified CCX or all-Unified CCE deployment.
Cisco Unified IP Phones: <ul style="list-style-type: none"> • SCCP phone—Cisco IP Phone 7921G 	Any supported 79xx series IP phone.
Cisco TelePresence Software: <ul style="list-style-type: none"> • CTS 500 • CTS 1000 	<ul style="list-style-type: none"> • EX 60 Cisco TelePresence System 6.0.0 • EX 90 Cisco TelePresence System 6.0.0
Cisco Jabber for Windows - Version 9.1.1	Cisco Jabber for Windows - Version 9.2.4, 9.6

Limitations and restrictions

Unsupported configurations and scenarios for Unified CCX

Unified CCX does not support the following configurations:

- Shared lines for CTI ports and CTI route points.
- Expansion servers, except for Automatic Speech Recognition (ASR), Text-To-Speech (TTS), SocialMiner and MediaSense, which must be separate, dedicated servers.
- ICD call answer/transfer using any third-party attendant console desk software.
- Use of “place call” step to generate a call and thereafter placing this call in a queue within the same script.
- SIP REFER between a switchboard and Unified CCX if the transfer is completed after the call has been answered on the Unified CCX CTI port because of media reestablishment issues.
- During TTS prompt playback, if the call is put on hold and then retrieved, the prompt does not continue from the position at which it was left.

Unsupported actions for Unified CCX agents

Use of the following softkeys on a Cisco Unified IP Phone is not supported:

- Barge
- cBarge
- DND
- GPickup
- iDivert
- MeetMe
- Park
- Pickup

Unsupported and supported configurations for agent phones

Unsupported configurations for agent phones

The following configurations are not supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- Unified CCX extension that is assigned to multiple devices.

- Configuring the same Unified CCX extension in more than one device profile, or configuring the same Unified CCX extension in any combination of device profiles and devices. (Configuring a Unified CCX extension in a single device profile is supported.)
- In the Unified Communication Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.
- In the Unified Communication Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco Unified IP Phone with Secure Real-Time Protocol (SRTP) for use in silent monitoring and recording.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent cannot be configured to forward to a Cisco Unified CCX route point.
- Use of characters other than the numerals 0–9 in the Unified CCX extension of an agent.
- Configuring the Unified Communication Manager intercom feature.
- Configuring the hold reversion feature.
- Agent extensions cannot be added to hunt lists/groups. If an agent has only one line, then the agent phone can not be part of a hunt list/group. In the case of multiple line, none of the monitored lines should be part of the hunt group. For more details on multiple lines support and number of monitored lines, see the *Cisco Unified Contact Center Express Design Guide*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.
- The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco TelePresence EX 60 and EX 90 as agent phones:
 - Conference and transfer
 - Desktop monitoring and recording
 - Barge in and Intercept

However, you can perform all the call operations such as conference, transfer, barge in and Intercept from EX 60/90 phones.

- The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco Jabber for Windows as agent phone:
 - Video

Supported configurations for agent phones

To determine the phone devices that are supported by Cisco Agent Desktop and for use by Cisco Unified IP Phone agents, see the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR*, located at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html.

The following configurations are supported on agent phones:

- A Unified CCX extension that is configured on a single device (but not on multiple devices).
- A Unified CCX extension that is configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
 - Configure the Unified CCX extension to a single phone (not in a device profile).
 - Associate the phone with all the agents who will use this extension.
 - Select the appropriate directory number (DN) as the Unified CCX extension for each agent.

In this configuration, only one agent at a time can be logged in.



Note

All agents who currently have the Unified CCX extension to be shared must log out before you configure additional agents to share that extension.

Unsupported features in Unified Communications Manager and Cisco BE 6000

The following Unified Communications Manager features are not supported by Unified CCX. These features are disabled by default and should not be enabled for Unified CCX. For more information about these features, see Unified Communications Manager documentation, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

- Block External to External Transfer.
- DSCP IP CTIManager to Application service parameter.
- Advanced Ad Hoc Conference Enabled service parameter.
- Drop ad hoc conference when creator leaves.
- Signaling (QSIG) Path Replacement (PR).

This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified CM service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.

- Forced Authorization Code and Client Matter Code.

Because these features can be enabled per route pattern, you should turn them off for all route patterns in the Unified Communications Manager cluster that Unified CCX might use. Enabling these features for route patterns that Unified CCX does not use does not affect Unified CCX.

- Multilevel precedence and preemption (MLPP).

You can enable this feature for devices in the cluster that do not interact with Unified CCX.

- Do not use Unified CM Administration to add or change CTI ports or route points that are used by Unified CCX or application users that are created by Unified CCX.

Caveats

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release.

Access the Bug Search Tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box and press **Enter** or click **Search**.

Open caveats

The following table lists all the caveats that are open for this release. The caveats are listed in the order of severity by the bug identifier.

Unified CCX

Identifier	Headline
CSCul44508	Finesse failover happens 10 minutes after UCCX engine fail over
CSCul64129	Participant list becomes Unknown after CCX Engine Failover
CSCul77175	UCCX Editor Database/ACD Steps Online Help Mapping is broken
CSCul77594	Improper reference url for skill when a GET performed on CSQ
CSCul78540	Cannot mix alaw and ulaw
CSCul83177	UCCX 10 Troubleshooting page points to 8.0 document
CSCul83484	resource dont synch to team collection if updated from resourc cofg page
CSCul96633	Common restclient does not support URL with query parameters
CSCul73981	Able to search and add the same user name in admin field during install
CSCul79412	Allow user to perform team related operations having japanese text '?'
CSCul29594	TRK+RUS: UCCX/ChatAgent: Missing "Agent" string on Supervisor screen

Finesse

Identifier	Headline
CSCul36535	Clean up code that still attempts to read OF domain info from DB
CSCul50527	Finesse config data cannot be restored from subscriber in a DRS scenario
CSCul54479	UCCX GT:Finesse Supervisor Does not load Team list after failover

Identifier	Headline
CSCul63878	No timely feedback while forcing the agent to Ready during a failure
CSCul66558	CCX: Allow secondary Supervisor to SM a monitored call after error dialog

Unified Intelligence Center

Identifier	Headline
CSCul57283	Live Data Agent report creates multiple table grids after network outage
CSCul66765	Live Data Agent reports AgentID Selected box width is small in FF
CSCul66964	CUIC gadgets not cleaning up subscriptions
CSCul79797	UCCX agent Live Data gadget issue after notification service restart

Cisco Agent Desktop

Identifier	Headline
CSCul81654	CAD gets error message after upgrade of CUPS server

Closed caveats

The following table contains information on the known limitations in the latest Unified CCX release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

- The software functions as designed.
- The issue cannot be resolved.

Table 1: Closed caveats

Identifier	Headline
CSCuh44486	CCX: Call snapshot returns 0 for an agent who is on 2 calls
CSCui50394	Editor accepts the email address "abcd" though its invalid.
CSCui61085	CCX: CAD does not display ringing call after a desktop crash
CSCui74686	UCCX not correctly reset call state when barge call fails

Identifier	Headline
CSCui75497	No End Call Event when an agent ends consult call initiated by WrapUp ag
CSCuj16642	Failed to update multiple Historical Report Users from appadmin
CSCuj52894	AppScan:Phishing through URL redirection
CSCuj55417	Agents listing not working in Mobile Supervisor (iPhone)
CSCuj55447	Auto refresh not working in Mobile supervisor
CSCuj88477	Barge in fails if Supervisor extension same as AgentId
CSCuj97041	Alerts by tomcat process on CCX product is not working.
CSCul02112	CUIC sync prevents scheduled purge from starting on scheduled time
CSCul08201	Switch version fails after upgrade if open transactions present
CSCul09085	show uccx dbtable contents command gives incomprehensible data
CSCul12264	recording tag not correct for consult call, transfer not completed
CSCul15475	Failed to end consult call leg from finesse after finesse restart
CSCul19860	Application performance analysis report data is shown wrongly
CSCul23594	Updating multiple teams simultaneously doesnt work for CUIC collections
CSCul41663	CM configuration page load when issue AXL password changed from UCCX
CSCul49614	Editor,RTMT and CAD download through direct link require no Authentication

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