Unified CCX Agent Email Configuration

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Introduction

This page provides configuration information for Agent Email configuration in a Cisco Unified Contact Center Express (Unified CCX) environment.

The intended audience should be familiar with Cisco Collaboration products and be able to perform system-level configuration of Cisco Collaboration components and deployments.

The configuration information is based primarily on system testing performed on Unified CCX during Cisco Collaboration Systems Release 11.0(1).

This topic does not contain detailed step-by-step procedures. See related product documentation for detailed information about installing, configuring, and administering products.

Design

For information on design considerations and guidelines for deploying Unified CCX:

- [Cisco Unified Contact Center Express Design Guide](#)

For information on design considerations and guidelines for deploying Email:

- *Unified CCX Finesse Agent Email* in [Cisco Unified Contact Center Express Design Guide, Release 11.0(1)](#)

Topologies

This section provides information about Agent Email in Unified CCX.

For information on specific deployments and sites where Agent Email testing was performed, see [Cisco Unified Contact Center Express Test Bed for Collaboration Systems Release 11.0(1)](#).
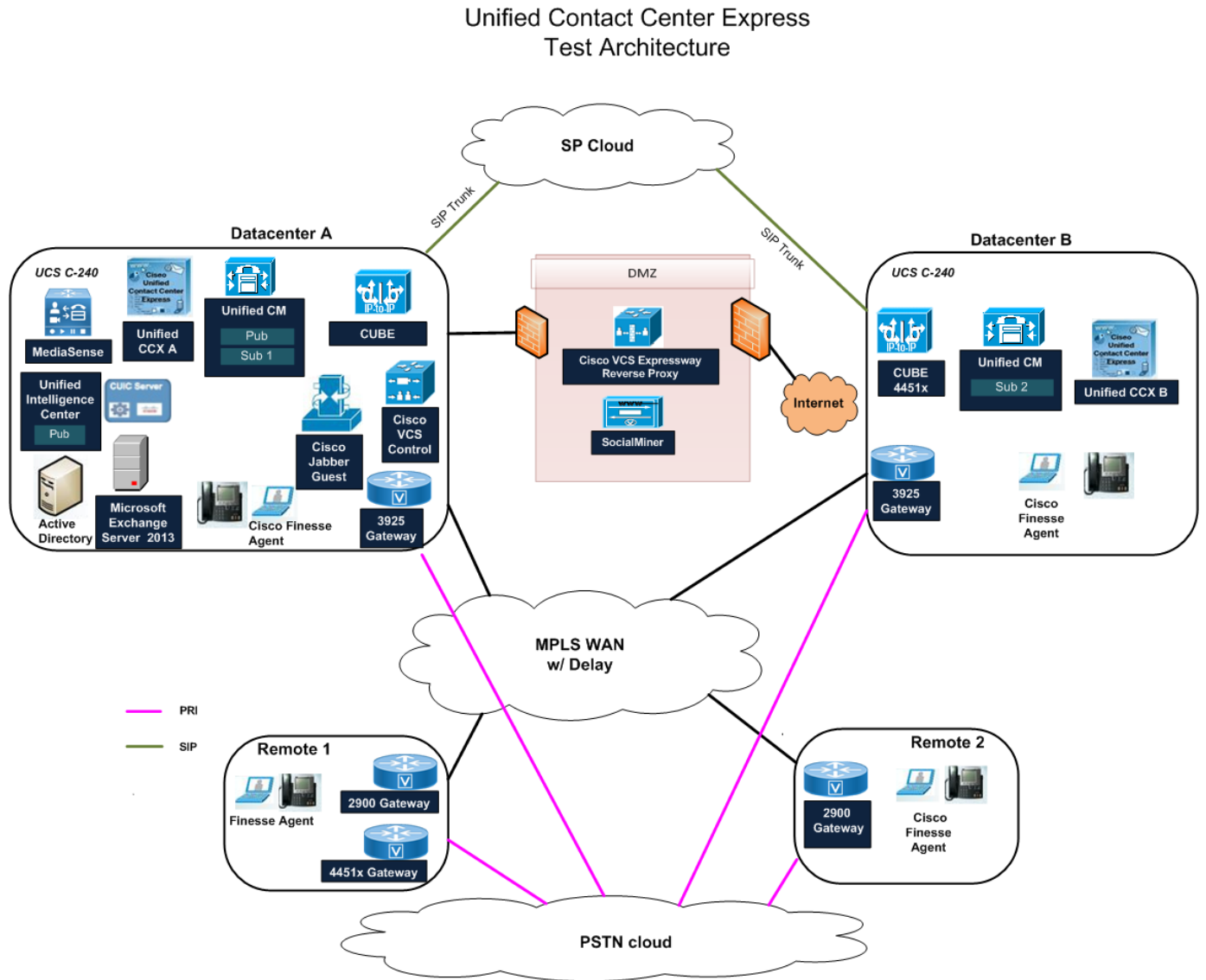
Component Deployment

During Cisco Collaboration Systems Release 11.0 testing, various components such as Unified Communications Manager, Unified CCX, and CUBE were installed and tested in several sites.

- Unified Communications Manager: 11.0.1.20000-2

- Unified CCX: 11.0.1.10000-75

- SocialMiner: 11.0.1.10000-34

- Cisco Unified Communications Manager IM and Presence Service: 11.0.1.10000-6

- Cisco IOS: 15.5.3(M)

Call Flow Diagram

The following is a graphical representation of Unified CCX Agent Email call flow.

1. User sends an email to the contact center.

2. Based on the Feed and Tag created from Unified CCX in Cisco SocialMiner (SocialMiner), SocialMiner fetches the Contact (email from user).

3.   SocialMiner injects the Contact to Unified CCX.

4. Contact is in queue until email agent is available.

5. When an agent becomes available, email is auto accepted and presented to the agent.

6. Agent replies to the email and SocialMiner sends the reply to the email server.

Figure 2. Unified CCX Agent Email Call Flow
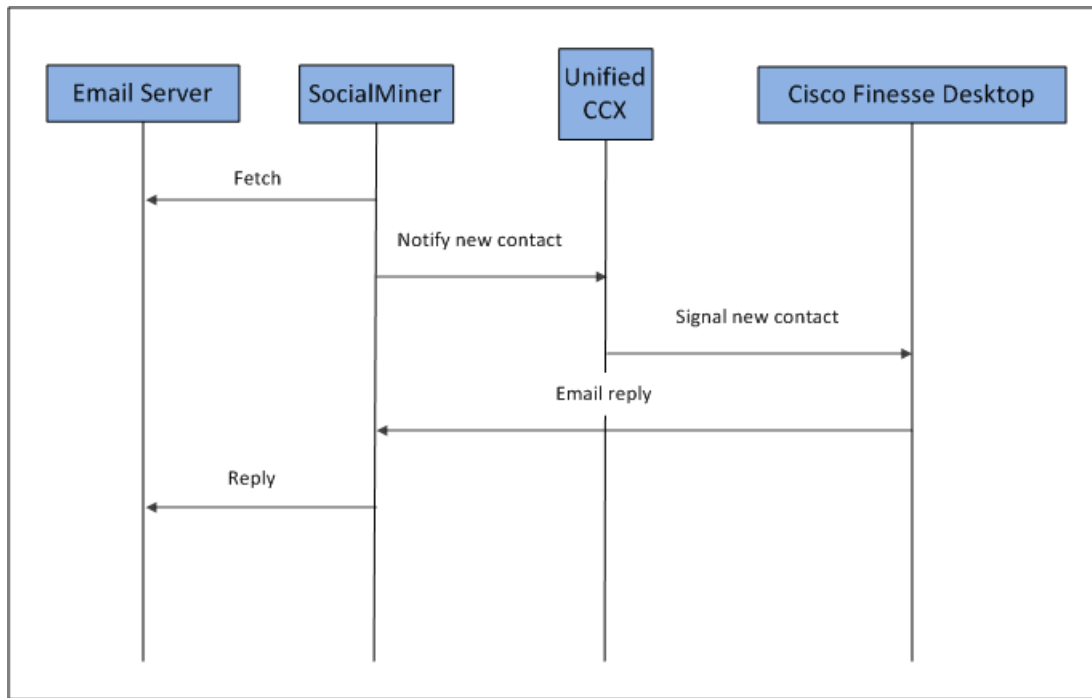
Configuration

This section provides the high-level tasks and related information for configuring Unified CCX Agent Email.

The following table provides this information:

- Configuration Tasks: List of high-level configuration tasks

- System Test Specifics: System test variations from procedures and settings documented in the product documentation.

- More Information: Links to product documentation for detailed configuration information related to the high-level tasks.

Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Unified CCX Agent Email Configuration

Configuration Tasks	System Test Specifics	More Information
1. Configure the Unified Communications Manager server.		See Cisco Unified Communications Manager Install and Upgrade Guides
2. Configure the Unified Communications Manager for the Unified CCX.		See Cisco Unified Communications Manager Configuration Guides
3. Configure Unified CCX.		See Cisco Unified Contact Center Express Install and Upgrade Guides
4. Configure email.		See the *Chat / Chat and Email Menu Options* chapter of the Cisco Unified CCX Administration Guide, Release 11.0
5. Configure SocialMiner.		See the *SocialMiner Configuration* chapter of the Cisco Unified CCX Administration Guide, Release 11.0
6. Configure Unified CCX Mail Server.	The default values of CPA parameters provided by Unified CCX are usable and d**on't need** extra configuration.	See the *Mail Server Configuration* chapter of the Cisco Unified CCX Administration Guide, Release 11.0

Related Documentation

- Cisco Unified Contact Center Express Design Guide

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

- System Release Notes for Contact Center: Cisco Collaboration Systems Release 11.0(1)

- For information on the IOS commands used to configure infrastructure components, see Configuration Command Files for Unified CCX.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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