



Release Notes for Cisco Unified Contact Center Express Solution, Release 12.5(1) SU3

First Published: 2023-05-08

Last Modified: 2023-05-08

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2023 Cisco Systems, Inc. All rights reserved.



CONTENTS

CHAPTER 1

Introduction 1

Release Notes for Contact Center Solutions 1

Cisco Security Advisories 1

CHAPTER 2

Cisco Unified Contact Center Express 3

New Features 3

Updated Features 3

Deprecated Features 4

Important Notes 4

Removed and Unsupported features 7

Third Party Software Impacts 13

CHAPTER 3

Cisco Unified Intelligence Center 15

New Features 15

Accessibility Compliance 15

Custom Logon Messages 15

Edge Chromium Browser Support 15

Commands 16

Updated Features 16

Important Notes 16

Deprecated Features 17

Removed and Unsupported Features 17

Third Party Software Impact 17

CHAPTER 4

Cisco Finesse 19

New Features 19

View Locked Out Users	19
Desktop Interface APIs	19
Updated Features	19
Important Notes	20
Deprecated Features	20
Removed and Unsupported Features	20
Third Party Software Impacts	20

CHAPTER 5 Cisco Customer Collaboration Platform 21

New Features	21
VPN-less Access to Finesse Desktop	21
ECDSA Certificate Support	21
Updated Features	22
Important Notes	22
Deprecated Features	22
Removed and Unsupported Features	22
Third Party Software Impacts	22

CHAPTER 6 Webex Workforce Optimization 23

New Features	23
Plans	23
Advanced Sentiment	23
New WFM Datasets and Dashboards Available in Insights	24
Contact Queue Enhancements	24
Absence and Attributes	25
Basic WFM and QM Offerings	25
Enterprise Analytics	25
Activity Requests	26
Periodization of Agent's Work Hours	26
New Transcription Engine Now Live	27
Insights	27
Improve Workforce Efficiency using Webex WFO Notifications	28
Introducing Sessions for Streamlined Scheduling and Enhanced Agent Management	29
Global Language Support for Phrase Categories	29

Bulk Interaction Tool for Deletion and Updates	30
Bulk Transfer User Data	30
Updated Features	30
Sessions for Streamlined Scheduling and Enhanced Agent Management	30
Deprecated Features	31
Removed and Unsupported Features	31

CHAPTER 7

Caveats	35
Caveat Queries by Product	35
Bug Search Tool	35
Severity 3 or Higher Caveats for Release 12.5(1)SU3	36



CHAPTER 1

Introduction

- [Release Notes for Contact Center Solutions](#), on page 1
- [Cisco Security Advisories](#), on page 1

Release Notes for Contact Center Solutions

Release introduces release note compilations for each of the contact center solutions. The compilations contain all of the release notes for one solution type and the components that you can use with that contact center.

This document includes updates on the Cisco Unified Contact Center Express (Unified CCX) solution and all related components such as Cisco Unified Intelligence Center (CUIC), Cisco Finesse, Customer Collaboration Platform (CCP).



Note Cisco SocialMiner has been renamed as Customer Collaboration Platform (CCP).

Cisco Security Advisories

The Cisco Product Security Incident Response Team (PSIRT) is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at <https://tools.cisco.com/security/center/publicationListing.x>.



CHAPTER 2

Cisco Unified Contact Center Express

- [New Features, on page 3](#)
- [Updated Features, on page 3](#)
- [Deprecated Features, on page 4](#)
- [Important Notes, on page 4](#)
- [Removed and Unsupported features, on page 7](#)
- [Third Party Software Impacts, on page 13](#)

New Features

The following commands are added as part of smart licensing management:

- License smart hostname enable – This command is used to enable the privacy of UCCX during smart license registration with CSSM/On-prem SSM.
- License smart hostname disable – This command is used to disable the privacy of UCCX during smart license registration with CSSM/On-prem SSM.

For more information, refer to Specific License Reservation Commands section in Command Line Interface chapter of Cisco Unified Contact Center Express Administration and Operations Guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/series.html#~tab-documents>.

Updated Features

The following features are updated for this release:

- The product instance license reporting for smart licensing is refreshed every 8 hours.
- The product instance immediately transitions to *Out of Compliance* state when CSSM reports out-of-compliance.
- The type of license (Standard or Premium) reported is based on true consumption by agents and not on the configured value.
- OAuth 2.0 support for IMAP — Unified CCX supports OAuth 2.0 for IMAP protocol (receiving the email) in the current Microsoft Office 365 integrations. SMTP (sending the email) may continue to use Basic authentication until Microsoft supports Basic authentication with SMTP.

Deprecated Features

Webex WFO Data Explorer

Cisco Webex WFO Data Explorer has been deprecated from Release 12.5(1) onward.

Webex WFO Data Explorer will be discontinued on March 14th, 2025 and will be replaced by Webex WFO Insights.

Till March 14th, 2025, both Webex WFO Data Explorer and Webex WFO Insights will be available for use.

Ensure that you update your subscription (change or modify) by March 28th, 2025, to maintain uninterrupted access to Webex WFO Insights. For details, see the [FAQ](#).

Important Notes

- Before upgrading to Release 12.5(1) SU3, you must download the pre-upgrade COP from <https://software.cisco.com/download/home/270569179>.

The following table lists the COP files that you need to apply prior to performing an upgrade:

Table 1: Release Versions and COP Files for Unified CCX

Version	Release 12.5(1) SU3 Pre-Upgrade COP Name
11.6(2)	ciscouccx.1162.1251SU3PREUPGRADE.51.cop.sgn ucos.keymanagement.v01.cop.sgn
12.0(1)	ciscouccx.1201.1251SU3PREUPGRADE.4.cop.sgn ucos.keymanagement.v01.cop.sgn
12.5(1)	ciscouccx.1251.1251SU3PREUPGRADE.4.cop.sgn ucos.keymanagement.v01.cop.sgn
12.5(1) SU1	ciscouccx.1251.SU1.1251SU3PREUPGRADE.59.cop.sgn ucos.keymanagement.v02.cop.sgn
12.5(1) SU2	ucos.keymanagement.v02.cop.sgn

Table 2: Release Versions and COP Files for Customer Collaboration Platform

Version	Release 12.5(1) SU3 Pre-Upgrade COP Name
11.6(2)	ciscosm.keymanagement.v01.cop.sgn ciscosm.refreshupgrade.pre12.5.cop.sgn
12.0(1)	ciscosm.keymanagement.v01.cop.sgn ciscosm.refreshupgrade.pre12.5.cop.sgn

Version	Release 12.5(1) SU3 Pre-Upgrade COP Name
12.5(1)	ciscoccp.keymanagement.v01.cop.sgn
12.5(1) SU1	ciscoccp.keymanagement.v02.cop.sgn
12.5(1) SU2	ciscoccp.keymanagement.v02.cop.sgn

**Note**

There is no specific order you must follow while installing the pre-upgrade COP files.

You must install the COP files on both the publisher and the subscriber nodes. The changes take effect immediately after you install the preupgrade COP files. Reboot is not needed.

No COP file is needed for a new installation.

- Unified CCX now supports Chromium-based Microsoft Edge and does not support the earlier versions of Edge. For the list of browsers and operating systems that are supported, see [Unified CCX Software Compatibility Matrix](#).
- With the announcement from Microsoft to disable Basic authentication, Unified CCX supports OAuth 2.0 IMAP protocol (receiving the email) in the current Microsoft Office 365 integrations. Simple Mail Transfer Protocol (SMTP) may continue to use Basic authentication until Microsoft supports Basic authentication with SMTP. This feature is available from 12.5(1) SU2 ES03.
- Unified CCX now supports Private Network Access (PNA) in Chrome from 12.5(1) SU2 ES04.
- FIPS 140-2 mode is supported only on releases that have been through FIPS compliance.
- In a HA setup, FIPS 140-2 mode must be first enabled or disabled on the publisher and then on the subscriber. Before enabling or disabling FIPS 140-2 mode on the subscriber, ensure that all the services are running on the publisher.
- Ensure that SRTP is disabled before enabling or disabling FIPS 140-2 mode in Unified CCX. You can enable SRTP after enabling or disabling FIPS 140-2 mode in Unified CCX.
- When FIPS 140-2 mode is enabled or disabled, the keys and certificates are regenerated, and the Unified CCX server reboots. While rebooting, the system performs the cryptographic modules integrity check, and runs certification self-tests.
- Back up the system before and after enabling FIPS 140-2 mode.
- When SRTP is disabled on your system and if you are restoring from a backup that was taken when SRTP was enabled, you must disable SRTP in the System Parameters page after the restore.
- When SRTP is enabled on your system and if you are restoring from a backup that was taken when SRTP was disabled, you must disable and enable SRTP again in the System Parameters page after the restore.
- You can localize most of the messages by using Unified CCX Administration. However, some of the accessibility messages that are read by the screen reader on the Bubble Chat interface have to be localized in the HTML code snippet.

- An SRTP-enabled HA setup requires distinct RmCm provider users. So, the system generates a separate RmCm Provider User Id with the suffix "_ccxsub" for the subscriber node.
- Associate devices and device profiles only with the RmCm Provider User that is configured in the Cisco Unified CM Configuration page (primary RmCm user).
- Agent desktops must be synchronized with NTP server so that the time in the auto incrementing fields of Live Data reports match the server time.
- From Unified CCX Release 12.5(1), the 300 agent deployment model is not supported. Deployments that require more than 100 agents have to use the 400 agent OVA profile. The vRAM required for the 400 agent OVA profile has increased from 16GB to 20GB. Customers who want to use Cloud Connect services with the BE6000 must increase the vRAM from 10GB to 14GB. For information about Resource Requirements, refer to the [Virtualization Wiki](#).
- If FIPS must be enabled on 12.5(1) SU3, the CUCM version to be used is 14.0 SU3. This is because of change in the security provider used in the product.



Note As the OVA profile is changed for 400 agent model deployments, if you do not change the OVA settings, the upgrade fails at Switch Version. For fresh install, the new OVA must be used for deployment. For more information, see *Cisco Unified Contact Center Express Design Guide*.



Caution Ensure that the reservation of CPU and memory adhere to the specification mentioned in the [Virtualization Wiki](#).

- After upgrading Unified CCX, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.
 - For information about the list of CAs that Cisco supports, see Cisco Trusted External Root Bundle in <https://www.cisco.com/security/pki>.
 - For information about adding a certificate, see the procedure from step 5 onwards under the *Obtain and Upload CA Certificate* section in [Cisco Unified Contact Center Express Administration and Operations Guide](#).
- You can download the Chat Transcript in only HTML format.
- You can configure the maximum number of concurrent sessions for a user of the following applications: Cisco Identity Service Management, Disaster Recovery System, Cisco Unified CCX Administration, Cisco Finesse Administration, Cisco Unified Serviceability, Cisco Unified CCX Serviceability, Cisco Unified OS Administration, and Cisco Unified Intelligence Center.

If a user reaches the configured limit, further login attempts are rejected. The maximum number of concurrent sessions is configured by using the **set webapp session maxlimit** command. For more information about this command, see the Command Line Interface chapter in the *Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

- The DataConn container consumes CPU resources. If DataConn is not being used, use the **utils cloudconnect stop dataconn** command to shut the container down. This command needs to be executed after every reboot from each of the nodes.

Removed and Unsupported features

Removed features

- The Classic Chat feature has been removed. The configuration of the Classic Chat in the previous release won't be migrated during an upgrade to this release. Customers must configure the Bubble Chat widget available in the Cisco Unified CCX Administration.

Unsupported features

From release 12.5(1) onwards, Unified CCX doesn't support the **Trusted List of Hosts in HTTP referrer header** feature.

From release 12.5(1) SU1 onwards, Unified CCX doesn't support the following commands:

- `utils uccx notification-service log`
- `utils uccx notification-service log disable`
- `utils uccx notification-service log enable`
- `utils uccx notification-service log status`

Hosted Collaboration Solution for Contact Center support withdrawn

From release 12.5(1) SU3 onwards, Unified CCX won't support Hosted Collaboration Solution for Contact Center. There will be no new security updates, non-security updates, assisted support options or online technical content updates.

Chat transcript download in a PDF format

The chat transcript can't be downloaded in a PDF format.

Mobile skill manager

Mobile Skill Manager isn't supported.

TLS

TLS 1.0 and 1.1 aren't supported.

Cisco context Service

Cisco Context Service isn't supported.

Customer Journey Analyzer

The trial of the Customer Journey Analyzer feature has been concluded. This feature isn't available from release 12.5(1) SU1.

Internet Explorer

Support for Internet Explorer is removed.

Unsupported options on Finesse for Direct Preview Outbound

Finesse doesn't support Skip, Skip-Next, Skip-Close, Reject, Cancel Reservation, and Do Not Call for direct preview outbound calls.

Unsupported features and configurations for Progressive and Predictive Agent Outbound

Unsupported Features and Configurations for Progressive and Predictive Agent Outbound

- The "Get Reporting Statistic" step isn't supported for progressive and predictive agent-based outbound campaigns.
- Unified CCX doesn't support the translation or modification of the phone number that it uses to dial outbound calls. If any "voice translation rules" that are configured in the gateway modify the phone number, those rules aren't supported.



Note

You can use either of the following two supported methods to modify a dialed number in the gateway:

- To remove the initial digits of the phone number, use **forward-digits** or **digit-strip** in the dial-peer configuration.
 - To add a prefix to the phone number, use **prefix** in the dial-peer configuration.
-
- For Outbound campaigns outside North America, additional configuration is required to add the area-code-to-time-zone mapping. For more information, see the *Cisco Unified Contact Center Express Administration and Operations Guide*, located at https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
 - For multi-country Outbound campaigns, the area code must also include the country code.
 - Unified CCX dialer dials outbound contacts only if the publisher database is in the "IN SERVICE" state.
 - Finesse doesn't support the Do Not Call option.
 - If you aren't on Smart Licensing, outbound license usage isn't captured in the License Utilization Cisco Unified Intelligence Center report.
 - You must enable **Agent AutoAnswer** manually for agent-based progressive and predictive calls when you upgrade from an older Unified CCX release.

Unsupported configuration for IPv6

- Cisco Unified Communications Manager doesn't support SIP IPv6 signaling over UDP where the maximum transmission unit (MTU) is greater than 1500. To ensure that you don't experience intermittent call failure, change the transport protocol to TCP.

For more information, see the "Important Notes" section of the *Release Notes for Cisco Unified Communications Manager*, located at:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>

Also, see "CSCuo71306" for details on this limitation.

- When using IPv6 and Outbound dialer, use a voice gateway IOS that contains the fix for "CSCul43754".

Unsupported configurations and scenarios for Unified CCX

Unified CCX doesn't support the following configurations:

- CTI route points with directory numbers (DNs) that are members of line groups and, by extension, that are members of hunt lists of Unified CM.
 - Shared lines for CTI ports and CTI route points.
 - Agent devices can't be shared with any other Directory Number, irrespective of the configured partition. (The Agent device and Directory Number must have a 1:1 relationship).
 - ICD call answer or ICD call transfer using any third-party attendant console desk software.
 - Within the same script, using the "Place Call" step to generate a call and then placing the call, back into the same queue (creating a call loop).
 - SIP REFER between a switchboard and Unified CCX if the transfer is completed after the call is 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 doesn't continue from the position at which it was left.
 - Use of "Consult Transfer", "Direct Transfer", or "Redirect" to a translation pattern that maps back to a route point.
 - Use of "Consult Transfer", "Redirect", and "Place Call" steps to invoke or dial into "Conference Now" conferences.
 - The following scenarios have issues:
 - External -> Redirect to Unmonitored device -> Call Forward No Answer (CFNA) to UCCX RP
Use of Redirect Step to an unmonitored device which then uses CFNA to a UCCX route point.
 - External -> Consult Transfer to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
 - External -> Redirect to RP -> Consult Transfer to RP -> Redirect to Unmonitored device
 - External -> Consult Transfer to RP -> Redirect to RP -> Redirect to Unmonitored device
 - External -> Consult Transfer to RP -> Redirect to Unmonitored device
- Thus, use the Call Redirect Step in the script instead of Call Consult Transfer.

- Unified CCX doesn't completely support the E.164 numbering plan for route point directory numbers (DN).

This limitation is because of the Unified CM limit on device name length set as 15 characters. We add "_" between the device name prefix and the DN. So we support a maximum of 13 characters in the DN as the device name prefix is mandatory and hence at least one character is needed there. For example, (Device name prefix) + '_' + (length of DN) = 15 $\implies$ [(1 + '_' + 13) = 15].

- Cisco Unified CCX system doesn't support modification, addition or deletion of the CTI ports and the CTI Route Points from the Cisco Unified Communication Manager. Performing the same can lead to issues with the non-contiguous DN range for which Cisco Tomcat on Unified CCX Server needs to be restarted.
- When the supervisor monitors the Team Performance report and during the time if there's any update or modification done to the team, this doesn't get updated automatically. The supervisor should refresh the browser page or select the respective team again to view the Team Performance report.
- Use of two(2) wildcard CTI Route Points that overlap with each other isn't supported. For example, Route Point 1: 123XXXX and Route Point 2: 1234XXX overlap with one another and isn't supported.
However, a wildcard CTI Route point can overlap with a full DID (best match pattern) that doesn't contain a wildcard. For example, Route Point 1: 123XXXX and Route Point 2: 1234567 is supported.
- A discrepancy in reports is observed when a call is transferred using Cisco Jabber by multiple agents in the same call flow. Use the Cisco Finesse desktop to transfer calls.
- SIP URI dialing for CTI route points, CTI ports, and agent extensions.
- Mid-Call Caller ID updates when the call is routed to Unified CM through MGCP gateway.



Note When incoming calls are routed to Unified CM through MGCP gateway, any mid-call caller ID updates are reflected only after the call is connected.

Unsupported actions for Unified CCX agents

Use of the following softkeys on a Cisco Unified IP Phone isn't supported:

- Barge
- cBarge
- DND
- GPickup
- iDivert
- Conference Now
- Park
- Pickup

Unsupported configurations for agent phones

The following configurations aren't supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- 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.)
- Silent Monitoring by supervisors who are logged in with Extend and Connect.
- In the Unified Communications 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 Communications Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent can't be configured to forward to a Cisco Unified CCX Trigger or CTI route point.
- Configuring the Unified Communications Manager Intercom feature.
- Configuring the Hold Reversion feature.
- Agent extensions can't be added to hunt lists or hunt groups. If an agent has only one line, the agent phone can't be part of a hunt list or hunt group. In case of multiple lines, none of the first four configured lines must be part of the hunt group. For more details on multiple lines support and the number of monitored lines, see the *Cisco Unified Contact Center Express Design Guide*, located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>.
- Call Forward All to extensions which Unified CCX doesn't have control over. For example, if an agent extension has Call Forward All to a PSTN extension or Directory Number on another cluster which Unified CCX is unaware of.
- All the Cisco IP Phones for Cisco Finesse IP Phone Agent currently don't support the Simplified New Call UI.

Supported configurations for agent phones

To determine the phone devices that are supported by Cisco Finesse and for use by Cisco Finesse IP Phone agents, see the Unified CCX Compatibility related information located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/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 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 more agents to share that extension.

- Video is now supported if you're using Cisco Jabber for Windows as the agent phone. The agent desktop where Jabber is used for Video should comply to the Cisco Jabber hardware requirements listed in the *Cisco Jabber for Windows 11.0.x and 11.1.x Release Notes*, located at:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/Windows/11_0/RN/JABW_BK_C5E7828C_00_cisco-jabber-windows-11-release-notes.html.

Unsupported and supported configurations for remote agents

Unified CCX supports Cisco Expressway 8.7.1. The current version of Cisco Expressway doesn't support BiB and thus the Contact Center can't achieve silent monitoring and recording functionalities.

Unsupported features in Unified Communications Manager and Cisco Business Edition 6000

The following Unified Communications Manager features aren't supported by Unified CCX. These features are disabled by default and you shouldn't enable them for Unified CCX. For more information about these features, see the Unified Communications Manager documentation, located at:

https://www.cisco.com/en/US/products/sw/voicew/ps556/tsd_products_support_series_home.html.

- Block External to External Transfer.
- DSCP IP CTIManager to Application service parameter.
You can enable this service parameter for Unified Communications Manager, but doing so doesn't affect Unified CCX.
- Advanced Ad Hoc Conference Enabled service parameter.
- Drop the Ad Hoc conference when the creator leaves the conference.
- Signaling (QSIG) Path Replacement (PR).
This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified Communications Manager 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 doesn't use and doesn't affect Unified CCX.
- Multilevel precedence and preemption (MLPP).
You can enable this feature for devices in the cluster that don't interact with Unified CCX.

- Don't use Unified Communications Manager 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.

Unsupported features in Custom reports

- The **Do Not Call** field is no longer available. While upgrading, a report won't be generated if the **Do Not Call** column is present in the custom report. You can generate the report by removing the **Do Not Call** column from the custom reports.
- A Custom report that was created from a Unified CCX Stock Report may not work as expected if the report definition of the original Stock Report is modified in the new release.

Third Party Software Impacts

See the Unified CCX Compatibility related information located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>
for information on third-party software.



CHAPTER 3

Cisco Unified Intelligence Center

- [New Features, on page 15](#)
- [Updated Features, on page 16](#)
- [Important Notes, on page 16](#)
- [Deprecated Features, on page 17](#)
- [Removed and Unsupported Features, on page 17](#)
- [Third Party Software Impact, on page 17](#)

New Features

Accessibility Compliance

This release ensures that the Cisco Unified Intelligence Center reporting application complies with Web Content Accessibility Guidelines (WCAG) 2.0. For more information on the supported JAWS version, see Voluntary Product Accessibility Templates (VPAT) report for Contact Center at <https://www.cisco.com/c/en/us/about/accessibility/voluntary-product-accessibility-templates.html>.

Custom Logon Messages

You can configure custom logon messages for Cisco Unified Intelligence Center. The custom messages appear in a pop-up box during the sign-in process. The user has to acknowledge this message to proceed further. It is not mandatory to have custom messages. Administrators can set up the logon messages in Cisco Unified OS Administration. For more information, see the Configure Custom Logon Messages section in the Administration Console User Guide for Cisco Unified Intelligence Center at: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>

Edge Chromium Browser Support

This release supports Edge Chromium (Microsoft Edge). For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Commands

The following commands have been introduced:

Allow External Links

The administrator can enable or disable the external links in Unified Intelligence Center dashboard using the **set cuic properties allow-external-links**{on|off} command.

CUIC Logging

In this release, the log trace setting in OAMP interface is removed. The administrator must use the **utils cuic logging** commands to set the log traces. To change the log level configuration on each node in the cluster, the command must be run separately on each node.

Updated Features

Important Notes

Allow External Links

After the upgrade, the external links in the Unified Intelligence Center dashboard will be disabled. If required, the administrator can enable the external links again using the set cuic properties allow-external-links command.

If enabled, the contents from external links are rendered within the HTML iFrame in the dashboard. This will include the `frame-src*` directive in the Content Security Policy of the Unified Intelligence Center web pages.

Gadget URL

JSP format is not supported for Unified Intelligence Center gadgets (Live Data and Historical). To change the JSP format references to XML format, the administrator must run the following commands on the primary Cisco Finesse server.

- `utils finesse layout updateCuicGadgetUrl 12.6.1+`—Updates the CUIC URL configured in the Cisco Finesse desktop layout to work with Release 12.6(1) and later versions. For more information, see the *Upgrade* section in the *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

HTTP Access

Cisco Unified Intelligence Center is not accessible using port 8081 in any manner. From this release, port 8081 is disabled and does not redirect to HTTPS.

Restart Cisco Unified Intelligence Center Serviceability Service

After upgrading Unified CCX to 12.5(1) SU3, you must restart Cisco Unified Intelligence Center Serviceability Service, once all the services are up. This is done in order to make SNMP Counters of CUIC to work properly.

Deprecated Features

None.

Removed and Unsupported Features

None.

Third Party Software Impact

None.



CHAPTER 4

Cisco Finesse

- [New Features, on page 19](#)
- [Updated Features, on page 19](#)
- [Important Notes, on page 20](#)
- [Deprecated Features, on page 20](#)
- [Removed and Unsupported Features, on page 20](#)
- [Third Party Software Impacts, on page 20](#)

New Features

View Locked Out Users

To view the locked out users, a new CLI **utils finesse locked_out_users list** command is added. For more information, refer to the **Desktop Properties** section in the [Cisco Finesse Administration Guide](#).

Desktop Interface APIs

Three new APIs are introduced. These APIs can be used for desktop development. The new APIs are as follows:

- **Desktop Configuration**
- **Languages List**
- **Verify Desktop and Third-Party URLs**

For more information on the APIs, see the **Cisco Finesse Desktop Interface API Guide** on [DevNet](#).

Updated Features

SystemInfo API is now authenticated when accessed through VPN-less reverse-proxy. To use alternatives in nonauthenticated mode, refer to the **Cisco Finesse Desktop Interface API Guide** on [DevNet](#).

Important Notes

None.

Deprecated Features

Notifications over BOSH (Long Polling)

In this release, support for notifications over BOSH (long polling) is deprecated. Notifications over direct XMPP (over TCP) and Websocket-based transports are the replacements.

Removed and Unsupported Features

Cisco Finesse Trace Logging

In this release, the following CLIs are removed:

- `utils finesse trace enable`
- `utils finesse trace disable`

The replacement is the **`utils finesse log`** commands that are used to add, delete, update, or view a custom log configuration in the Cisco Finesse system.

Third Party Software Impacts

None.



CHAPTER 5

Cisco Customer Collaboration Platform

- [New Features, on page 21](#)
- [Updated Features, on page 22](#)
- [Important Notes, on page 22](#)
- [Deprecated Features, on page 22](#)
- [Removed and Unsupported Features, on page 22](#)
- [Third Party Software Impacts, on page 22](#)

New Features

VPN-less Access to Finesse Desktop

This feature provides the flexibility for agents and supervisors to access the Finesse desktop from anywhere through the Internet without requiring VPN connectivity. To enable this feature, a reverse-proxy pair must be deployed in the DMZ.

When deployed with VPN-less reverse-proxy, Customer Collaboration Platform can be deployed within the DMZ or can be moved within the enterprise.

For more information on this feature, see the *VPN-less Access to Finesse Desktop* sections in the following guides:

- *Solution Design Guide for Cisco Unified Contact Center Express* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>
- *Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>

ECDSA Certificate Support

Elliptic Curve Digital Signature Algorithm (ECDSA) offers a variant of the Digital Signature Algorithm (DSA) which uses elliptic curve cryptography. ECDSA is an alternate algorithm to RSA.

Customer Collaboration Platform now supports ECDSA and you can make it the default signature algorithm.

For details on how to enable ECDSA, see the `show` and `set` commands in the *Command Line Interface* in *Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>



Note WxM does not support Elliptic Curve (EC) certificates.

Updated Features

None.

Important Notes

After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see *Cisco Trusted External Root Bundle* section in <https://www.cisco.com/security/pki>
- For information about adding a certificate, see the *Customer Collaboration Platform Configurations* section in the *Cisco Unified Contact Center Express Administration and Operations Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>

Deprecated Features

None.

Removed and Unsupported Features

The standalone Customer Collaboration Platform features such as Facebook page, Twitter, RSS Feeds, Standalone single session chat, associated features like filters and notifications have been removed.

Third Party Software Impacts

None.



CHAPTER 6

Webex Workforce Optimization

- [New Features, on page 23](#)
- [Updated Features, on page 30](#)
- [Deprecated Features, on page 31](#)
- [Removed and Unsupported Features, on page 31](#)

New Features

Plans

Plans is now available in Webex WFO. This intelligent, web-based scheduling tool is designed to streamline future workforce planning. It introduces dynamic planning groups, configurable periods, and built-in validation checks, all aimed at minimizing errors and reducing manual effort. With one-step scheduling and day-off optimization, planners benefit from faster and more consistent results. Planners stay in control using publishing tools, change tracking, and seamless interoperability with the WFM Client, enabling smarter, scalable, and future ready schedule creation.

Key Benefits:

- Faster scheduling with automated day-off optimization
- Improved accuracy through pre-scheduling validations
- Structured planning periods for consistent scheduling cycles
- Dynamic agent grouping that adapts to staffing changes
- Real-time control and visibility over publishing

For more information, see <https://www.wfohelp.com/doc/Content/user-guides/plans/plans.htm>.

Advanced Sentiment

Webex WFO has rolled out Advanced Sentiment, offering deeper and more focused insights into customer interactions. Powered by Generative AI, this feature improves understanding of the full context of the entire conversation, bringing greater clarity, stronger coaching potential, and more effective quality monitoring. It helps contact center teams make faster and smarter decisions.

For a detailed breakdown of full capabilities, see [Advanced Sentiment on Webex WFO](#).

New WFM Datasets and Dashboards Available in Insights

Webex WFO has introduced new resources in **Insights** to provide Classic WFM cloud customers with deeper scheduling and performance insights. The "WFM (Classic)" folder now includes 7 new datasets and 5 new dashboards.

The following new datasets are added for WFM:

- **WFM Agent Schedule and Statistics:** Combine planned schedules with actual agent activity for easy comparison.
- **Forecast Workload and Queue Stats:** Supports recreating **Data Explorer Forecast** dashboards and custom versions.

The following new dataset is added for Quality Management and Conversation Intelligence:

- **Contacts with Phrases and Evaluations:** Analyze interaction data alongside evaluations, phrase hits, and Trending Topics.

We have released 13 new datasets supporting the WFM Group Pages feature in Insights. These mirror existing WFM datasets and use the same names with a "(Group Pages)" suffix.

For example:

- **Original dataset:** Agent Schedule Adherence
- **New dataset:** Agent Schedule Adherence (Group Pages)



Note Use these Group Pages datasets only if your dashboard requires Group Pages data. To prevent over-counting, make sure to use the WFM Group Page field as a grouping or filter in each visual.

You can find the new fields in the *Organization* folder within each dataset.

https://wfhelp.com/doc/Content/user-guides/insights/big-get-started/how-insights-works.htm?topath=Data%20Analysis%7CInsights%7C___1

Contact Queue Enhancements

Webex WFO now includes powerful enhancements to the Contact Queue, making it easier to create, manage, and track Contact Goals across teams and evaluators.

These updates make it easier to manage goals, target on the right conversations, and improve the experience for both Assignors and Assignees. Evaluators can now see more of their queues at once, track progress in real time, and complete evaluations more easily.

Key Benefits:

- Create more precise Contact Goals with flexible team or agent targeting.
- Use advanced logic to surface the most relevant conversations for evaluation.
- View multiple queued contacts at once for better planning and prioritization.

- Track goal progress with clear visibility and status indicators.
- Manage goals more easily with improved user experience.

These enhancements support smarter evaluation workflows, more accurate results, and a better experience across the entire quality process.

For more information, see the following topics:

- <https://wfohelp.com/doc/Content/user-guides/application-management/contact-goal-administration-v2.htm>
- <https://wfohelp.com/doc/Content/user-guides/recordings/contact-queue-v2.htm>

Absence and Attributes

Absence and Attributes is an upcoming capability that allows administrators to add additional details to absences using attributes. This update enhances reporting capabilities by enabling custom attributes for personal account balances and absence types and provides more flexibility in tracking and management.

Key benefits:

- Detailed tracking of absence types
- Reporting the number of hours scheduled for each absence attribute

With more detailed tracking and better alignment with specific business needs, Absence Attributes will simplify the management of available balances and improve overall workforce planning.

Basic WFM and QM Offerings

Webex WFO has expanded its portfolio with the launch of Basic WFM and Basic QM. These streamlined options are designed to help contact centers start strong with essential scheduling and evaluation tools. Built for teams moving off spreadsheets or basic recording setups, these packages make it easier to improve staffing accuracy, boost agent engagement, and drive consistent service quality from day one.

For a detailed breakdown of full capabilities, see [Basic WFM and QM Offerings on Webex WFO](#).



Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

Enterprise Analytics

Enterprise Analytics is now available in Webex WFO, introducing a new set of AI-powered capabilities that help contact centers analyze conversations more effectively, surface key trends, and evaluate performance at scale. With Auto QM, Trending Topics, and Interaction Summary working together, teams can uncover what matters most, reduce manual effort, and drive smarter, faster decisions across every customer interaction.

For a detailed breakdown of full capabilities, see, [Enterprise Analytics on Webex WFO](#).

For additional information, see the following topics:

- <https://wfohelp.com/doc/Content/user-guides/analytics/navigating-autoQM.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/understanding-AutoQM-evaluation.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/trending-topics.htm>
- <https://wfohelp.com/doc/Content/user-guides/media-player/data-insights-panel.htm>
- <https://wfohelp.com/doc/Content/user-guides/analytics/interaction-summary.htm>



Note You can place an order using the relevant SKUs (Basic WFM and Basic QM) and provide provisioning information for services.

For ordering details, see the *Cisco Webex Contact Center Ordering Guide and Cisco Collaboration Flex Plan Contact Center Ordering Guide* at the <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

Activity Requests

Activity Requests is now available in Webex WFO, improving Agent Self-Scheduling by enabling agents to request time for non-scheduled activities like training, administrative tasks, and development opportunities directly within their assigned schedules. Automation plays a crucial role in the process. When an agent adds an activity, the system handles the request according to the following predefined rules:

- The system instantly approves activities classified as auto-approved.
- Activities requiring manual approval stay pending until reviewed and approved by a team lead.
- Staffing-dependent activities are automatically approved or denied based on real-time staffing levels.

Key benefits:

- Minimize manual work through automated approval workflows
- Align scheduling decisions with staffing requirements and business objectives
- Balance oversight and flexibility while enabling a more agile and self-directed workforce

For more information, see [Configure activity request settings in WFM](#).

Periodization of Agent's Work Hours

Periodization is now available in Webex WFO, enabling contact centers to balance an agent's working hours over extended periods, such as a quarter or year, to align with contractual targets.

Benefits of Periodization:

- Improves work-hour flexibility
- Prevents agent overtime costs

- Manages agent under-utilization
- Controls regulatory violations
- Optimizes staffing based on time-based demand patterns
- Ensures that the required number of agents with necessary skills are scheduled for both peak and off-peak times
- Improves service levels while reducing costs
- Enhances resource allocation and scalability for long-term workforce planning

For more information, see [Periodization](#).

New Transcription Engine Now Live

We are excited to announce the rollout of the New Transcription Engine for Webex WFO customers, offering significant improvements in accuracy, speed, and scalability.

This cloud-based solution is designed to provide faster turnaround times and more consistent transcription quality across supported languages.

What to Expect:

- Experience up to 20% increase in accuracy for US English, along with significant improvements across other supported languages.
- Transcriptions are now delivered more quickly, enabling faster access to insights and accelerating workflows.
- Seamless Transition.
- Historical transcription data remains unchanged.
- All new and ongoing transcriptions automatically benefit from the upgraded engine.
- Built on a cloud-native architecture to support rapid processing and scalable deployment.
- Designed with data localization and compliance in mind to meet business and regulatory requirements.

Why It Matters:

- Delivers more accurate and actionable transcriptions for QA, compliance, and insights.
- Enhances business intelligence through improved text analytics, sentiment tracking, and searchable conversation data.
- Drives operational efficiency with faster access to conversation transcripts, enabling quicker follow-up and coaching.

Support for [15+ global languages](#), including English, Spanish, French Canadian, German, Arabic, and more.

Insights

Insights is a modern, fully featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO.

Reasons to get excited about Insights:

- The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards.
- AI-powered and highly customizable to help accelerate decision making
- Offers a broad range of visualizations
- Suitable for both efficient ad-hoc analysis and rich dash-boarding

Here is a [short video](#) to provide an overview of all the new capabilities that Insights brings to the table.



Note Insights has replaced Data Explorer. However, for **Workforce Management (WFM) customers**:

- Most WFM customers are already using Insights and many have [manually disabled Data Explorer](#).
- Classic WFM customers have started their transition to Insights since April 30, 2025. Many customers who also use QM and Analytics have already begun the transition.
- In a few cases, alternate timelines have been arranged for some customers. These customers have already been notified of their timelines.
- Some customers using Data Explorer export APIs are waiting on release of the new Insights Export Service to complete their journey.

For all these WFM customers mentioned above, Data Explorer is planned to be decommissioned on **June 30th, 2025**.

Improve Workforce Efficiency using Webex WFO Notifications

Notifications is an enhancement in Webex WFO designed to improve awareness and response for both agents and supervisors.

Key use cases supported by Notifications:

- **Shift Bidding Window Closing Notifications** - Agents who haven't placed their bids receive alerts 24 hours before the deadline via the MyTime Web App, Mobile App, and browser notifications. This helps optimize shift allocations and prevents missed bids.
- **Absence Request Notifications** - When an agent submits a time-off request through the Request Module, their team lead or supervisor receives a persistent in-app notification, pop-up notification, or system push notification.

The system applies rules to auto-approve, deny, or waitlist the request. If no rule applies, the request remains Pending, triggering a notification for supervisor review. Since these notifications operate at the team level, any transferred agent's new supervisor automatically receives the request for action.

Benefits of Notification

- Delivers timely notifications
- Enhances scheduling efficiency
- Reduces administrative workload

- Ensures seamless communication between agents and supervisors

For more information, see the following topics:

- [Notification Settings](#)
- [Display User Info](#)
- [Manage Basic User Info](#)
- [Configure Organization Hierarchy](#)

Introducing Sessions for Streamlined Scheduling and Enhanced Agent Management

Sessions is now live, streamlining the scheduling and management of agent activities beyond traditional shift planning. It allows managers to efficiently allocate time for training and other unscheduled tasks across a group of agents.

With features like automated, evenly distributed activities and drag-and-drop scheduling, Sessions reduces administrative effort and enhances flexibility.

Benefits of the Sessions feature:

- Provides clear visibility into agent allocation and performance for data-driven decision-making.
- Boosts operational efficiency.
- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see [Manage Session](#).

Global Language Support for Phrase Categories

Webex Workforce Optimization (Webex WFO) now offers improved multilingual support, simplifying the management of mixed-language conversations while maintaining accuracy across various contexts. Users can now utilize the same category name in multiple languages.

Key Updates:

- Accurate representation of multilingual contexts, including mixed-language conversations.
- Effective handling of consistent terms, such as brand names, that remain unchanged across languages.
- Enhanced flexibility in categorizing the same word or phrase across different languages.
- These enhancements make Webex WFO even more attuned to customer needs, providing a smoother and more user-friendly experience.

For more information, see the following topics:

- [Create and manage phrases and phrase categories](#)

- [Localization and supported languages](#)

Bulk Interaction Tool for Deletion and Updates

Webex WFO has introduced a self-service bulk contact deletion feature, enabling users to efficiently remove multiple contacts simultaneously without the need for manual, one-by-one deletions.

- Effortlessly delete interactions recorded in error or those containing unredacted sensitive data.
- Minimizes the need for development team intervention, conserving engineering resources.
- Empowers users with greater control over data management, thereby reducing the volume of support cases.

For more information, see [Delete or update multiple contacts at once](#).

Bulk Transfer User Data

Webex WFO Bulk transfer of user data provides a more efficient and user-friendly solution to transfer data from one user to another when an employee has more than one user account. This feature also enables you to transfer data for up to 2,000 users in bulk at once.

For more information about bulk data transfer, see the *About user data transfer for QM and Analytics* and *Transfer user data for QM and Analytics* topics at:

- [Transfer User Data](#)
- [About Transfer User Data](#)

Updated Features

Sessions for Streamlined Scheduling and Enhanced Agent Management

Sessions is now live, streamlining the scheduling and management of agent activities beyond traditional shift planning. It allows managers to efficiently allocate time for training and other unscheduled tasks across a group of agents.

With features like automated, evenly distributed activities and drag-and-drop scheduling, Sessions reduces administrative effort and enhances flexibility.

Benefits of the Sessions feature:

- Provides clear visibility into agent allocation and performance for data-driven decision-making.
- Boosts operational efficiency.
- Supports agent development and engagement.
- Helps contact center teams stay organized and balanced.
- Keeps teams focused on continuous improvement.
- Aligns with broader business objectives. For more information, see [Manage Session](#).

Deprecated Features

None.

Removed and Unsupported Features

The features listed in the following table are no longer available.

Feature	Effective from Date	Replacement	Notes
Webex WFO Data Explorer	24 October, 2024	Webex WFO Insights	

Feature	Effective from Date	Replacement	Notes
			The shutdown timeline for Webex WFO's Data Explorer has been extended from June 30, 2025 to July 30, 2025. After July 30, 2025, customers will no longer have access to Data Explorer and are expected to leverage Webex WFO Insights for all reporting needs. With the recent launch of Classic WFM datasets, this extension provides Classic WFM customers with additional time to familiarize themselves with Insights and move comfortably to the new reporting experience. Here is a summary of Webex WFO Insights: Insights is a modern, fully-featured BI solution with a range of features and improvements designed to significantly enhance your data access and visibility within Webex WFO. Reasons to get excited about Insights: • The Insights experience is designed for streamlined data exploration and analysis, while being easy for non-technical users to independently create reports and dashboards. • Highly customizable to help accelerate decision making

Feature	Effective from Date	Replacement	Notes
			• Offers a broad range of visualizations • Suitable for both efficient ad-hoc analysis and rich dash-boarding. Here is a short video to provide an overview of the capabilities that Insights brings to the table. https://wfohelp.com/doc/Content/user-guides/insights-bi/get-started/insights-bi/Data-Explorer/1. If your organization has already completed the transition to Insights, you also have the option to manually disable Data Explorer before it is automatically decommissioned. https://wfohelp.com/doc/Content/user-guides/insights-bi/Data-Explorer/1.



CHAPTER 7

Caveats

- [Caveat Queries by Product](#), on page 35

Caveat Queries by Product

Bug Search Tool

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://bst.cloudapps.cisco.com/bugsearch/>. Enter the bug identifier in the search box, and press return or click **Search**.

To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

You can also choose your own filters and criteria in the tool to see a specific subset of caveats, as described in the following table.

If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting or Fixed in these Releases OR Affecting these Releases	Open	Any caveat in an open state for the release or releases you select.
Fixed in these Releases	Fixed	Any caveat in any release with the fix applied to the specific release or releases you select.
Affecting or Fixed in these Releases	Fixed	Any caveat that is either fixed or occurs in the specific release or releases you select.
Affecting these Releases	Fixed	Any caveat that occurs in the release or releases you select.

Severity 3 or Higher Caveats for Release 12.5(1)SU3

Use the following links to the Bug Search Tool to view a list of Severity 3 or higher caveats for each product or component for the current release. You can filter the result by setting the filter values in the tool.



Note If the list of caveats does not automatically appear when you open the browser, refresh the browser.

Cisco Unified Contact Center Express

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=270569179&rls=12.5\(1\)SU3&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=270569179&rls=12.5(1)SU3&sb=anfr&svr=3nH&bt=custV)

Cisco Unified Intelligence Center

None.

Cisco Finesse

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=12.5\(1\)SU3&sb=anfr&svr=3nH&bt=custV&prdNam=Cisco%20Finesse](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=12.5(1)SU3&sb=anfr&svr=3nH&bt=custV&prdNam=Cisco%20Finesse)

Cisco Customer Collaboration Platform

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283613136&rls=12.5\(1\)SU3&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283613136&rls=12.5(1)SU3&sb=anfr&svr=3nH&bt=custV)