



Unified CCE Administration

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Unified CCE Administration Applications

Unified CCE Administration is a web-based user interface that contains multiple applications used to manage agents, calls, bulk jobs, and settings.

This section provides a brief description of each application. For detailed information about each application, see the online help that accompanies it.

Agent Administration Applications

You can use the agent applications to configure the following:

- Agents
- Attributes
- Desk settings
- Reason codes
- Skill groups
- Teams

Call Administration Applications

You can use the call applications to configure the following:

- Bucket intervals
- Call types
- Dialed numbers
- Expanded call variables
- Network VRU scripts

Bulk Job Administration Applications

You can use bulk jobs to create and edit multiple individual agent and dialed number records in a single operation, based on the data specified in a content file.

Settings Administration Applications

You can use the settings applications to configure deployment and agent trace settings.

Configure Unified CCE Administration for Remote Access

To access Unified CCE administration remotely using Internet Explorer , you must add the configuration sever address to the list of trusted sites.



Note Administration clients and administration workstations can support remote desktop access. But, only one user can access a client or workstation at a time. Unified CCE does not support simultaneous access by several users on the same client or workstation.

Procedure

- Step 1** Launch Internet Explorer .
 - Step 2** Go to Tools > Internet Options.
 - Step 3** Select the **Security** Tab.
 - Step 4** Select **Trusted Sites**.
 - Step 5** Click the **Sites** button.
 - Step 6** In Add this website to the zone, type in the configuration server address as : **https://<IP address or FQDN>**.
 - Step 7** Click the **Add** button.
 - Step 8** Click the **Close** button.
 - Step 9** Click the **OK** button.
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Internet Explorer Settings for Microsoft Windows 2012

If you are using Microsoft Windows 2012 and accessing Unified CCE Administration using Microsoft Internet Explorer 11, you must enable the font download setting in Internet Explorer.

Procedure

- Step 1** Open Internet Explorer.
- Step 2** Click the **Tools** menu, then click **Internet Options**.
The Internet Options window appears.

- Step 3** Click the **Security** tab.
- Step 4** Click **Internet** to highlight it, and then click **Custom level**.
The Security Settings - Internet Zone window appears.
- Step 5** Scroll down to **Downloads > Font download**, click the **Enable** radio button, and then click **OK**.
- Step 6** Click **Yes** on the Warning window that appears.
- Step 7** On the Internet Options window, click **Apply**, and then click **OK**.
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