



Unified CCX: Context Service Configuration

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Introduction

This page provides configuration information for Context Service Configuration in the Cisco Unified Contact Center Express (Unified CCX) environment. Context Service is a cloud-based service that provides storage, tagging, and management of the data from interactions between businesses or organizations and their customers. This service helps customer care agents better understand and respond to customer needs.

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

The configuration information is based primarily on system testing performed during Cisco Collaboration Systems Release 11.5(1).

This topic does not contain detailed step-by-step procedures; for detailed information about installing, configuring, and administering Unified CCX refer to product documentation, see the Related Documentation section.

Design

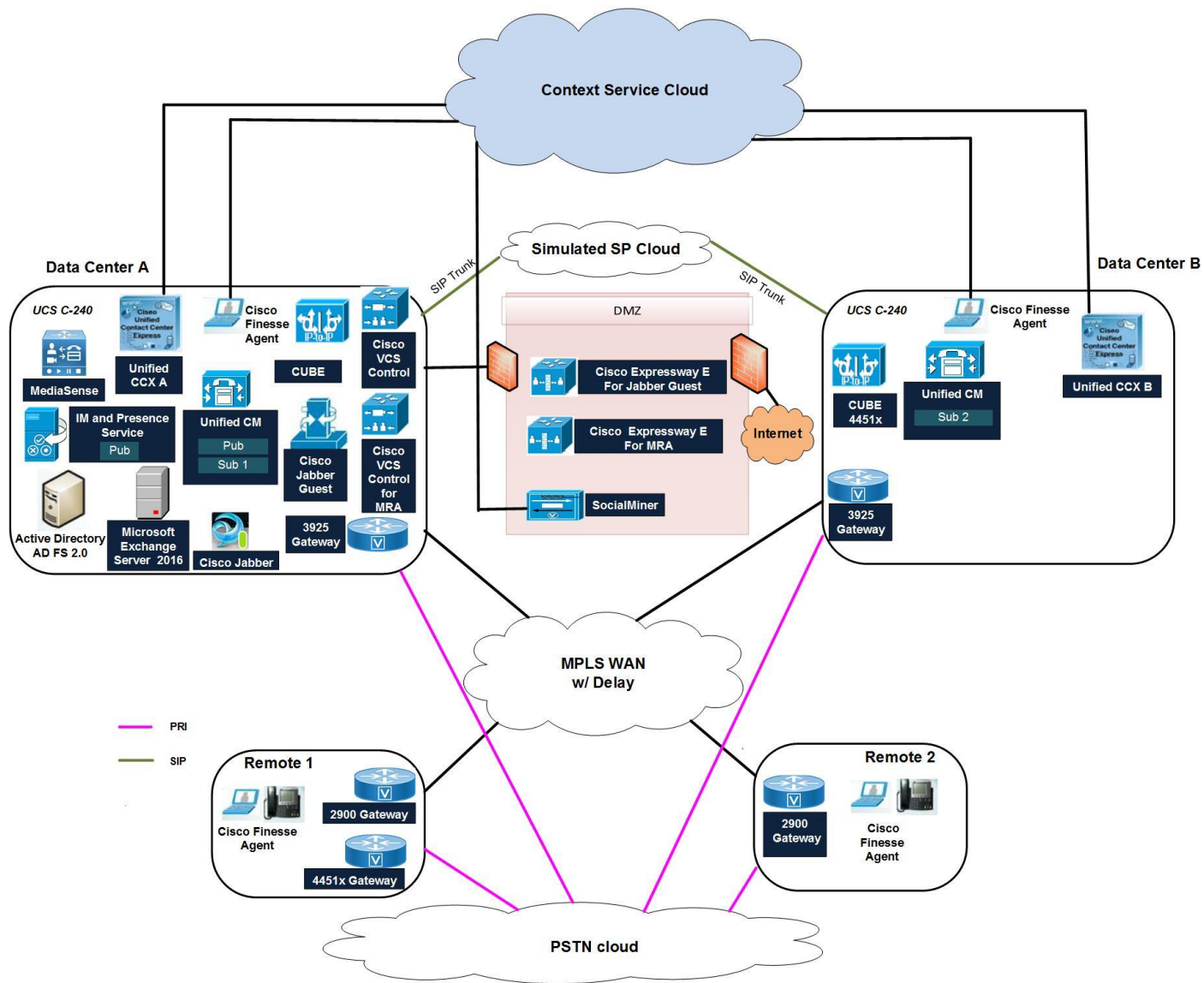
For information on design considerations and guidelines for deploying Unified CCX, see: [Cisco Unified Contact Center Express Design Guide](#).

For information on specific deployments and sites where Context Service system testing was performed, see [Cisco Unified Contact Center Express Test Bed for Collaboration Systems Release 11.5\(1\)](#).

Topologies

This section provides information about the Unified CCX deployment. During Cisco Collaboration Systems Release 11.5(1) testing, various system components were installed, integrated, and tested in several sites.

Unified Contact Center Express Test Architecture



Configuration

This section provides the high-level tasks and related information for configuring Context Service in a Unified CCX environment.

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 Context Service Configuration

Configuration Tasks	System Test Specifics	More Information
1. Configure the Cisco Unified Communications Manager server.		Cisco Unified Communications Manager Install and Upgrade Guides
2. Configure the Unified Communications Manager for the Unified CCX.		Cisco Unified Communications Manager Configuration Guides
3. Configure Unified CCX.		Cisco Unified Contact Center Express Install and Upgrade Guides
4. Register Cisco Finesse and Unified CCX with Context Service cloud.		Cisco Unified Contact Center Express Administration Guide, Release 11.5(1)

Related Documentation

- For installation and configuration information on Unified CCX and other related products, see the product support guides in [System Release Notes for Contact Center](#): Cisco Collaboration Systems Release 11.5(1).
- For information on the IOS commands used to configure infrastructure components, see [Unified CCX Test Bed Configuration Command Files for CSR 11.5\(1\)](#).
- For Context Service Help Central support, see <https://help.webex.com/community/context-service>.

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](#).

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