



Announcing Availability of Cisco Customer Care Solutions Release 11.6

Cisco is pleased to announce orderability of Release 11.6 for contact centers operating in the age of digitization. This release further enhances the **Connected Digital Experience**, enabling companies to deliver contextual, continuous, and capability-rich journeys for their customers. Highlights of this release include:

Contact Center Enterprise product line [CCE, PCCE, HCS-CC, CVP, VVB]:

- Single sign-on enhancements
- Finesse desktop enhancements to improve agent productivity
- Outbound Option high availability
- Co-browse and mobile media enhancements with Remote Expert Mobile (RE Mobile)
- Enterprise chat and email improvements
- Packaged CCE support for multisite deployments and enhanced support for 3rd party CRM integration using the application gateway
- Security enhancements, including TLS 1.2 support and secure calling using SIP TLS/ sRTP
- Virtualized voice browser (VVB) enhancements, including support on KVM service containers on Cisco ISR 4K series routers
- License usage report
- Reporting interface refresh; Reporting enhancements on Finesse
- Enhanced developer experience with CVP Call Studio
- New features and serviceability enhancements with Context Service
- RE Mobile Agent SDK guide

Contact Center Express:

- Single sign-on enhancements
- Enhanced digital channel capabilities with new functionality on email and web chat
- Increased agent productivity with Finesse desktop enhancements
- New supervisor functionality including monitoring outbound calls and access to historical reports
- Improved reporting capabilities, including multichannel agent state and wrap-up reports
- Monitoring of non-ACD calls
- New features and serviceability enhancements with Context Service
- Enhanced security with TLS 1.2 support
- Scripting enhancements
- Infrastructure updates

Ordering and Upgrading:

Please consult the Cisco Customer Care solutions [Ordering Guide](#), and visit the Cisco [Ordering Page](#).

Product Literature and Documentation:

For complete product literature including data sheets, release notes, documentation, and presentation** materials please visit the following links:

Contact Center Express: www.cisco.com/go/uccx

Contact Center Enterprise: www.cisco.com/go/ipcc

Packaged CCE: <http://www.cisco.com/c/en/us/products/customer-collaboration/packaged-contact-center-enterprise/index.html>

Hosted Collaboration Solution for Contact Center: <http://www.cisco.com/c/en/us/products/unified-communications/hosted-collaboration-solution-contact-center/index.html>

Customer Voice Portal: www.cisco.com/go/cvp

Unified Intelligence Center: www.cisco.com/go/ccreporting

Finesse: www.cisco.com/go/finesse

SocialMiner: www.cisco.com/go/socialminer

Remote Expert Mobile: www.cisco.com/go/remobile

** Presentation materials for Cisco sales and Cisco partners are located in "Sales Resources."
Login is required.

For more information, additional resources and questions, please visit www.cisco.com/go/cc