

Roles	PCCE 11.6	PCCE 12.0/12.5 2K Deployment	Notes
Administrators	System > Administrators	Overview > User Setup > Administrators OR Users > Administrators	
Agent Trace	System > Agent Trace	Overview > Desktop Settings > Agent Trace OR Desktop > Agent Trace	
Agents	Manage > Agent	Overview > User Setup > Agents OR Users > Agents	
Application Gateway	System > Application Gateway	Overview > Infrastructure Settings > Application Gateways	
Attributes	Manage > Attributes	Overview > Organization Setup > Skills > Attributes OR Organization > Skills > Attributes	
Bucket Intervals	Manage > Bucket Intervals	Overview > Call Settings > Bucket Intervals	
Bulk Import	Manage > Bulk Jobs	Overview > Bulk Import > Bulk Import	
Call Types	Manage > Call Types	Overview > Call Settings > Route Settings > Call Type	
Context Service	System > Context Service	Overview > Features > Context Service	
Departments	System > Departments	Overview > Organization Setup > Departments OR Organization > Departments	
Deployment	System > Deployment	Overview > Infrastructure Settings > Deployment Settings OR Infrastructure > Deployment Settings	
Desk Settings	Manage > Desk Settings	Overview > Desktop Settings > Desk Settings OR Desktop > Desk Settings	
Dialed Numbers	Manage > Dialed Numbers	Overview > Call Settings > Route Settings > Dialed Number	
Expanded Call Variables	Manage > Expanded Call Variables	Overview > Call Settings > Route Settings > Expanded Call Variables	
Inventory	System > Deployment > Alerts	Overview > Infrastructure Settings > Inventory OR Infrastructure > Inventory	
Main Site	System > Settings	Overview > Call Settings > Miscellaneous > Main Site	
Media Routing Domain	Manage > Media Routing Domain	Overview > Call Settings > Route Settings > Media Routing Domain	
Network VRU Scripts	Manage > Network VRU Scripts	Overview > Call Settings > IVR Settings > Network VRU Scripts	
Peripheral Gateways	System > Peripheral Gateways	Overview > Infrastructure Settings > Peripheral Gateways	4K and 12K still require you to go through ICM Config Manager
Precision Queues	Manage > Precision Queues	Overview > Organization Setup > Skills > Precision Queues OR Organization > Skills > Precision Queues	
Roles	System > Roles	Overview > User Setup > Roles OR Users > Roles	
Settings	System > Settings	Overview > Organization Setup > Miscellaneous	
Skill Groups	Manage > Skill Groups	Overview > Organization Setup > Skills > Skill Groups OR Organization > Skills > Skill Groups	
SSO	System > SSO	Overview > Device Configuration > Identity Service AND Overview > Features > Single Sign-On	
System Information	System > Settings	Overview > Call Settings > Miscellaneous > Global	
Teams	Manage > Teams	Overview > Organization Setup > Teams OR Organization > Teams	
Outbound Option			
Dialer Config	ICM Config Manager > Outbound Option > Dialer	ICM Config Manager > Outbound Option > Dialer	
Campaigns	ICM Config Manager > Outbound Option > Campaign	Overview > Organization Setup > Campaigns OR Organization > Campaigns	
Import Rules	ICM Config Manager > Outbound Option > Import Rule	Overview > Organization Setup > Campaigns OR Organization > Campaigns	The import is done through the API. You select a Campaign > Edit > Contacts. The query rule is defined by what headers you add to the contacts file. In the past you did not include the headers so now they define what is dialed and not dialed.
Query Rules	ICM Config Manager > Outbound Option > Query Rule	Overview > Organization Setup > Campaigns OR Organization > Campaigns	
CVP Functions			
Location	CVP Ops Console > System > Location	Overview > Call Settings > Route Settings > Locations	
SIP Server Groups	CVP Ops Console > System > SIP Server Group	Overview > Call Settings > Route Settings > Sip Server Groups	
Dialed Number Patterns	CVP Ops Console > System > Dialed Number Pattern	Overview > Call Settings > Route Settings > Routing Pattern	
Courtesy Callback	CVP Ops Console > System > Courtesy Callback	Overview > Features > Courtesy Callback	
Bulk Transfer	CVP Ops Console > Bulk Administration > File Transfer	Overview > Call Settings > IVR Settings > File Transfers	
CVP Server	CVP Ops Console > Device Management > Unified CVP Call Server	Overview > Infrastructure Settings > Device Configuration > CVP Server	
CVP Reporting Server	CVP Ops Console > Device Management > Unified CVP Reporting Server	Overview > Infrastructure Settings > Device Configuration > CVP Reporting Server	
VVB			
System Parameters	VVB Admin URL > System > System Parameters	Overview > Device Configuration > Virtual Voice Browser > General	
Speech Servers	VVB Admin URL > Subsystems > Speech Servers > ASR Servers AND TTS Servers	Overview > Device Configuration > Virtual Voice Browser > Speech Servers	
Applications & Triggers	VVB Admin URL > Subsystems > SIP Telephony > SIP Triggers	Overview > Device Configuration > Virtual Voice Browser > Applications & Triggers	
Finesse Admin			
Settings	CFAdmin > Settings	Overview > Infrastructure Settings > Device Configuration > Finesse	
Call Variable Layout	CFAdmin > Call Variable Layout	Overview > Desktop Settings > Resources > Call Variables Layout OR Desktop > Resources > Call Variables Layout	
Desktop Layouts	CFAdmin > Desktop Layouts	Overview > Desktop Settings > Resources > Desktop Layout OR Desktop > Resources > Desktop Layouts	
Phonebooks	CFAdmin > Phonebooks	Overview > Desktop Settings > Resources > Phone Books OR Desktop > Resources > Phone Books	
Reason Codes	CFAdmin > Reasons	Overview > Desktop Settings > Reason Labels OR Desktop > Reason Labels	
Team Resources	CFAdmin > Team Resources	Overview > Organization Setup > Teams > <i>select_team</i> > Team Resources OR Organization > Teams > <i>select_team</i> > Team Resources	
Workflows	CFAdmin > Workflows	Overview > Desktop Settings > Resources > Workflows OR Desktop > Resources > Workflows	