



Configuration Manager

You perform most Packaged CCE configuration with the Unified CCE Administration gadgets. Limited configuration is performed in the legacy Configuration Manager toolset. This section describes the tools in Configuration Manager and explains how and why to access them for Packaged CCE.

- [Permanent Deletion, on page 1](#)
- [Packaged CCE 4000 and 12000 Agent Supported Tools, on page 1](#)

Permanent Deletion

Some objects are “marked for deletion” only in Unified CCE Administration. They remain in the system for reporting and record-keeping purposes. Follow this procedure to delete them permanently:

Procedure

Step 1 Open Configuration Manager.

Step 2 Select **Tools > Miscellaneous Tools > Deleted Objects**.

Step 3 Click the table name for the object you want to delete. This action opens a panel showing all records for that table that have been marked for deletion.

Step 4 Select one, several, or all records.

Step 5 Click **Delete Permanently**.

Packaged CCE 4000 and 12000 Agent Supported Tools

You can perform some of the configurations for Packaged CCE 4000 and 12000 Agent deployments using the Configuration Manager tool. For information on how to use the tools, see the online help provided in each tool.



Note Only Packaged CCE configuration users who have been added to the `UcceConfig` group in all the local distributors can access the Configuration Manager. For details on how to add users to a local security group, see [Add Users to Local Security Group](#)

Following is the list of tools that are supported in the Configuration Manager.



Note To enable the following configuration tools, navigate to **Unified CCE Administration > User setup > Roles** page and then select the required permissions.

Tools	List
Explorer Tools	<ul style="list-style-type: none">• Agent Explorer• Announcement Explorer• Database Lookup Explorer• ICM Instance Explorer• Network VRU Explorer• Network Trunk Group Explorer• NIC Explorer• PG Explorer• Region Explorer• Service Explorer• Skill Group Explorer• Translation Route Explorer

Tools	List
List Tools	<ul style="list-style-type: none">• Agent Desk Settings List• Agent Targeting Rule• Application Gateway List• Agent Instance List• Application Path List• Dialed Number/Script Selector List• Enterprise Service List• Enterprise Skill Group List• Expanded Call Variable Payload List• Label List• Media Class List• Media Routing Domain List• Person List• User Variable List

Tools	List
Bulk Tools	Bulk Insert Tools <ul style="list-style-type: none"> • Agent Bulk Insert • Dialed Number Bulk Insert • Label Bulk Insert • Network Trunk Group Bulk Insert • Peripheral Bulk Insert • Person Bulk Insert • Route Bulk Insert • Trunk Bulk Insert • Trunk Group Bulk Insert • Service Bulk Insert • Skill Group Bulk Insert Bulk Edit Tools <ul style="list-style-type: none"> • Agent Bulk Edit • Dialed Number Bulk Edit • Label Bulk Edit • Network Trunk Group Bulk Edit • Peripheral Bulk Edit • Person Bulk Edit • Route Bulk Edit • Trunk Bulk Edit • Trunk Group Bulk Edit • Service Bulk Edit • Skill Group Bulk Edit

Reenable Association for Existing Custom Roles

If you are upgrading to , you must reenable the association for the existing custom roles post upgrade. This table explains how to reenable the association in each tool.

Table 1: Reenable Association for Existing Custom Roles

Configuration Manager Tool	To reenable the association
Agent Explorer	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Agent. 2. Unselect the Manage Agent checkbox and then click Save. 3. Select the Manage Agent checkbox and then click Save.
Person List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Agent. 2. Unselect the Manage Agent Attributes checkbox and then click Save. 3. Select the Manage Agent Attributes checkbox and then click Save.
Dialed Number/Script Selector List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Call Settings. 2. Unselect the Dialed Number checkbox and then click Save. 3. Select the Dialed Number checkbox and then click Save.
Skill Group Explorer	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Organization. 2. Unselect the Skill Groups checkbox and then click Save. 3. Select the Skill Groups checkbox and then click Save.
Application Gateway List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Infrastructure. 2. Unselect the Application Gateway checkbox and then click Save. 3. Select the Application Gateway checkbox and then click Save.

Configuration Manager Tool	To reenable the association
Expanded Call Variables Payload List	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Call Settings. 2. Unselect the Expanded Call Variables checkbox and then click Save. 3. Select the Expanded Call Variables checkbox and then click Save.
Agent Desk Settings Tool	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles > Desktop Settings. 2. Unselect the Desk Settings checkbox and then click Save. 3. Select the Desk Settings checkbox and then click Save.
Bulk Configuration Tools	<ol style="list-style-type: none"> 1. Go to Unified CCE Administration > User Setup > Roles. 2. Unselect the Bulk Import checkbox and then click Save. 3. Select the Bulk Import checkbox and then click Save.

For information on restrictions that apply to Configuration Manager tools while configuring Avaya or ICM-to-ICM Gateway, see the *Cisco Packaged Contact Center Enterprise Features Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.