

Create_Contact_Center_Troubleshooting_Tips

Welcome to Contact Center's Create Troubleshooting Tips Page!

To contribute to this collection, follow this procedure:

1. Log into DocWiki-dev using your CEC credentials.
2. Enter the name of your new tip in the input box below and click **Create Troubleshooting Tip**. A new page opens.
3. Change the *<Tip Title>* and the information for each field as required.
4. Copy the required category (or categories) from the following list and add it to the bottom of your new page and click **Save**.

- ◇ Unified CCE
 - [\[\[Category:Unified CCE, Release 8.0\]\]](#)
 - [\[\[Category:Unified CCE, Release 8.5\]\]](#)
 - [\[\[Category:Unified CCE, Release 9.0\]\]](#)
- ◇ Unified ICM/CCE & Hosted
 - [\[\[Category:Unified ICM/CCE & Hosted, Release 7.5\]\]](#)
- ◇ Unified System CCE
 - [\[\[Category:System CCE, Release 7.5\]\]](#)
- ◇ Cisco Finesse
 - [\[\[Category:Cisco Finesse, Release 8.5\]\]](#)
 - [\[\[Category:Cisco Finesse, Release 9.0\]\]](#)
- ◇ Cisco MediaSense
 - [\[\[Category:Cisco MediaSense, Release 8.5\]\]](#)
 - [\[\[Category:Cisco MediaSense, Release 9.0\]\]](#)
 - [\[\[Category:Cisco MediaSense, all releases\]\]](#)
- ◇ Cisco SocialMiner
 - [\[\[Category:Cisco SocialMiner, Release 8.5\]\]](#)
 - [\[\[Category:Cisco SocialMiner, Release 9.0\(1\)\]\]](#)
- ◇ CTI OS option
 - [\[\[Category:CTI OS, Release 7.5\]\]](#)
 - [\[\[Category:CTI OS, Release 8.0\]\]](#)
- ◇ Unified CVP
 - [\[\[Category:Unified CVP, Release 7.0\(2\)\]\]](#)
 - [\[\[Category:Unified CVP, Release 8.0\]\]](#)
 - [\[\[Category:Unified CVP, Release 8.5\]\]](#)
 - [\[\[Category:Unified CVP, Release 9.0\(1\)\]\]](#)
- ◇ Unified Expert Advisor (direct or option)
 - [\[\[Category:Unified Expert Advisor, Release 7.6\(1\)\]\]](#)
- ◇ Unified IS/IC
 - [\[\[Category:Unified IS, Release 7.5\]\]](#)
 - [\[\[Category:Unified IC, Release 8.0\]\]](#)
 - [\[\[Category:Unified IC, Release 9.0\]\]](#)
- ◇ Unified CCX
 - [\[\[Category:Unified CCX, Release 7.0\]\]](#)
 - [\[\[Category:Unified CCX, Release 8.0\]\]](#)
 - [\[\[Category:Unified CCX, Release 8.5\]\]](#)
 - [\[\[Category:Unified CCX, Release 9.0\]\]](#)
- ◇ Unified IP IVR option

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- [\[\[Category:Unified IP IVR, Release 7.0\]\]](#)
- [\[\[Category:Unified IP IVR, Release 8.0\]\]](#)
- ◇ Cisco Mobile Supervisor option
 - [\[\[Category:Cisco Mobile Supervisor, Release 1.0\]\]](#)
 - [\[\[Category:Cisco Mobile Supervisor, Release 2.0\]\]](#)
- ◇ CAD, CSD, IP Phone Agent options
 - [\[\[Category:CAD, Release 6.6\]\]](#)
- ◇ Support tools
 - [\[\[Category:Cisco Support Tools, Release 2.x\]\]](#)
- ◇ CRM connector options (SAP, Microsoft, Peoplesoft, Salesforce)
 - [\[\[Category:Unified CRM Connector, Release 1.x\]\]](#)
- ◇ Management portal option
 - [\[\[Category:Unified CCMP, Release 7.5\]\]](#)
 - [\[\[Category:Unified CCMP, Release 8.0\]\]](#)
- ◇ EIM/WIM option
 - For Unified CCE: [\[\[Category:Unified EIM/WIM for Unified CCE, Release 4.2\]\]](#)
 - For Unified CCX: [\[\[Category:Unified EIM/WIM for Unified CCX, Release 4.2\]\]](#)
- ◇ WFO option (QM and WFM)
 - [\[\[Category:Cisco Unified Workforce Optimization\]\]](#)

Tip 1: Contact [Doris Sproul](#) or [Karrie Anderson](#) if you need help with setting up a new Category.

Tip 2: If your category and pages are set up accurately, your newly-created tip will automatically show up in the required product/release category.

Tip 3: See the [Guidelines to Create Contact Center Tips](#) page for a list of mandatory requirements to make this community page effective for all.