

## Unica Contact Central V12.1.9 Administration Guide



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# Chapter 1. Adding a New User Role to the Administrator

After installing Unica Contact Central, configure the **ContactCentralAdmin** user role for the administrator user.

## Before you begin

Install Unica Contact Central. For more information, see *Unica Platform Installation Guide*.

## About this task

To add the **ContactCentralAdmin** user role to the Unica administrator, complete the following steps:

1. Use the administrator credentials and log in to the Unica application.

### Result

The homepage appears.

2. Select **Settings > Users**.

### Result

The **Users** page appears.

3. Select the Unica administration user. For example, `asm_admin`.

### Result

The user panel appears.

4. Select **Edit roles**.

### Result

The **Edit roles** panel appears.

5. From the **Available roles** list, select **ContactCentralAdmin** and click the >> button.

### Result

The **ContactCentralAdmin** role appears in the **Selected roles** list.

6. Click **Save changes**.

### Result

The administrator user will now have the **ContactCentralAdmin** role.

# Chapter 2. Configuring Unica Contact Central

After assigning the **ContactCentralAdmin** user role, you must configure Contact Central before you start accessing it.

## Before you begin

To assign **ContactCentralAdmin** user role, see [Adding a New User Role to the Administrator on page 3](#).

## About this task

To configure Unica Contact Central, complete the following steps:

1. From the Unica homepage, select **Settings > Configuration**.

### Result

The **Configuration** page appears.

2. In the Configuration properties panel, expand **Contact Central** and select **navigation**.

### Result

The **Settings for 'navigation'** page appears.

3. Select **Edit settings**.

### Result

The **Edit settings** page appears.

4. Provide values for the appropriate fields:

- **welcomePageURI** - The Uniform Resource Identifier of the Contact Central index page. This value is used internally by Unica applications. Changes to this value are not recommended.

Default value: `jsp/index.jsp`

- **seedName** - Used internally by Unica applications. Changes to this value are not recommended.

Default value: `ContactCentral`

- **type** - Used internally by Unica applications. Changes to this value are not recommended.

Default value: `ContactCentral`

- **httpPort** - The port number that is used by the application server for connections to the Contact Central application.

Default value: `7001`

- **httpPorts** - The port number that is used by the application server for secure connections to the Contact Central application.

Default value: `7001`

- **serverURL** - The URL of the Contact Central installation. Accepts locators with either the HTTP or HTTPS protocol. If users access Contact Central with the Chrome browser, use the fully qualified domain name (FQDN) in the URL. If the FQDN is not used, the Chrome browser cannot access the product URLs.

Default value: `http://<domain-name>:<port-number>/ContactCentral`

- **logoutURL** - Used internally. Changes to this value are not recommended. Unica Platform uses this value to call the logout handler of each registered application if the user clicks the logout link in suite.

Default value: `/j_spring_security_logout`

- **serverURLInternal** - Specifies the internal URL of the Contact Central server. This value is used internally by Unica applications. Changes to this value are not recommended.

Default value: `[HOST_URL_INTERNAL]/ContactCentral`

- **displayName** - Used internally.

Default value: `Contact Central`

- **IsEnabled** - Set the value to `Yes` to activate the **ContactCentral** menu in Unica Platform. The menu will be visible only to users having the the **ContactCentralAdmin** role assigned to them. For more information on assigning the user role, see [Adding a New User Role to the Administrator on page 3](#).

Default value: `No`

5. Click **Save changes**.

#### Result

The configuration changes are saved.



**Note:** If the setup is configured over an HTTP protocol, ensure that **Secure API access over HTTPS** parameter, within **Unica Platform > Security > API management > Contact Central**, is set to `Disabled`.

# Chapter 3. Integration of Unica Contact Central

Unica Contact Central integrates with Unica Interact and Unica Journey.

- For information related to integration of Unica Contact Central with Unica Interact, see *Unica Interact Administrator's Guide*.
- For information related to integration of Unica Contact Central with Unica Journey, see *Unica Journey Administrator's Guide*.