



Preface

This preface discusses the objectives, audience, and organization of this document. It also provides sources for obtaining documentation and technical assistance from Cisco Systems.

For information on Obtaining Documentation, Documentation Feedback, Cisco Product Security, Obtaining Technical Assistance, and Obtaining Additional Publications and Information, see the monthly [What's New](#) publication, which lists all new and revised Cisco technical documentation.

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Documentation Objectives

This document describes the tasks and commands necessary to install and configure the Cisco Unified CallConnector for Microsoft Dynamics Customer Relations Management 3.0 (Cisco Unified CallConnector for Microsoft Dynamics CRM, formerly known as Cisco Unified CRM CallConnector) to integrate with Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager), Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express), and Cisco Unified IP Call Control Express (Cisco Unified IPCC Express).

Audience

This document is intended primarily for Cisco Partners and Resellers who install and maintain the Cisco Unified CallConnector for Microsoft Dynamics CRM—developed by Cisco Systems with the support of Microsoft Corporation—to enable small- to medium-businesses (SMBs) and networked branch offices to deploy a more complete CRM solution by connecting Cisco Unified IP Communications with the Microsoft Business Solutions Customer Relationship Management (Microsoft CRM) application.

Documentation Organization

This document includes the following sections:

Table 1 *Document Organization*

Title	Description
Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0 Overview	Description of Cisco Unified CallConnector for Microsoft Dynamics CRM concepts. Includes hardware and software prerequisites.
Installing Cisco Unified CallConnector for Microsoft Dynamics CRM 3.0	Step-by-step procedures to install the software required for the Cisco Unified CallConnector for Microsoft Dynamics CRM.
Configuring the IP Phone Service and XML Display Service	Step-by-step procedures for configuring IP phone service and XML display service.
Integrating Cisco Unified CallConnector for Microsoft Dynamics CRM with Cisco Unified IPCC Express	Step-by-step procedures for integrating Cisco Unified CallConnector for Microsoft Dynamics CRM with Cisco Unified IPCC Express.
Using the Cisco Unified CallConnector for Microsoft Dynamics CRM Client	Description of how to use the Cisco Unified CallConnector for Microsoft Dynamics CRM Client.
Appendix A: Troubleshooting Tips	Troubleshooting tips for the Cisco Unified CallConnector for Microsoft Dynamics CRM.

Additional References

Related Documents

Related Topic	Document Title or URL
Cisco Unified Communications Manager	Cisco Unified Communications Manager technical documentation
Cisco Unified Communications Manager Express	Cisco Unified Communications Manager Express technical documentation
Cisco Unified CCC 2.1	Cisco Unified CRM Communications Connector 2.1
Cisco Unified IPCC Express	Cisco Unified IPCC Express technical documentation
Cisco IOS voice features	See the entire Cisco IOS Voice Configuration Library—including library preface and glossary, feature documents, and troubleshooting information—at http://www.cisco.com/en/US/products/ps6441/prod_configuration_guide/09186a0080565f8a.html

Related Websites

Related Topic	URL
Cisco and Microsoft Website	http://www.ciscomicrosoftsmb.com
Cisco Unified Contact Center Express	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html

Related Support Aliases

Related Topic	Alias
For assistance for Cisco Unified IPCC Express	Ask-icd-ivr-support@external.cisco.com
For assistance for configuring and using Cisco Agent Desktop	Ask-cad@external.cisco.com
For product plans and marketing information	Ask-icd-ivr-pm@external.cisco.com

MIBs

MIBs	MIBs Link
No new or modified MIBs are supported by this feature, and support for existing MIBs has not been modified by this feature.	To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs

Technical Assistance

Description	Link
The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.	http://www.cisco.com/techsupport