



## Preface

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Cisco Finesse Recording	<a href="#">Cisco Finesse Recording</a>	Initial release of document for 11.0(1)
Standalone Cisco Unified Intelligence Center	<a href="#">Standalone Cisco Unified Intelligence Center</a>	Initial release of document for 11.0(1)
Remote Expert Mobile	<a href="#">Remote Expert Mobile</a>	Initial release of document for 11.0(1)
Reporting Scaling Considerations	<a href="#">Reporting Scaling Considerations</a>	Initial release of document for 11.0(1)
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Purge Enhancement	<a href="#">Purge Enhancement</a>	Initial release of document for 11.0(1)

## About This Guide

This guide provides design considerations and guidelines for deploying Cisco Unified Contact Center Express (Unified CCX). This guide assumes that you are familiar with basic contact center terms and concepts. Successful deployment of Unified CCX also requires familiarity with the information presented in the *Cisco Collaboration Systems Solution Reference Network Designs (SRND)*.

## Audience

This guide is primarily for contact center designers and system administrators.

## Related Documents

Document or Resource	Link
<i>Cisco Unified Contact Center Express Documentation Guide</i>	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
cisco.com site for Unified CCX documentation	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Troubleshooting tips for Unified CCX	<a href="http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express">http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express</a>
Virtualization for Unified CCX	<a href="http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express">http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express</a>
cisco.com site for Unified Intelligence Center documentation	<a href="http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
cisco.com site for Cisco Finesse documentation	<a href="http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
cisco.com site for Cisco SocialMiner documentation	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
cisco.com site for Cisco Mediasense documentation	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>

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