



# Cisco Customer Collaboration Platform Documentation Guide, Release 12.5(1)

**First Published:** 2020-01-31

**Last Modified:** 2023-05-15

## Documentation Guide

This documentation guide provides details of all of the documents for this release of Cisco Customer Collaboration Platform (CCP) and contains links to the documents.

For the latest version of all of the Customer Collaboration Platform documents, see . <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>

## Document Changes

The following tables identify the documents that changed for this release. Updated documents are also listed under Collaboration in What's New in Cisco Product Documentation at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>. This service lists new and revised Cisco documentation since the last release of this monthly publication. You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader: [http://www.cisco.com/cdc\\_content\\_elements/rss/whats\\_new/](http://www.cisco.com/cdc_content_elements/rss/whats_new/)

### New Documents in this Release

There are no new documents in this release.

### Documents Updated in this Release

This table lists the documents that are updated in this release:

Document	Notes
Cisco Customer Collaboration Platform Installation and Upgrade Guide, Release 12.5(1)	Updated Upgrading Customer Collaboration Platform. Cisco SocialMiner (SM) has been renamed as Customer Collaboration Platform (CCP).
Cisco Customer Collaboration Platform Developer Guide, Release 12.5(1)	Context Service related information Context Service. Cisco SocialMiner (SM) has been renamed as Customer Collaboration Platform (CCP).

### Documents Retired in this Release

None

# Plan

## Open Source Software Used in Cisco Customer Collaboration Platform

This document contains the licenses and notices for open source software used in Customer Collaboration Platform.

To view the latest open source document, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-licensing-information-listing.html>.

# Install and Upgrade

## Cisco Customer Collaboration Platform Installation and Upgrade Guide

This document describes how to install or upgrade Customer Collaboration Platform.

To view the latest Customer Collaboration Platform Installation and Upgrade Guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-installation-guides-list.html>

## Virtualization for Cisco Customer Collaboration Platform

This document is updated to meet Cisco Customer Collaboration Platform, Release 12.5(1) requirements. To view the page, see [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-customer-collaboration-platform.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-customer-collaboration-platform.html)

## Compatibility with Unified CCX

The compatibility information for Cisco Customer Collaboration Platform provides hardware specifications and compatible third-party software versions for Customer Collaboration Platform with Unified CCX. This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCX, see: <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>

## Compatibility with Unified CCE

The compatibility information for Cisco Customer Collaboration Platform provides hardware specifications and compatible third-party software versions for Customer Collaboration Platform with Unified CCE. This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCE, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

# Reference

## Cisco Customer Collaboration Platform Developer Guide

This document contains information about the APIs used in Customer Collaboration Platform.

The Developer Guide is available on CiscoDevnet, which requires authentication for access. To view the latest Customer Collaboration Platform Developer Guide, see <https://developer.cisco.com/docs/contact-center-express/#!/customer-collaboration-platform-dev-guide>.

## Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at:

<https://tools.cisco.com/security/center/publicationListing.x>

## Related Documentation

This section provides links to documentation for related products.

### Unified Contact Center Express

View the latest documentation for Unified Contact Center Express here:

<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>

### Unified Contact Center Enterprise

View the latest documentation for Unified Contact Center Enterprise here:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>

### Packaged Contact Center Enterprise

View the latest documentation for Packaged Contact Center Enterprise here:

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>

### Hosted Collaboration Solutions for Contact Center

View the latest documentation for Hosted Collaboration Solutions for Contact Center here:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-hcs/tsd-products-support-series-home.html>