Preface

- About This Document, on page i
- Audience, on page i
- Related Documentation, on page i
- Contacting Cisco for Support, on page i
- Documentation Feedback, on page ii

About This Document

This document explains how to install and upgrade Unified CVP. It is prepared for partners and service providers who will be implementing Unified CVP, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

Audience

This guide is intended for network administrators who install or upgrade the Unified CVP software.

Related Documentation

- *Documentation Guide for Cisco Unified Customer Voice Portal*

- *Hardware and System Software Specification for Cisco Unified Customer Voice Portal*

- *Configuration Guide for Cisco Unified Customer Voice Portal*

Contacting Cisco for Support

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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