



## Preface

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## Change History

This table lists and links to changes made to this guide and gives the dates those changes were made.

Change	See	Date
<b>Initial Release of Document for Release 11.5(1)</b>		Aug 10, 2016
Updated HTTPS Support for Unified CVP		
Updated Set Up Tomcat to Present CA-Signed Certificates to Inbound HTTPs Clients		
Updated Router Requery Configuration, Reroute on No Answer Operation with Unified CVP and its sub sections.		

## About This Guide

The *Configuration Guide for Cisco Unified Customer Voice Portal* provides the following information:

- Configuration of Cisco Unified Customer Voice Portal (CVP) components and additional solution components involved in the Unified CVP call path.
- Configuration of high availability and single node for CVP components.

## Audience

This guide is intended for managers, Unified CVP system managers, Cisco Unified Intelligent Contact Management Enterprise (Unified ICME)/ Cisco Unified Intelligent Management Hosted (Unified ICMH) system managers, VoIP technical experts, and IVR application developers, who are familiar with the following:

- Configuring Cisco Gateways
- Configuring Cisco Unified Communications Manager
- ICM Configuration Manager and ICM Script Editor tools for call center operations and management

## Related Documents

- *Compatibility Matrix for Unified CCE*
- *Feature Guide - Writing Scripts for Unified Customer Voice Portal*
- *Operations Guide for Cisco Unified Customer Voice Portal*

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). RSS feeds are a free service.

## Documentation Feedback

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