Preface

- Change History, on page i
- About This Guide, on page ii
- Audience, on page ii
- Related Documents, on page ii
- Communications, Services, and Additional Information, on page iii
- Documentation Feedback, on page iii

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Added **Call Flow for the Unified CVP VXML Server (Standalone) Call Flow Model using Cisco VVB**	Unified CVP Call Flow Models	March 2021
Added **Example: Dial-Peer for Standalone Call Flow Model with Cisco VVB**	Gateway Configuration	March 2021
Added **Secure JMX Communication Between CVP Components**	Unified CVP Security	December 2020
Updated steps for protocol redirection from HTTP to HTTPS in **Tomcat Level Configuration**	Configurable HTTP Security Headers	April 2020
Updated the **Secure JMX Communication between OAMP and CallServer using Mutual Authentication** section and added **Securing System CLI** section	Unified CVP Security	

Change	See	Date
Added the **Configuration Changes for Ghostcat Vulnerability** section	Unified CVP Security	February 2020
Initial Release of Document for Release 12.0(1)		January 2019
Added secure JMX communication with mutual authentication	Secure JMX Communication between OAMP and Call Server using Mutual Authentication	
Added secure GED communication	Secure GED 125 Communication between Call Server and ICM	
Updated Tomcat version	Tomcat Update	
Updated JRE version	Java Runtime Environment Minor Update	

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*

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

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Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

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