



## Preface

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## Change History

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

| Change   | See | Date         |
|--|-----|--------------|
| <b>Initial Release of Document for Release 12.5(1)</b> |     | January 2020 |

## About this Guide

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

- Describes serviceability features on Unified CVP on non-Windows boxes.
- Describes how to configure external events and how to set trace levels and log levels.

## 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

- *Hardware and System Software Specification for Cisco Unified Customer Voice Portal*
- *Solution Design Guide for Cisco Unified Contact Center Enterprise*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Feature Guide - Writing Scripts for Unified Customer Voice Portal*

## Communications, Services, and Additional Information

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## Documentation Feedback

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