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Change History

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

Change	See	Date
Initial Release of Document for Release 12.6(1)		May 2021
Added Contact Center AI section	Cisco Unified Customer Voice Portal	May 2021

About This Document

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

- Understand the Operations Console interface and how it is used for configuration, error handling, and Control Center operations.
- Manage devices and Cisco Unified CVP users.
- Perform bulk administration, SNMP agent setup, and launch tools.

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

- *Solution Design Guide for Cisco Unified Contact Center Enterprise*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Installation and Upgrade Guide for Cisco Virtualized Voice Browser*
- *Developer Guide for Cisco Virtualized Voice Browser*
- *Solution Port Utilization Guide for Cisco Unified Contact Center Solutions*
- *Operations Guide for Cisco Virtualized Voice Browser*

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Documentation Feedback

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