



## Preface

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- [Change History](#), on page i
- [About This Guide](#), on page i
- [Audience](#), on page i
- [Related Documents](#), on page ii
- [Communications, Services, and Additional Information](#), on page ii
- [Field Alerts and Field Notices](#), on page iii
- [Documentation Feedback](#), on page iii
- [Conventions](#), on page iii

## Change History

This table lists the major changes made to this guide. The most recent changes appear at the top.

Changes	Section	Date
Initial Release of Document for Release12.0(1)		January, 2019

## About This Guide

This manual describes the ICM-to-ICM Gateway feature that is part of Cisco Unified Contact Center Enterprise (Unified CCE). It discusses ICM-to-ICM Gateway functionality, architecture, and call flows and provides step-by-step instructions for configuring ICM systems for ICM-to-ICM Gateway user.

## Audience

This manual is intended primarily for system administrators who are responsible for configuring ICM systems for ICM-to-ICM Gateway use.

## Related Documents

*Table 2: Unified CCE documents and resources*

Document or resource	Link
<i>Solution Design Guide for Cisco Unified Contact Center Enterprise</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html</a>
<i>Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html</a>
<i>Contact Center Enterprise Compatibility Matrix</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html</a>
<i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html</a>
<i>Configuration Guide for Cisco Unified ICM-Contact Center Enterprise</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html</a>
<i>Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise</i>	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html</a>

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### 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.

# Field Alerts and Field Notices

Note that Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Field Alert and Cisco Field Notice mechanisms. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into [www.cisco.com](http://www.cisco.com); then access the tool at: <http://www.cisco.com/cisco/support/notifications.html>

## Documentation Feedback

You can provide comments about this document by sending email to the following address:

[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

## Conventions

This manual uses the following conventions:

Convention	Description
<b>boldface font</b>	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"> <li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco CRS Installation Guide</i>.</li> </ul>
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example:               <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>

Convention	Description
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"><li data-bbox="764 338 1442 401">• For arguments where the context does not allow italic, such as ASCII output.</li><li data-bbox="764 422 1471 485">• A character string that the user enters but that does not appear on the window such as a password.</li></ul>