Preface

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Change History

Change	See	Date
Initial Release of Document for Release 12.0		January 2019
Updated topic under chapter Preparation for Unified Intelligence Center	Install VMware ESXi	

About This Guide

This guide explains how to install and upgrade Unified Intelligence Center.

Audience

This guide is prepared for partners, specialists, and system administrators who are responsible for the installation of Unified Intelligence Center.

> **Note** This document might not represent the latest Cisco product information available. Obtain the most current documentation at this URL:
> https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html.

Related Documentation

This section presents information about product components that are deployed with Unified Intelligence Center.

Cisco Unified Contact Center Express

For Unified CCX documentation, see:
https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html.

Cisco Packaged Contact Center Enterprise

For Cisco Packaged Contact Center Enterprise documentation, see:
https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html.

Cisco Finesse

For Finesse documentation, see:
https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html.

Cisco Unified Contact Center Enterprise

For Unified CCE documentation, see:
https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html.

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.

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