



## Preface

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## Purpose

This document provides installation and upgrade information about contact center components and configurations that have been tested and verified as a part of Cisco Unified Communications System testing. It consists of two parts:

- Part 1: System Installation for Contact Center—Provides the system-level information required to install contact center components in Cisco Unified Communications System Release 9.0(1).
- Part 2: System Upgrade for Contact Center—Provides the system-level information required to upgrade contact center components from Cisco Unified Communications System Release 8.5(1) to Cisco Unified Communications System Release 9.0(1).



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**Note**

Many of the contact center component names have changed as part of Cisco Unified Communications System releases. Only the latest product names are used in this document, even when referencing products from previous releases.

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For a complete list of contact center products included in Cisco Unified Communications System Release 9.0(1), see the Software Version Matrix in [Preparation for system installation](#).

## Audience

This document is intended for system administrators who are familiar with the various hardware and software components included in the Cisco Unified Communications System family of contact center products. Readers

should have the technical and product knowledge to install, configure, manage, and troubleshoot the system described.

## Organization

The document is divided into the following chapters:

Chapter	Description
Part 1: System Installation for Contact Center	
<a href="#">System installation planning</a>	Provides an overview of the system installation, a list of components in a typical contact center environment, and different installation strategies.
<a href="#">Preparation for system installation</a>	Discusses the general approach for the installation of contact center components, installation release set versions, and software dependencies and considerations.
<a href="#">System installation</a>	Provides information about the installation order and process for all contact center components configured in specific deployment models.
Part 2: System Upgrade for Contact Center	
<a href="#">System upgrade planning</a>	Provides an overview of the system upgrade requirements, the targeted release sets involved in the upgrade process, and upgrade paths and strategies.
<a href="#">System upgrade preparation</a>	Discusses the general upgrade approach for the different contact center components, upgrade release versions, and software compatibility considerations.
<a href="#">System upgrade</a>	Provides information about the upgrade order and process for all contact center components configured in specific deployment models.

## Related documentation

The Cisco Unified Communications System Technical Information Site at:

<http://www.cisco.com/go/unified-techinfo>

contains system-level documentation, resources, and training. This site provides a suite of interactive documentation that covers details of the system architecture and components, installation and upgrade information, troubleshooting, topology diagrams, and related information.

The sites specific to IP telephony or contact center system applications for Cisco Unified Communications System Release 9.0(1) are:

- Cisco Unified Communications System for Contact Center Release 9.0(1) at:  
<http://www.cisco.com/cisco/web/docs/iam/unified/ipcc901/index.html>
- Cisco Unified Communications System for IP Telephony Release 9.0(1) at:  
<http://www.cisco.com/cisco/web/docs/iam/unified/ipt901/index.html>

## Documentation and service requests

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

