Cisco Jabber Guest Configuration

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Introduction

This page provides configuration information for Cisco Jabber Guest (Jabber Guest) in a Cisco Unified Contact Center Express (Unified CCX) environment.

The intended audience should be able to perform system-level configuration of Cisco Collaboration components and deployments and be familiar with Cisco Collaboration products.

The configuration information is based primarily on system testing performed during Cisco Collaboration Systems Release 11.0(1).

This topic does not contain detailed step-by-step procedures. For detailed information about installing, configuring, and administering products, see related product documentation.

Design

For information on design considerations and guidelines for deploying Unified CCX:

- Cisco Unified Contact Center Express Design Guides

For Information on design considerations and guidelines for deploying Jabber Guest:

- Cisco Jabber Guest Server 10.6 Installation and Configuration Guide

Topologies

This section provides information about the Jabber Guest deployment in a Unified CCX environment.

For information on specific deployments and sites where Jabber Guest testing was performed, see Cisco Unified Contact Center Express Test Bed for Collaboration Systems Release 11.0(1).

Figure 1. Collaboration Systems Release 11.0(1): Unified CCX Test Architecture

Unified Contact Center Express Test Architecture
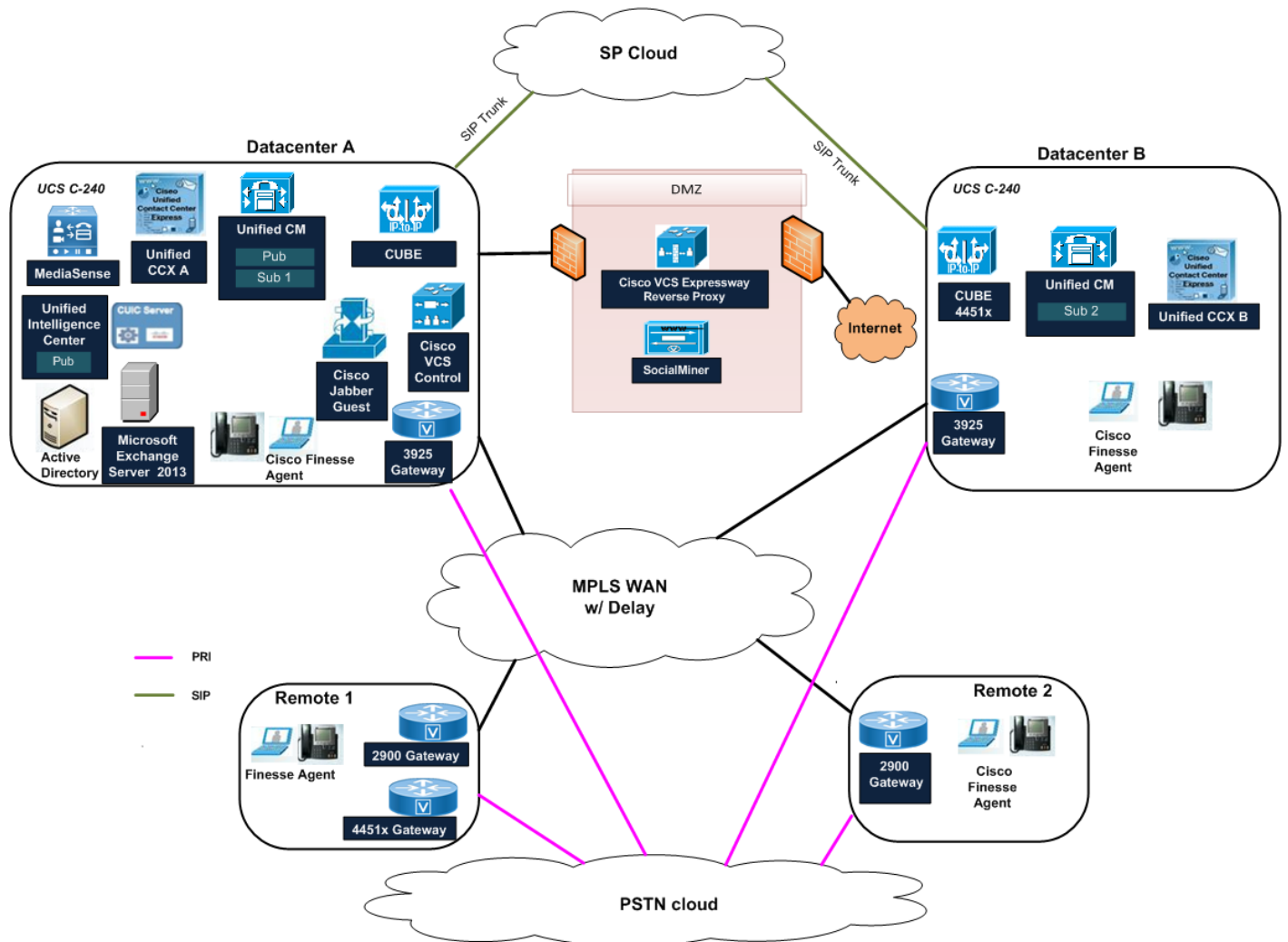

Component Deployment

During Cisco Collaboration Systems Release 11.0 testing, various components were installed and tested.

- Unified Communications Manager: 11.0.1.20000-2

- Unified CCX: 11.0.1.10000-75

- IM and Presence Service: 11.0.1.10000-6

- Cisco IOS: 15.5.3(M)

- Jabber Guest: 10.6.6.53

- Cisco VCS E: 8.6 RC1

- Cisco VCS C: 8.6 RC1

Call Flow Diagram

The following is a graphical representation of Jabber Guest call flow in a Unified CCX environment.

Figure 2. Jabber Guest Call Flow
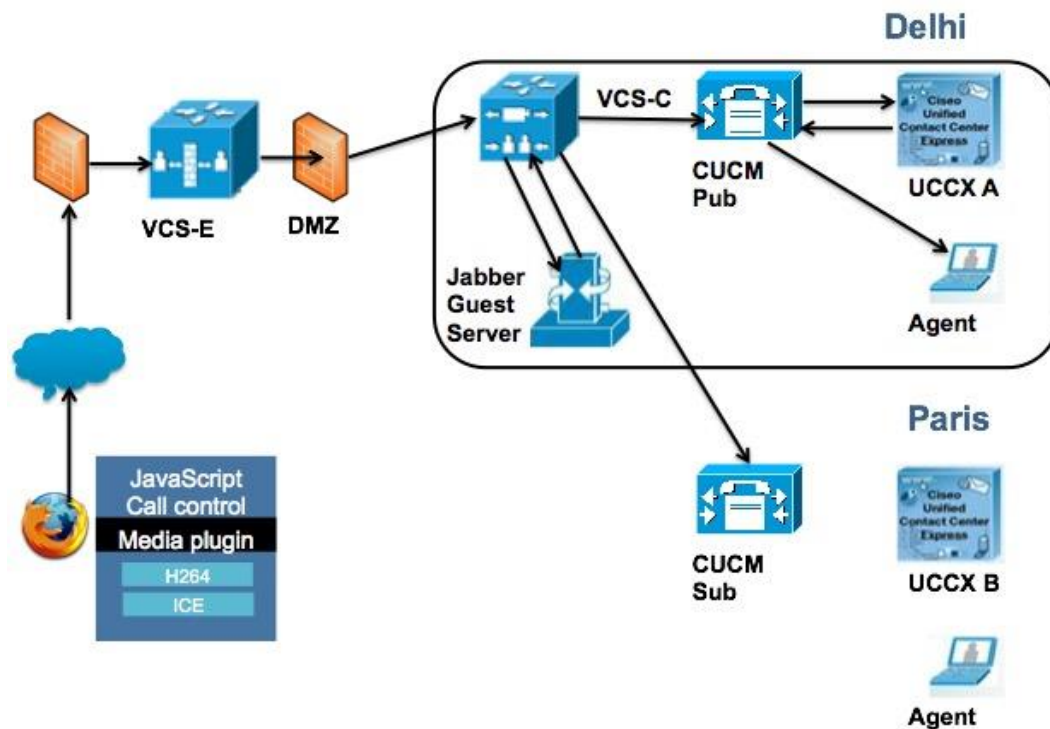
Configuration

This section provides the high-level tasks and related information for configuring Jabber Guest in a Unified CCX environment.

The following table provides this information:

- Configuration Tasks: List of high-level configuration tasks

- System Test Specifics: System test variations from procedures and settings documented in the product documentation.

- More Information: Links to product documentation for detailed configuration information related to the high-level tasks.

Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Jabber Guest in Unified CCX Environment Configuration

Configuration Tasks	System Test Specifics	More Information

Configuration Tasks	System Test Specifics	More Information
1. Configure the Unified CM server.		Unified Communications Manager Install and Upgrade Guides
2. Configure Unified CM for the Unified CCX.		Cisco Unified Communications Manager Configuration Guides
3. Configure Unified CCX.		Cisco Unified Contact Center Express Install and Upgrade Guides
4. Configure Jabber Guest.		Cisco Jabber Guest Server 10.6 Installation and Configuration Guide

Related Documentation

- Cisco Unified Contact Center Express Design Guides

- Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR

- Cisco Jabber Guest Server 10.6 Installation and Configuration Guide

- System Release Notes for Contact Center: Cisco Collaboration Systems Release 11.0(1)

- For information on the IOS commands used to configure infrastructure components, see Configuration Command Files for Unified CCX.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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