Cisco Collaboration Solutions Design Guidance

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The documents and other resources listed here provide design guidance, recommendations, and assistance for deploying Cisco Collaboration solutions. Collaboration solutions can include technologies for: voice and video communications, voice messaging, conferencing, instant messaging and presence, customer contact centers, business-to-business communications, PSTN access, and mobile and remote Internet access.

Cisco offers two main types of design guidance for collaboration solutions:

• **Preferred Architectures (PAs)**
  Cisco has developed, tested, and documented Preferred Architectures that provide recommended deployment models for specific market segments based on common use cases. The PAs incorporate a subset of products from the Cisco Collaboration portfolio that is best suited for the targeted market segment and defined use cases. The PAs are prescriptive, out-of-the-box, and built to scale with an organization as its business needs change. This prescriptive approach simplifies the integration of multiple system-level components and enables an organization to select the deployment model that best addresses its business needs.

• **Solution Reference Network Designs (SRNDs)**
  Cisco Solution Reference Network Designs provide detailed design guidelines, recommendations, and deployment models to help sales teams and customers design Collaboration solutions to meet specific requirements that are not covered by the Preferred Architectures.
Cisco Preferred Architectures provide customers and sales teams with prescribed deployment models for Cisco Collaboration solutions that are specifically tailored for two main market segments:

- Midmarket — Small and medium businesses
- Enterprise — Large businesses

Within these market segments, there are Preferred Architectures for full collaboration (voice and video), voice-only, and video-only deployments. The Preferred Architectures are documented in design overviews and technology design guides (CVDs) available at:

Design Zone for Collaboration

Solution Reference Network Designs (SRNDs)

The SRNDs provide detailed design guidelines, recommendations, and models for deploying Cisco Collaboration, Unified Communications, and Contact Center solutions.

Cisco Collaboration and Unified Communications SRNDs

The following documents and resources provide system-level design models, guidelines, and recommendations for deploying Cisco Collaboration and Unified Communications solutions.

Current Design Guides

These documents have been updated recently:

- Cisco Collaboration System 11.x Solution Reference Network Designs (SRND)
- Cisco Collaboration System 10.x Solution Reference Network Designs (SRND)
- Real-Time Traffic over Wireless LAN Solution Reference Network Design Guide

Archived Design Guides

These documents are no longer being updated:

- Cisco Collaboration 9.x Solution Reference Network Designs (SRND)
- Cisco Unified Communications System 9.0 SRND
- Cisco Unified Communications System 8.x SRND
- Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 7.x
Related Documents

The following documentation provides additional technical information about deploying Cisco Collaboration and Unified Communications solutions.

- Other Cisco Unified Communications System documentation
- Cisco Unified Communications Manager product documentation
- Cisco Business Edition 7000 product documentation
- Cisco Business Edition 6000 product documentation
- Cisco Business Edition 5000 product documentation
- Cisco Business Edition 3000 product documentation
- Cisco Unified Communications Manager Express product documentation
- Cisco MediaSense product documentation
- Cisco Interoperability Portal
- Design Zone for Cisco Collaboration
- Design Zone for Cisco Unified Communications

Partner Resources

The following resources help simplify and automate the solution design and deployment process. They are available to Cisco employees and partners only, and a valid login account is required to access them.

- **Collaboration Virtual Machine Placement Tool (VMPT)**
  The Collaboration Virtual Machine Placement Tool (VMPT) helps determine how to place the virtual machines together on the Cisco Unified Computing System (UCS) servers, which will ultimately determine how many UCS servers are required for the solution.

- **Cisco Collaboration Sizing Tool**
  The Cisco Collaboration Sizing Tool assists system engineers with hardware sizing of large or complex Cisco Collaboration System solutions including call control, contact center, voice messaging, conferencing and collaboration, presence, and voice gateways. The Sizing Tool estimates resource utilization and hardware requirements for the solution.
Cisco Unified Contact Center SRNDs

The following documents and resources provide design guidance for deploying Cisco Unified Contact Center solutions.

Design Guides

- Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND) Guides
- Cisco Unified Contact Center Express Solution Reference Network Design (SRND Guides
- Cisco Unified Customer Voice Portal (CVP) Solution Reference Network Design (SRND) Guides
- Cisco Unified Web and E-Mail Interaction Manager Solution Reference Network Design Guides
- Cisco Unified Intelligence Center Solution Reference Network Design (SRND) Guides

Related Documents

The following documentation provides additional technical information about deploying Cisco Unified Contact Center solutions.

- Cisco Unified Contact Center Enterprise product documentation
- Cisco Unified Contact Center Express product documentation
- Cisco Unified Customer Voice Portal product documentation
- Cisco Unified E-Mail Interaction Manager product documentation
- Cisco Unified Intelligence Suite and Intelligence Center product documentation

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- Cisco Customer Contact Solutions Ordering Guide
  This document describes the pricing, licensing structure, and ordering processes for Cisco Unified Customer Voice Portal (CVP), Unified Contact Center Express (CCX), Unified Contact Center Enterprise (CCE), Finesse, SocialMiner, Unified ICM Enterprise (ICME), Unified IP IVR, MediaSense, Unified Computing System (UCS), Customer Contact SolutionsPlus, and Unified Intelligence Center, as part of the Cisco Customer Collaboration solutions release. It also provides links to a number of ordering and quoting tools.