

Accessing/Printing Cisco Unified CCX Documentation

Cisco Unified CCX product documentation is available in PDF format on-line at: http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

To access/Print PDF files, install Adobe Acrobat Reader from <http://www.adobe.com>.



Accessing MRCP ASR and TTS Documentation

Your Cisco Unified CCX purchase includes the Media Resource Control Protocol (MRCP) Automated Speech Recognition (ASR) and the MRCP Text-to-Speech (TTS) client components. To obtain required documentation, contact Nuance, the speech vendor.

Accessing Multichannel Documentation

Multichannel reports are specific to Cisco Unified E-Mail Interaction Manager (Cisco Unified EIM) and Cisco Unified Web Interaction Manager (Cisco Unified WIM). Product documentation is available at <http://www.cisco.com/go/eim> and <http://www.cisco.com/go/wim>.

Accessing Unified WFO Documentation

Product documentation for the optional Cisco Unified Workforce Optimization (Cisco Unified WFO) bundle for the Cisco Unified CCX platform is available at http://www.cisco.com/en/US/products/ps8293/tsd_products_support_series_home.html.

Obtaining Technical Support

To open a request for technical assistance with Cisco Unified CCX, contact the Cisco support provider in one of the following ways:

Online:	http://www.cisco.com/tac/
E-mail:	tac@cisco.com ("Cisco Unified Contact Center Express" in Subject line)
Phone:	In North America: 800 553-2447, Outside North America: 408 526-7209

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883



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Printed in the USA on recycled paper containing 10% postconsumer waste.
DUC-7818304=
78-18713-01

RESOURCES CARD



Cisco Unified Contact Center Express 7.0

Cisco Unified Contact Center Express and Cisco Unified IP IVR Release 7.0

This Resources Card lists information available to users of the Cisco Unified Contact Center Express¹ (Cisco Unified CCX), Release 7.0 software.

This card contains information about the following topics:

- The inside of the card provides a listing of the Cisco Unified CCX documentation, indicating applicable products and audience.
- The back page of the card describes how to:
 - Access and print Cisco Unified CCX documentation
 - Access MRCP ASR and TTS documentation
 - Obtain technical support

1. Cisco Customer Response Solutions (Cisco CRS) will be known as Cisco Unified Contact Center Express (Cisco Unified CCX), effective Cisco Unified CCX 7.0(1) and later. This name is applicable to all Cisco CRS products, platforms, engines, and solutions. For ex, Cisco CRS Engine will be known as Cisco Unified CCX Engine.

This documentation describes...	Target Audience	Unified CCX	Unified IP IVR
<i>Getting Started with Cisco Unified CCX</i> —A starting point document for Cisco Unified CCX. Provides installation and configuration information for the Standard, Enhanced, and Premium packages.	Admin/AppDev	X	
<i>Getting Started with Unified IP IVR</i> —A starting point document for Cisco Unified IP IVR. Provides installation and configuration information for Unified IP IVR.	Admin/AppDev		X
<i>Release Notes</i> —Information about new features, late-breaking changes, and resolved, closed, and known issues. (Note: Read this document before installing and using the Cisco Unified CCX software.)	All	X	X
<i>Cisco Unified CCX Software and Hardware Compatibility Guide</i> —List of the supported Cisco Unified CCX product set combinations, by Cisco Unified CCX release.	All	X	X
<i>Unified CCX Solution Reference Network Design</i> —Provides system-level best practices and design guidance for the Cisco Unified CCX.	All	X	X
<i>Unified IP IVR and Unified CCX Port Utilization Guide</i> —provides a list of the TCP and UCP ports used by both products.	All	X	X
<i>Cisco Unified CCX Installation Guide</i> —Overview of deployment options; how to install, upgrade, recover, repair, uninstall, and patch Cisco Unified CCX; how to change a Cisco Unified CCX deployment.	All	X	X
<i>Cisco Unified CCX Administration Guide</i> —How to use the Cisco Unified CCX Administration interface to configure and manage Cisco Unified CCX.	Admin/AppDev	X	X
<i>Cisco Unified CCX Database Schema</i> —Information about the Cisco Unified CCX data organization and database table details.	Admin/AppDev	X	X
<i>Cisco Unified CCX Servicing and Troubleshooting Guide</i> —How to use Serviceability to monitor and troubleshoot the Cisco Unified CCX components, including troubleshooting tips for the Cisco Unified CCX components.	Admin/AppDev	X	X
<i>Cisco Unified CCX Scripting and Development Series: Volume 1, Getting Started with Scripts</i> —Information about the properties of each Cisco Unified CCX Editor. <i>Volume 2, Editor Step Reference</i> —How to use the Cisco Editor interface to create interactive scripts. <i>Volume 3, Expression Language Reference</i> —Describes the language used for evaluation expressions in the Cisco Unified CCX scripts, Cisco Unified CCX prompt templates, and Cisco Unified CCX grammar templates.	Admin/AppDev	X	X
<i>Cisco Unified CCX CTI Protocol Developer Guide</i> —Provides descriptions of how to use the Cisco Unified CCX CTI protocol messages, Cisco Unified CCX CTI protocol message definitions, and client application development guidelines. See www.cisco.com/go/developersupport .	Engineers ¹ /Specialized Partners ²	X	
<i>MS SQL Server 2000 for Cisco Unified CCX Resources Card</i> —How to install MS SQL Server 2000 for use with the Cisco Unified CCX.	Admin/AppDev	X	X
<i>Installing Cisco Security Agent for Cisco Unified CCX</i> —Installation instructions and information for the Cisco Security Agent for Cisco Unified CCX.	Admin/AppDev	X	X
<i>Cisco Unified CCX Historical Reports User Guide</i> —How to use the Cisco Unified CCX Historical Reports client interface and descriptions of historical reports.	Admin/ IP Sup	X	X
<i>Cisco Unified CCX Historical Reporting Administrator and Developer Guide</i> —How queries are designed for the Cisco Unified CCX historical reports, how database records are written for call scenarios, how to share historical reports via the web, how to create custom reports, how to export historical reports, answers to frequently asked questions.	Admin/AppDev	X	X
<i>Cisco CAD Installation Guide</i> —How to install the Cisco Agent Desktop (CAD), Cisco Supervisor Desktop, and Cisco Desktop Administrator.	Administrators	X	
<i>Cisco Desktop Administrator User Guide</i> —How to use the Cisco Desktop Administrator interface to configure and administer CAD products.	Administrators	X	
<i>Cisco CAD Service Information</i> —Technical and troubleshooting information for the Cisco Desktop products.	Admin/AppDev	X	
<i>Cisco Agent Desktop User Guide</i> —How to use the CAD interface to control calls.	Agents	X	
<i>Cisco IP Phone Agent User Guide</i> —How to use the Cisco IP Phone Agent service interface to control calls.	Agents	X	
<i>Cisco Supervisor Desktop User Guide</i> —How to monitor agent activity and skill group statistics.	Supervisors	X	

1. Cisco Technology Developers Program engineers.

2. Unified Communications Specialized reseller partner base.