



Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide

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This document lists supported product combinations for the Cisco Unified Contact Center Enterprise (Unified CCE). Product Sets are sorted by Cisco Unified CCE version. Sections include:

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Document Scope / Additional Information Sources

This section qualifies the scope of this document and lists source of further information:

For Information on:	Scope / Further Reading:
Unified CCE Compatibility with Service/Maintenance Releases	Except where specifically noted otherwise (in the tables below), Unified CCE supports all service/maintenance releases for compatible component versions. Cisco recommends that you run the latest available service/maintenance releases for Unified CCE components. For more information on the Unified CCE software maintenance strategy, see the <i>Cisco ICM/IPCC Enterprise Maintenance Support Strategy</i> , available at: http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html
Component Versions Supported During Upgrade	This document lists component versions supported for new installs and full upgrades. It <i>does not</i> list component versions that may be temporarily supported during an upgrade period. Consult the <i>Upgrade Guide for Cisco Unified ICM/IPCC Enterprise & Hosted Editions</i> for your Unified CCE version for a list of any additional component versions supported during upgrade at: http://cisco.com/en/US/products/sw/custcosw/ps1001/prod_installation_guides_list.html



For Information on: Scope / Further Reading: (continued)

OS and Third-Party Software Compatibility	<p>To verify operating system, database, and third-party software (that is, anti-virus, Web browser, remote administration) compatibility, consult the <i>Cisco ICM/IPCC Enterprise & Hosted Editions Hardware and System Software Specifications (Bill of Materials)</i> specific to your Unified CCE version at: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html</p> <p>The <i>Cisco Unified Communications Manager Compatibility Matrix</i> and related support information is available at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html</p> <p>The <i>Cisco Agent Desktop Feature Matrix</i> and data sheets available at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html</p>
Unified CCE Component End of Life Notices	<p>Find out when a Cisco product has reached its end of life and what product upgrade and substitution options are available at: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_eol_notices_list.html</p> <p>Because <i>this</i> guide lists component versions until they reach last-date-of-support (the final stage in the end-of-life process) some of the component versions listed herein may have reached end-of-sale or end-of-software-maintenance-release.</p>

General Compatibility Notes and Limitations

This section lists compatibility notes and limitations general across Unified CCE releases. Please see the Notes column in following sections for any platform-specific limitations.

Component: Notes:

Phones	<p>The following general limitations pertain to IP phones used with Unified CCE Enterprise deployments:</p> <ul style="list-style-type: none"> • 3rd Party SIP Phones are <i>not supported</i> as contact center agent phones. The SIP protocol standard does not include the necessary messaging for 3rd Party Call Control (3PCC). Unified CCE relies on CTI capabilities on the SIP phones which 3rd party phones do not have. As an alternative, you may choose to deploy the Mobile Agent solution to enable Cisco Unified CCE and Contact Center Hosted (CCH) to use any phone as an agent phone. Please consult with your Cisco Sales Engineer for additional detail on this configuration. • To use the Cisco Wireless IP Phone 7920/21 as an agent phone and as a Cisco IP Phone Agent, consult and follow the Cisco Wireless IP Phone 7920/21 Design and Deployment Guide to ensure proper operation. It is available at: http://www.cisco.com/go/srnd • 7910, and 7912 IP phones do not support the Desktop Silent Monitor feature. The 7910+SW phone <i>does</i> support this feature. • Device Packs are needed for Cisco Unified Communications Manager (Unified CM) support of phones. • IP Communicator is not supported with Cisco Agent Desktop (CAD) IP Phone Agent. • Unified CM based Silent Monitor supported only with Unified CM 6.0 or greater, and 7941, 7942, 7945, 7961, 7962, 7965, 7971, and 7975 phones. • See the Cisco Unified Communications Manager Compatibility Guide for SIP and other phone protocol support. • Cisco IP Phones 7910, 7912, 7940, 7960 are not supported with Remote Silent Monitoring.
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Component: **Notes: (continued)**

- System PG Deployments The following general limitations pertain to Unified CCE deployments that use the System PG:
- E-Mail Manager Option, Web Collaboration Option (both end of life products) as well as E-Mail Interaction Manager and Web Interaction Manager (Unified EIM/WIM) are not supported with deployments that use the System PG. For Unified EIM/WIM documentation, see [Cisco Unified E-Mail Interaction Manager](#) and Cisco Unified Web Interaction Manager
- Cisco Unified Intelligent Suite (CUIS) 7.5(x)
- CUIS 7.5(x) is supported on Unified CCE/Unified ICM 7.5(x).
 - CUIS 7.5(x) is backward compatible with Unified CCE /Unified ICM 7.2 (x).

Unified CCE Parent / Child Deployment Compatibility

For a Parent / Child deployment, the Gateway PG (Parent) and the System PG (Child) must be compatible within **one** minor release version of variance.

	Unified CCE	Parent (gateway) PG				Child (system) CC			
		7.0(x)	7.1(x)	7.2(x)	7.5(x)	7.0(x)	7.1(x)	7.2(x)	7.5(x)
Child (system) PG	7.0(x)	Yes	Yes	No	No	Yes	Yes	Yes	Yes
	7.1(x)	Yes	Yes	Yes	No	No	Yes	Yes	Yes
	7.2(x)	No	Yes	Yes	No	No	No	Yes	Yes
	7.5(x)	No	No	No	Yes	No	No	No	Yes
Parent (gateway) PG	7.0(x)	Yes	No	No	No				
	7.1(x)	Yes	Yes	No	No				
	7.2(x)	Yes	Yes	Yes	No				
	7.5(x)	Yes	Yes	Yes	Yes				



Unified CCE Platform Compatibility

Unified CCE 7.5(x) Notes:

1. **Unified Expert Advisor** requires:

- Unified CCE 7.2(3) + or CCE 7.5(5) +
- Cisco Unified Personal Communicator 7.0 OR Microsoft Office Communicator Server (and client) 2007 R2
- Cisco Unified Presence 7.0
- CVP 4.1(1) or 7.0(2) +

2. There is no IP Queue Manager for CRS 4.5(2) (IP IVR)

3. **Remote Silent Monitoring** is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x)

4. **Unified E-Mail and Web Interaction Manager (Unified EIM/WIM):**

- Unified EIM/WIM 4.2(5) can be used standalone only. These products cannot be integrated with Unified CCE 7.5(5).
- Unified EIM/WIM 4.3(1) integrates only with Unified CCE 7.5(6), not with other 7.5 MRs.

Unified CCE 7.5(x) Product Sets

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM	CRM	Remote Silent Monitoring	CCMP	IP Phones
7.1(3)	IP IVR 7.0(1) CVP 7.0(2) (Recommended) 4.1(1)	7.5(5)	7.5(5)	7.6(1)	Unified EIM/WIM 4.3(1)	CRM for Siebel 7.5(5) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1	1.0(2)	7.5	69XX-RT, 79XX-TNP, 8961, 9951, 9971 (9.0(0) FW), 9971 (9.0(1) FW) 7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0
7.1(2)	IP IVR 7.0(1) SR2 CVP 7.0(2) (Recommended) 4.1(1)	7.5(5)	7.5(5)	7.6(1)	Unified EIM/WIM 4.3(1)	CRM for Siebel 7.5(5) CRM for SAP 1.0(1) CRM for PeopleSoft 1.0(1) CRM for Salesforce 1.0(1) CRM for Microsoft Dynamics CRM 1.0(1)	1.0(2)	7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0



Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM	CRM	Remote Silent Monitoring	CCMP	IP Phones
7.0(2)	IP IVR 7.0(1) CVP 7.0(2) 4.1(1)	7.5	4.7	7.6(1)	Unified EIM/ WIM 4.3(1)		1.0(2)	7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0
7.0(1)	IP IVR 7.0(1) CVP 7.0(2) 4.1(1)	7.5	4.7	7.6 (1)	Unified EIM/ WIM 4.3(1)		1.0(2)	7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 7.0(2) 4.1(1) 4.0(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)		1.0(2)	7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
6.0	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 4.1(1) 4.0(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)

Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM	CRM	Remote Silent Monitoring	CCMP	IP Phones
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.0(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1), 2.0(2), 2.0(1)
5.0(3)	IP IVR 4.5(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.0(2), 2.0(1)
5.0(2)	IP IVR 4.5(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.0(2), 2.0(1)



Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM	CRM	Remote Silent Monitoring	CCMP	IP Phones
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.0(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.0(2)	7.5	4.7		Unified EIM/ WIM 4.3(1)			7.5	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)

Unified CCE 7.2(x) Notes:

1. Unified CVP 7.0(1) requires Unified CCE 7.2(3) or greater
2. Unified EIM/WIM 4.2(x) requires Unified CCE 7.2(2) up to 7.2(7)
3. Unified EIM/WIM 4.3(1) requires Unified CCE 7.2(7)
4. Although the Unified EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(1), 4.2(2), 4.2(3), 4.2(4), and 4.2(5)A releases.
5. There is no IP Queue Manager for CRS 4.5(2) (IP IVR)
6. Remote Silent Monitoring is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x)

Unified CCE 7.2(x) Product Sets								
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web Option	Remote Silent Monitoring	CCMP	IP Phones
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 7.0(2) 4.1(1) 4.0(2)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	1.0(2)	7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
6.0	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 4.1(1) 4.0(2)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)



Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web Option	Remote Silent Monitoring	CCMP	IP Phones
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2) CVP 4.0(2) 3.1(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2) CVP 3.1(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)



Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web Option	Remote Silent Monitoring	CCMP	IP Phones
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.3(1)	IP IVR 6.0(1) 4.1(1) CVP 3.1(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.1(1) 4.0(2) 3.1 SR2	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.0(2) 3.1(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)

Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web Option	Remote Silent Monitoring	CCMP	IP Phones
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2) CVP 4.0(2) 3.1(0) 3.0(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 7920/21 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2) CVP 3.1(0) SR 1 3.0(0)	7.2	4.7		Unified EIM/WIM 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0		N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)

Unified CCE 7.1(x) Notes:

1. There is no IP Queue Manager for CRS 4.5(2) (IP IVR)
2. Unified EIM/WIM require Unified CCE 7.1(3) or greater MR
3. Although the Unified EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(1), 4.2(2), 4.2(3), 4.2(4), and 4.2(5)A releases.
4. CVP 3.1 SR1, CVP 3.1 SR2, CVP 4.0(2), and CVP 4.1(1), require Unified CCE 7.1(2) or greater

Unified CCE 7.1(x) Product Sets						
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified EIM/WIM Integrated E-Mail and Web Option	CCMP	IP Phones
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2) CVP 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)

Unified CCE 7.1(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified EIM/WIM Integrated E-Mail and Web Option	CCMP	IP Phones
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(1)	IP IVR 6.0(1) 4.1(1) CVP 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2 3.0(0)	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2) CVP 3.1 SR1 3.0(0)	7.1	4.7	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicator

Unified CCE 7.0(x) Notes:

1. ICM 7.0(0) requires SR3 or greater for compatibility with Unified CM 5.x(x)
2. There is no IP Queue Manager for CRS (IP IVR) release 4.5(2)
3. Unified CM 4.2 requires CAD 7.0(1) or greater
4. **CVP:**
 - CVP 3.1 SR1 and CVP 3.1 SR2 require Unified CCE 7.0 SR3 or greater
 - CVP 4.0 and CVP 4.1(1) require ICM 7.0(4) or greater
 - CVP 4.x requires ICM 7.0 (4) or greater

Unified CCE 7.0(x) Product Sets					
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI Desktop	Integrated E-Mail and Web Option	IP Phones
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 3.1 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2) CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2) CVP 3.1 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(1)	IP IVR 6.0(1) IP IVR 4.1(1) CVP 3.1(0)	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)

Unified CCE 7.0(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI Desktop	Integrated E-Mail and Web Option	IP Phones
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2) CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR1 3.0 SR2	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2) CVP 3.1 SR1 3.0(0)	7.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7920 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)

Unified CCE 6.0(x) Notes:

1. Unified CM 3.3(4), Unified CM 3.3(5), Unified CM 4.2(1) and Unified CM 4.2(3) require ICM 6.0 SR1 or greater
2. Unified CM 4.0(2a) ES 15 or greater
3. CVP 3.0 and CVP 3.1 require ICM 6.0 SR1 or greater

Unified CCE 6.0(x) Product Sets					
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CTI OS server	CTI Desktop	Integrated E-Mail, and Web Option	IP Phones
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7960 7940 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7960 7940 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2) CVP 3.1(0) 3.0 SR2	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7960 7940 7912 7911 7910 IP Communicator 2.1(1), 2.0(1)
4.0(2)	IP IVR 3.5(x) CVP 3.1 SR1 3.0 SR2 ISN2.1	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7912 7911 7910 IP Communicator 2.0(2), 2.0(1), 1.1(5)
4.0(1)	IP IVR 3.5(x) CVP 3.1(0) 3.0(0)SR2 ISN 2.1	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7912 7911 7910 IP Communicator
3.3(5)	IP-IVR 3.1(3) 3.1(2) CVP 3.1(0) 3.0(0) ISN 2.1	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7910 IP Communicator 2.0(1), 1.1(5)

Unified CCE 6.0(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CTI OS server	CTI Desktop	Integrated E-Mail, and Web Option	IP Phones
3.3(4)	IP-IVR 3.1(3) 3.1(2) ISN 2.1	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7910 IP Communicator 2.0(1), 1.1(5)
3.3(3)	IP-IVR 3.1(x) ISN 2.1	6.0	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7910 IP Communicator

Unified CCE 5.0(x) Notes:

1. Unified CM 3.3(5) requires ICM 5.0(0) SR8 or greater
2. CVP 3.1 requires ICM 5.0(0) SR8 or greater
3. CTI OS 5.1 is recommended

Unified CCE 5.0(x) Product Sets					
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI Desktop	Integrated E-Mail, and Web Option	IP Phones
3.3(5)	IP-IVR 3.1(3) 3.1(2) CVP 3.1 SR1 ISN 2.1,	CAD 4.6 CTI OS 5.0 5.1	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7960 7940 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)
3.3(4)	IP-IVR 3.1(3) 3.1(2) ISN 2.1	CAD 4.6 CTI OS 5.0 5.1	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7960 7940 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)
3.3(3)	IP IVR3.1(x) ISN 2.1	CAD 4.6 4.4.1 CTI OS 5.0 5.1	4.7	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7960 7940 7912 7911 7910



Unified CCE 4.6(2) Notes:

3. CAD 4.6 is recommended.

1. Unified CM 3.3(5) requires ICM 5.0(0) SR8 or grater.
2. Unified CM 3.3(4) requires ICM 4.6(2) SR3 or greater.

Unified CCE 4.6(2) Product Sets						
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS desktop and server	CTI Desktop	CAD Desktop	Integrated E-Mail, and Web Option	IP Phones
3.3(5)	IP-IVR 3.1(3) 3.1(2)	CAD 4.6 4.4.1 CTI OS 4.7	4.7	4.5.2.4	Not Available	7960 7940 7910 IP Communicator 2.0(1), 1.1(5)
3.3(4)	IP-IVR 3.1(3) 3.1(2)	CAD 4.6 4.4.1 CTI OS 4.7	4.7	4.5.2.4	Not Available	7960 7940 7910 IP Communicator 2.0(1), 1.1(5)
3.3(3)	IP IVR 3.1(1)	CAD 4.6 4.4.1 CTI OS 4.7	4.7	4.5.2.4	Not Available	7960 7940 7910



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