



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). Cisco Unified Contact Center Enterprise 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 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 support of phones. • IP Communicator is not supported with CAD IP Phone Agent. • Cisco Unified CM based Silent Monitor supported only with Cisco Unified Communications Manager 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	<p>The following general limitations pertain to Unified CCE Enterprise deployments that use the System PG:</p> <ul style="list-style-type: none">• E-Mail Manager Option and Web Collaboration Option are not supported with deployments that use the System PG. For documentation on the E-Mail Manager Option, see Cisco Unified E-Mail Interaction Manager Option (Unified EIM). For documentation on the Web Collaboration Option, see Cisco Unified Web Interaction Manager Option (Unified WIM)
Cisco Unified Intelligent Suite (CUIS) 7.5(x)	<ul style="list-style-type: none">• 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).
Cisco Unified EIM/WIM	<ul style="list-style-type: none">• Unified CCE 7.1(3) and above releases support EIM/WIM 4.2(1), 4.2(2), 4.2(3), 4.2(4) and 4.2(5) A releases.• Unified CCE 7.2(2) and above releases support EIM/WIM 4.2(4) and 4.2(5) releases.



Unified CCE Platform Cmpatibility

Unified CCE 7.5(x) Product Sets

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Integrated E-Mail and Web	CRM	Remote Silent Monitoring	CCMP	IP Phones	Notes
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)	E-Mail Manager Option 4.2(5) Web Collaboration Option 4.2(5)	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	<ol style="list-style-type: none"> Unified Expert Advisor also requires: <ul style="list-style-type: none"> 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) + Remote Silent Monitoring is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x) E-Mail Interaction Manager 4.2(5) and Web Interaction Manager 4.2(5) can be used standalone only. These products cannot be integrated with UCCE 7.5(5).
7.0(2)	IP IVR 7.0(1) CVP 7.0(2) 4.1(1)	7.5	4.7	7.6(1)	E-Mail Manager Option 5.0 Web Collaboration Option 5.0		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	<ol style="list-style-type: none"> Unified Expert Advisor also requires: <ul style="list-style-type: none"> 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) + 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 7.5(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Integrated E-Mail and Web	CRM	Remote Silent Monitoring	CCMP	IP Phones	Notes
7.0(1)	IP IVR 7.0(1) CVP 7.0(2) 4.1(1)	7.5	4.7	7.6 (1)	E-Mail Manager Option 5.0 Web Collaboration Option 5.0		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	<ol style="list-style-type: none"> Unified Expert Advisor also requires: <ul style="list-style-type: none"> 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) + Remote Silent Monitoring is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x).
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 7.0(2) 4.0(2)	7.5	4.7	7.6(1)	E-Mail Manager Option 5.0 Web Collaboration Option 5.0		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)	<ol style="list-style-type: none"> Unified Expert Advisor also requires: <ul style="list-style-type: none"> Unified CCE 7.2(3) + or CCE 7.5(1)+ Cisco Unified Personal Communicator 7.0 OR Microsoft Office Communicator Server (and client) 2007 R2. Cisco Unified Presence 7.0 CVP 7.0(2)+ Unified Expert Advisor does not support CVP 4.0(x). Remote Silent Monitoring is supported with CVP 7.0(x), IP IVR 5.0(x) and IPIVR 7.0(x).
6.0	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 4.1(1) 4.0(2)	7.5	4.7		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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 Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Integrated E-Mail and Web	CRM	Remote Silent Monitoring	CCMP	IP Phones	Notes
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		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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(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		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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)	There is no IP Queue Manager for CRS (IP IVR) release 4.5(2).
5.0(4)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.0(2)	7.5	4.7		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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)	There is no IP Queue Manager for CRS (IP IVR) release 4.5(2).
5.0(3)	IP IVR 4.5(2)	7.5	4.7		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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)	There is no IP Queue Manager for CRS (IP IVR) release 4.5(2).



Unified CCE 7.5(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Integrated E-Mail and Web	CRM	Remote Silent Monitoring	CCMP	IP Phones	Notes
5.0(2)	IP IVR 4.5(2)	7.5	4.7		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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)	There is no IP Queue Manager for CRS (IP IVR) release 4.5(2).
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.5	4.7		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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		E-Mail Manager Option 5.0 Web Collaboration Option 5.0			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) Product Sets

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web	Remote Silent Monitoring	CCMP	IP Phones	Notes
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	7.6(1)	Unified EIM/WIM 4.2(x) 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)	<ol style="list-style-type: none"> Unified Expert Advisor is supported only with no Unified Communications Manager agents. It also requires: <ul style="list-style-type: none"> Unified CCE 7.2(3)+ Cisco Unified Personal Communicator 7.0 OR Microsoft Office Communicator Server (and client) 2007 R2. Cisco Unified Presence 7.0 CVP versions 4.1(1)+ Unified CVP 7.0(1) requires Unified CCE 7.2(3) or greater. Unified Expert Advisor does not support CVP 4.0(x). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(x) release. Remote Silent Monitoring is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x).
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 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
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 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.



Unified CCE 7.2(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web	Remote Silent Monitoring	CCMP	IP Phones	Notes
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 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
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 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
5.0(4)	IP IVR 4.5(2) CVP 4.0(2) 3.1(0)	7.2	4.7		Unified EIM/WIM 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
5.0(3)	IP IVR 4.5(2) CVP 3.1(0)	7.2	4.7		Unified EIM/WIM 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.



Unified CCE 7.2(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web	Remote Silent Monitoring	CCMP	IP Phones	Notes
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.2	4.7		Unified EIM/WIM 4.2(x) 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)	1. There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). 2. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 3. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.2	4.7		Unified EIM/WIM 4.2(x) 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)	1. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
4.3(1)	IP IVR 6.0(1) 4.1(1) CVP 3.1(0)	7.2	4.7		Unified EIM/WIM 4.2(x) 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)	1. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
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 4.2(x) 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)	1. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.

Unified CCE 7.2(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI desktop	Unified Expert Advisor	Unified EIM/WIM Integrated E-Mail and Web	Remote Silent Monitoring	CCMP	IP Phones	Notes
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 4.2(x) 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)	1. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
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 4.2(x) 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)	1. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.
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 4.2(x) 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)	1. Unified EIM/WIM require Unified CCE or System CCE 7.2(2) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release.

Unified CCE 7.1(x) Product Sets

Unified Communications Manager	IVR (IP-IVR and CVP (formerly ISN))	CAD/CTIOS server	CTI desktop	Unified EIM/WIM Integrated E-Mail, and Web	CCMP	IP Phones	Notes
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(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.
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(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.
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(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.
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(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.
5.0(3)	IP IVR 4.5(2) CVP 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(x) 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)	<ol style="list-style-type: none"> There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.

Unified CCE 7.1(x) Product Sets (continued)

Unified Communications Manager	IVR (IP-IVR and CVP (formerly ISN))	CAD/CTIOS server	CTI desktop	Unified EIM/WIM Integrated E-Mail, and Web	CCMP	IP Phones	Notes
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(x) 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)	<ol style="list-style-type: none"> 1. There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). 2. Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. 3. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. 4. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.
4.3(1)	IP IVR 6.0(1) 4.1(1) CVP 3.1 SR2	7.1	4.7	Unified EIM/WIM 4.2(x) 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)	<ol style="list-style-type: none"> 1. Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.(2 x) release. 3. CVP 3.1 SR2 requires Unified CCE 7.1(2) or greater.
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(x) 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)	<ol style="list-style-type: none"> 1. Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. 3. CVP 3.1 SR2, CVP 4.0(2), and CVP 4.1(1), require Unified CCE 7.1(2) or greater.
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(x) 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)	<ol style="list-style-type: none"> 1. Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. 3. CVP 3.1 SR2, CVP 4.0(2), and CVP 4.1(1), require Unified CCE 7.1(2) or greater.
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(x) 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)	<ol style="list-style-type: none"> 1. Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. 2. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. 3. 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 (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTIOS server	CTI desktop	Unified EIM/WIM Integrated E-Mail, and Web	CCMP	IP Phones	Notes
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(x) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicator	<ol style="list-style-type: none"> Unified EIM/WIM require Unified CCE or System CCE 7.1(4) or greater. Note that although the EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2 (x) release. CVP 3.1 SR1 requires Unified CCE 7.1(2) or greater.

Unified CCE 7.0(x) Product Sets

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI Desktop	Integrated E-Mail, and Web	IP Phones	Notes
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)	<ol style="list-style-type: none"> ICM 7.0(0) requires SR3 or greater for compatibility with Unified Communications Manager 5.x(x). There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). CVP 3.1 SR2 requires Unified CCE 7.0 SR3 or greater.
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)	<ol style="list-style-type: none"> ICM 7.0(0) requires SR3 or greater for compatibility with Unified Communications Manager 5.x(x). There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). CVP 4.0 and CVP 4.1(1) require ICM 7.0(4) or greater.
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)	<ol style="list-style-type: none"> ICM 7.0(0) requires SR3 or greater for compatibility with Unified Communications Manager 5.x(x). There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). CVP 3.1 SR2 requires ICM 7.0 SR3 or greater.
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)	<ol style="list-style-type: none"> ICM 7.0(0) requires SR3 or greater for compatibility with Unified Communications Manager 5.x(x). There is no IP Queue Manager for CRS (IP IVR) release 4.5(2). CVP 3.1 SR2 requires ICM 7.0 SR3 or greater.

Unified CCE 7.0(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS server	CTI Desktop	Integrated E-Mail, and Web	IP Phones	Notes
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)	
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)	1. Unified Communications Manager 4.2 requires CAD 7.0(1) or greater. 2. CVP 3.1 SR2 requires ICM 7.0 SR3 or greater. 3. CVP 4.x requires ICM 7.0 (4) or greater.
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)	1. Unified Communications Manager 4.2 requires CAD 7.0(1) or greater. 2. CVP 3.1 SR2 requires ICM 7.0 SR3 or greater. 3. CVP 4.x requires ICM 7.0 (4) or greater.
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)	1. CVP 3.1 SR2 requires ICM 7.0 SR3 or greater. 2. CVP 4.x requires ICM 7.0 (4) or greater.
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)	CVP 3.1 SR1 requires Unified CCE 7.0 SR3 or greater.

Unified CCE 6.0(x) Product Sets

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CTI OS server	CTI Desktop	Integrated E-Mail, and Web	IP Phones	Notes
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)	Unified Communications Manager 4.2(3) and greater requires ICM 6.0(0) SR1 or greater.
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)	Unified Communications Manager 4.2(1) and greater requires ICM 6.0(0) SR1 or greater.
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)	<ol style="list-style-type: none"> Unified Communications Manager 4.1(2) and greater requires ICM 6.0(0) SR1 or greater. CVP 3.0 and 3.1 require ICM 6.0(0) SR1 or greater.
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)	<ol style="list-style-type: none"> Unified Communications Manager 4.0(2) requires ICM 6.0(0) SR1 or greater. CVP 3.0 and 3.1 require ICM 6.0(0) SR1 or greater and Unified Communications Manager 4.0(2a) ES 15 or greater.
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	CVP 3.0 and 3.1 require ICM 6.0(0) SR1 or greater.
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)	<ol style="list-style-type: none"> Unified Communications Manager 3.3(5) requires ICM 6.0(0) SR1 or greater. CVP 3.0 and 3.1 require ICM 6.0(0) SR1 or greater.

Unified CCE 6.0(x) Product Sets (continued)

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CTI OS server	CTI Desktop	Integrated E-Mail, and Web	IP Phones	Notes
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)	Unified Communications Manager 3.3(4) requires ICM 6.0(0) SR1 or greater.
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) Product Sets

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTIOS server	CTI Desktop	Integrated E-Mail, and Web	IP Phones	Notes
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)	1. Unified Communications Manager 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- recommended.
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)	1. Unified Communications Manager 3.3(4) requires ICM 5.0(0) SR8 or greater. 2. CTI OS 5.1- recommended.
3.3(3)	IP IVR 3.1(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	CTI OS 5.1- recommended.

Unified CCE 4.6(2) Product Sets

Unified Communications Manager	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS desktop and server	CTI Desktop	CAD Desktop	Integrated E-Mail, and Web	IP Phones	Notes
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)	1. Unified Communications Manager 3.3(5) requires ICM 5.0(0) SR8 or greater. 2. CAD 4.6- recommended.
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)	1. Unified Communications Manager 3.3(4) requires ICM 4.6(2) SR3 or greater. 2. CAD 4.6- recommended.
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	CAD 4.6- recommended.



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