



Cisco IP Contact Center Enterprise Edition Release 6.0(0) Documentation Guide

May 2004

This document identifies and describes the following documentation for IPCC Enterprise:

- [Overview of IPCC Enterprise Documentation Set, page 1](#)
- [Pre-Installation Planning Documentation, page 2](#)
- [Installation Documentation, page 3](#)
- [Configuration and Administration Documentation, page 4](#)
- [Database Documentation, page 5](#)
- [Scripting Documentation, page 5](#)
- [Reporting Documentation, page 6](#)

Overview of IPCC Enterprise Documentation Set

Documentation for Cisco IP Contact Center Enterprise Edition is available from Cisco.com, at <http://www.cisco.com/univercd/cc/td/doc/product/icm/ipccente/index.htm>.

The IPCC Enterprise documentation set includes these documents:

Document	Description
Cisco IP Contact Center Solution Reference Network Design Guide	Provides an architectural overview, deployment models, planning, design, sizing, QoS, and provisioning considerations for IPCC Enterprise.
Cisco IP Contact Center Enterprise Edition Release 6.0(0) Installation and Configuration Guide	Describes how to install and configure the IPCC Enterprise solution components, including the ICM software components, Cisco CallManager, IVR software (including ISN and IP IVR), agent and supervisor desktops, and multichannel applications. This guide explains installation and configuration for both production and laboratory systems.



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2003 Cisco Systems, Inc. All rights reserved.

Cisco ICM/IP Contact Center Enterprise Edition Upgrade Migration Guide Release 6.0(0)	Provides the information and procedures required to perform the upgrade migration of Cisco Intelligent Contact Management (ICM) system software and IPCC Enterprise software from ICM 4.6.2 to ICM 5.0(0) and from ICM release 4.6.2 or 5.0(0) to ICM/IP Contact Center Enterprise Edition, release 6.0(0).
Cisco IP Contact Center Enterprise Edition Release 6.0(0) Administration Guide	Describes administrative tasks for IPCC Enterprise. It includes information about configuring your system, routing, and agent desktop software.
Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) Database Schema Handbook	Provides information on how data is organized in the databases for the ICM software component of IPCC Enterprise.
Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) Scripting and Media Routing Guide	Provides information to help you understand scripts to route contacts from all channels supported by ICM software and contains IPCC Enterprise-specific scripting examples and information.
Cisco IP Contact Center Enterprise Edition Release 6.0(0) Reporting Guide	Provides information to help you understand how reporting data is generated and how to interpret reporting data in an IPCC Enterprise environment. This guide also explains the implications of configuration and scripting on reporting data, enabling you to plan and deploy your IPCC Enterprise system to meet your reporting needs.
Cisco Support Tools User Guide	Provides all information necessary to install, configure and use Cisco Support Tools.
Cisco Contact Center Product Port Utilization Guide	Provides a list of the TCP and UDP ports used by Cisco Contact Center products. This information is necessary for Firewall/VPN and QoS configuration.

IPCC Enterprise documentation contains IPCC Enterprise specific information. For additional documents for IPCC Enterprise components, see:

- Cisco ICM software documentation set
- Cisco WebView documentation set
- Cisco CallManager documentation set
- Cisco Customer Response Applications documentation set (Cisco IP IVR)
- Cisco ISN software documentation set
- Cisco CTI OS documentation set
- Cisco Agent Desktop (CAD) documentation set
- Cisco Web Collaboration documentation set (Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender)
- Cisco E-Mail Manager Option documentation set

Pre-Installation Planning Documentation

Cisco IP Contact Center Solution Reference Network Design Guide

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Reporting Guide

Related Pre-Installation Documentation

Cisco ICM Software	Cisco ICM Windows 2000 Planning for Release 6.0(0) Cisco ICM Release 6.0(0) Staging on Windows 2000
Cisco CallManager	Installing the Operating System on the Cisco IP Telephony Applications Server, Release 2000.2.4 (or later)

Installation Documentation

Cisco IP Contact Center Enterprise Edition Release 6.0 Installation and Configuration Guide
Cisco ICM/IP Contact Center Enterprise Edition Upgrade Migration Guide Release 6.0(0)
Cisco Support Tools User Guide

Related Installation Documentation

Cisco ICM Software	Cisco ICM Enterprise Edition Release 6.0(0) Installation Guide
Cisco WebView	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) WebView Installation and Administration Guide
Cisco CallManager	Installing Cisco CallManager Upgrading Cisco CallManager
Cisco IP IVR	Getting Started - Cisco Desktop Product Suite
Cisco ISN software	Cisco Internet Service Node (ISN) Installation Guide
Cisco Agent Desktop and Cisco Supervisor Desktop	CAD 6.0 Installation Guide
Cisco Outbound Option	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0 Outbound Option Setup and Configuration Guide
Cisco Web Collaboration Option	Cisco Collaboration Server Release 5.0(0): Installation Guide: Windows 2000 and Sun Solaris Platforms Cisco Media Blender Release 5.0(0): Installation Guide Dynamic Content Adapter Release 2.0(1): Installation and Integration Guide
Cisco E-Mail Manager Option	Cisco E-Mail Manager Release 5.0(0): Installation and Configuration Guide

Configuration and Administration Documentation

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Installation and Configuration Guide

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Administration Guide

Cisco Support Tools User Guide

Related Configuration and Administration Documentation

Cisco ICM Software	Cisco ICM Enterprise Edition Release 6.0(0) Configuration Guide Cisco ICM Enterprise Edition Release 6.0(0) Administrator Guide
Cisco WebView	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) WebView Installation and Administration Guide
Cisco CallManager	Bulk Administration Tool User Guide Cisco CallManager Administration Guide
Cisco IP IVR	Cisco Customer Response Applications Administrator Guide
Cisco ISN software	Cisco Internet Service Node (ISN) Configuration and Administration Guide
Cisco Agent Desktop and Cisco Supervisor Desktop	Cisco Desktop Administrator User's Guide
CTI OS Agent Desktop and IPCC Supervisor Desktop	Cisco ICM Software CTI OS System Manager's Guide, CTI software release 6.0(0) Cisco ICM Software CTI OS Developer's Guide, CTI software release 6.0(0)
Cisco Outbound Option	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0 Outbound Option Setup and Configuration Guide Cisco ICM/IP Contact Center Enterprise Edition Release 6.0 Outbound Option User Guide

Cisco ICM Software	Cisco ICM Enterprise Edition Release 6.0(0) Configuration Guide Cisco ICM Enterprise Edition Release 6.0(0) Administrator Guide
Cisco Web Collaboration Option	Cisco Collaboration Server Release 5.0(0): Administration Guide Cisco Collaboration Server Release 5.0(0): Agent Supervisor Guide Cisco Collaboration Server Release 5.0(0): Scriptbuilder Administration Guide Cisco Media Blender Release 5.0(0): Administration Guide Cisco Media Blender Release 5.(0)0: Switch Administrator Guide Dynamic Content Adapter Release 2.0(1): Administration and Configuration Guide
Cisco E-Mail Manager Option	Cisco E-Mail Manager Release 5.0(0): Installation and Configuration Guide Cisco E-Mail Manager Release 5.0(0): Admin Guide

Database Documentation

Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) Database Schema Handbook

Related Database Documentation

Cisco Web Collaboration Option	Cisco Collaboration Server Release 5.0(0): Database Guide
Cisco E-Mail Manager Option	Cisco E-Mail Manager Release 5.0(0): Database Guide

Scripting Documentation

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Scripting and Media Routing Guide

Related Scripting Documentation

Cisco IP IVR	Cisco Customer Response Applications Step Reference Guide Cisco Customer Response Applications Application Developer Guide
Cisco Outbound Option	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0 Outbound Option Setup and Configuration Guide Cisco ICM/IP Contact Center Enterprise Edition Release 6.0 Outbound Option User Guide

Reporting Documentation

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Reporting Guide

Related Reporting Documentation

Cisco WebView	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) WebView online help Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) WebView Installation and Administration Guide Cisco IP Contact Center Enterprise Edition WebView Template Reference Guide Release 6.0(0) Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) Template Design Guide Using InfoMaker
Cisco Outbound Option	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0 Outbound Option User Guide
Cisco Web Collaboration Option	Cisco Collaboration Release 5.0(0): Administrator Guide
Cisco E-Mail Manager Option	Cisco ICM Software Release 5.0(0) WebView User Guide Cisco ICM Software Release 5.0(0) E-Mail Manager WebView online help

Security and Serviceability Documentation

Cisco Support Tools User Guide

Related Security Documentation

Cisco ICM Software	Installing Cisco Security Agent for Cisco Intelligent Contact Management Software Release 6.0(0) Security Best Practices for Cisco Intelligent Contact Management Software Release 6.0(0)
Cisco CallManager	Cisco CallManager Serviceability Administration Guide Cisco CallManager Serviceability System Guide
Cisco IP IVR	Installing Cisco Security Agent for Cisco CRA
Cisco Agent Desktop and Cisco Supervisor Desktop	CAD 6.0 Service Information

Troubleshooting Documentation

Cisco Support Tools User Guide

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Reporting Guide

Related Troubleshooting Documentation

Cisco WebView	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) WebView online help Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) WebView Installation and Administration Guide
Cisco CallManager	System Error Messages for Cisco CallManager Troubleshooting Guide for Cisco CallManager
Cisco IP IVR	Troubleshooting Cisco Customer Response Applications
Cisco Outbound Option	Cisco ICM/IP Contact Center Enterprise Edition Release 6.0(0) Outbound Option User Guide
Cisco Agent Desktop and Cisco Supervisor Desktop	CAD 6.0 Service Information

CCCIP, CCSP, the Cisco Arrow logo, the Cisco Powered Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0403R)

Cisco IP Contact Center Enterprise Edition Release 6.0(0) Documentation Guide. Copyright © 2004 Cisco Systems, Inc. All rights reserved.