



Preface

Last revised on: November 30, 2009

This document provides design considerations and guidelines for deploying Cisco Unified Contact Center Enterprise Release 7.5 and later releases in a Cisco Unified Communications System.

This document builds upon ideas and concepts presented in the latest version of the *Cisco Unified Communications SRND Based on Cisco Unified Communications Manager*, which is available online at:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html

This document assumes that you are already familiar with basic contact center terms and concepts and with the information presented in the *Cisco Unified Communications SRND*. To review IP Telephony terms and concepts, refer to the documentation at the preceding URL.

New or Changed Information for This Release



Note

Unless stated otherwise, the information in this document applies to Cisco Unified Contact Center Enterprise Release 7.5.

The following chapters are new in the current release of this document, or they contain information that has changed significantly from previous releases of Cisco Unified Contact Center Enterprise.

- [Architecture Overview, page 1-1](#)
- [Deployment Models, page 2-1](#)
- [Design Considerations for High Availability, page 3-1](#)
- [Unified Contact Center Enterprise Desktop, page 4-1](#)
- [Cisco Unified Outbound Option, page 5-1](#)
- [Cisco Unified Mobile Agent, page 6-1](#)
- [Cisco Unified Expert Advisor Option, page 7-1](#)
- [Securing Unified CCE, page 8-1](#)
- [Sizing Unified CCE Components and Servers, page 10-1](#)
- [Sizing Cisco Unified Communications Manager Servers, page 11-1](#)

- [Bandwidth Provisioning and QoS Considerations](#), page 12-1
- [Cisco Unified Contact Center Management Portal](#), page 13-1

Within each chapter, new and revised information is listed in a section titled *What's New in This Chapter*.

Revision History

This document may be updated at any time without notice. You can obtain the latest version of this document online at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html

Visit this Cisco.com website periodically and check for documentation updates by comparing the revision date on the front title page of your copy with the revision date of the online document.

The following table lists the revision history for this document.

Revision Date	Comments
November 30, 2009	Corrected some minor errors.
August 18, 2009	Content was updated as indicated in New or Changed Information for This Release , page xvii.
May 7, 2009	Minor update for a change in Computer Telephony Integration (CTI) capacity limits.
April 22, 2009	Content was updated for Cisco Unified Communications System Release 7.1.
November 12, 2008	Corrected several minor errors.
October 29, 2008	Revised some of the sizing information for Cisco Unified Contact Center Enterprise components and servers, and added a chapter on Cisco Unified Contact Center Management Portal (Unified CCMP).
August 27, 2008	Initial version of this document for Cisco Unified Contact Center Enterprise Release 7.5.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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Further information regarding U.S. export regulations may be found at:

http://www.access.gpo.gov/bis/ear/ear_data.html

