



Preface

Last revised on: August 18, 2009

This document provides design considerations and guidelines for deploying Cisco Unified Contact Center Enterprise releases 7.0, 7.1, and 7.2 in a Cisco Unified Communications System with Cisco Unified Communications Manager (Unified CM, formerly Cisco Unified CallManager).

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 releases 7.0, 7.1, and 7.2. Any differences between these releases and other releases of Cisco Unified Contact Center Enterprise (Unified CCE) are specifically noted in the text.

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](#)
- [Sizing Unified CCE Components and Servers, page 10-1](#)
- [Bandwidth Provisioning and QoS Considerations, page 12-1](#)

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
August 18, 2009	Updated content as indicated in New or Changed Information for This Release, page xv .
April 22, 2009	Content was updated for Cisco Unified Communications System Release 7.1.
November 13, 2008	Corrected several minor errors.
October 10, 2008	Updated content for several enhancements.
March 19, 2008	Updated information to correct some errors and to describe enhancements.
November 13, 2007	Updated information on component and server sizing.
September 27, 2007	Updated information on component sizing and failover behavior.
June 29, 2007	Added notes about silent monitoring, failover, and the maximum number of agents per supervisor.
June, 2007	Updated version of this document for Cisco Unified Contact Center Enterprise Release 7.2
April, 2007	Updated information on clustering over the WAN and component sizing.
March, 2007	Updated information for Cisco Unified Outbound Option and component sizing.
January, 2007	Updated information for Cisco Unified Outbound Option, component sizing, and several other topics.
September, 2006	Updated version of this document for Cisco Unified Contact Center Enterprise Release 7.1(2).
July, 2006	Updated version of this document for Cisco Unified Contact Center Enterprise Release 7.1.
March, 2006	Updated version of this document for Cisco Unified Contact Center Enterprise Release 7.0.
November, 2005	Initial version of this document for Cisco Unified Contact Center Enterprise Release 7.0.

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

