

Technical Support

Contact Cisco Systems, Inc. Technical Assistance Center by:

- Sending email to **tac@cisco.com**. Please include your maintenance contract number and product serial number when writing to the Technical Assistance Center.
- Telephoning the Cisco Systems Technical Assistance Center:
 - **(800)553-2447** within the continental U.S.
 - **(408)526-7209** outside of the continental U.S.

Cisco Professional Services

Cisco Professional Services can help you integrate Collaboration Server into your business systems and processes. For more information, contact your Cisco Account Manager.



Quick Start Guide



Collaboration Server Resource Card

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78-12942-03
DOC-7812942-



1 Documentation

- *Cisco Collaboration Server Installation Guide*
- *Cisco Collaboration Server Administration Guide*
- *Cisco Collaboration Server Agent Supervisor Guide*
- *Cisco Collaboration Server ScriptBuilder Administrator Guide*
- *Cisco Collaboration Server Session Platform Software Developer's Kit User's Guide*
- *Cisco Collaboration Server Client-side API Programmer's Guide*
- *Cisco Collaboration Server Database Guide*
- Online help for administrators, single-session agents, multi-session agents, and callers
- Quick Starts for the single-session agent, multi-session agent, eSeminar agent, and caller

2 Documentation Format

The documentation set includes:

- Online help
- Online books
- Printed documentation

Online Help

Online help is available via links in the agent and administration desktops to assist users. Online help is available in HTML format.

Table 1 URLs for Online Help

URL	Opens online help for
<CCS server>/doc/onlinehelp/sshhelp/sshhelp.htm	single-session agent desktop
<CCS server>/doc/onlinehelp/mshelp/mshelp.htm	multi-session agent desktop
<CCS server>/doc/onlinehelp/adminhelp/default.htm	Administration desktop
<CCS server>/doc/onlinehelp/callerhelp/callerhelp.htm	caller desktop

Online Books

Installation and administration online books contain setup, maintenance, and feature information for the Collaboration Server administrator, agent supervisor, and ScriptBuilder administrator. These books have been designed for online use and are provided in HTML format. We supply PDF reproductions of online books to facilitate printing. To print documentation, you must install Adobe Acrobat Reader, which is currently available at www.adobe.com.

Printed documentation

The Quick Starts are printed cards that contain information to help agents and callers start using Collaboration Server.

3 Accessing Documentation

You can access documentation both before and after you install Collaboration Server.

Before installation

You can access the documentation before installing Collaboration Server by opening the folder **CCS_Documentation** on the CD. Open the file entitled **index.htm**, which contains links to all of the documentation.

After installation

After installing Collaboration Server, you can type <**CCS server**> in a Web browser to access a "Getting Started with Collaboration" page. You can use the <**CCS server**>/**doc** alias to access links to the Collaboration documentation set.

4 Resources

Resources available to you include Web resources, technical support, and Professional Services

Web Resources

To open a case with Cisco Systems Technical Assistance Center, go to: <http://www.cisco.com/public/support/help.shtml>