



Cisco Unified Communications and Collaboration Solutions Design Guidance

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The documents and tools listed here provide design guidance and recommendations for deploying Cisco Collaboration and Communications solutions.

Cisco Unified Communications and Collaboration Systems

The following documents and tools provide system-level design guidance for Cisco Unified Communications and Collaboration solutions.

Design Guides

- [Cisco Unified Communications System 8.x SRND](#)
- [Cisco Unified Communications Manager Session Management Edition Deployment Guide Release 8.x](#)
- [Deploying IPv6 in Unified Communications Networks with Cisco Unified Communications Manager 8.x](#)
- [Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 7.x](#)
- [Deploying IPv6 in Unified Communications Networks with Cisco Unified Communications Manager 7.1\(x\)](#)
- [Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 6.x](#)
- [Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 5.x](#)
- [Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 4.x](#)
- [Cisco IP Telephony SRND for Cisco CallManager 3.3](#)
- [Cisco IP Telephony SRND for Cisco CallManager 3.1 and 3.2](#)
- [Cisco IP Telephony SRND for Cisco CallManager 3.0](#)



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Partner Resources

The following resources are available to Cisco employees and partners only. A valid login account is required to access them.

- [Cisco Unified Communications Sizing Tool](#)

The Unified Communications Sizing Tool assists system engineers with hardware sizing of large or complex Unified Communications solutions including call control, contact center, voice messaging, conferencing and collaboration, presence, and voice gateways. The Sizing Tool estimates resource utilization and hardware requirements for the solution.
- [Cisco Solution Expert](#)

Solution Expert enables system engineers to quickly design, configure, and quote Cisco Unified Communications solutions for small and medium business (SMB), mid-market, and enterprise customers with up to 15,000 endpoints and 100 sites. Solution Expert generates a bill of materials, Visio network diagram, and links to design guides.
- [Cisco Unified Communications Rapid Deployment Method \(RDM\)](#)

RDM is a wizard-driven customization tool to reduce the time and complexity of deploying Cisco Unified Communications Manager and Cisco Unity Connection. It provides an easy to follow procedure to install, configure, provision, and deploy site and user profiles.

Related Documents

The following documentation provides additional technical information about deploying a Cisco Unified Communications System.

- [Other Cisco Unified Communications System documentation](#)
- [Cisco Unified Communications Manager product documentation](#)
- Cisco Business Edition 6000
 - [Release Notes and General Information](#)
 - [Product documentation](#)
- [Cisco Business Edition 5000 product documentation](#)
- [Cisco Business Edition 3000 product documentation](#)
- [Cisco Unified Communications Manager Express product documentation](#)
- [Cisco Unified Communications Manager Session Management Edition deployment guide](#)
- Cisco MediaSense
 - [Design guides](#)
 - [Product documentation](#)
- [Cisco Interoperability Portal](#)
- [Design Zone for Cisco Unified Communications](#)
- [Design Zone for Cisco Smart Business Architecture \(SBA\)](#)

Cisco Video Solutions

The following documents provide design guidance for deploying Cisco Video Solutions in an IP network.

Cisco Video and TelePresence Architecture

The following document explains some basic video and telepresence concepts, and it describes the fundamental architecture of Cisco Video and TelePresence systems.

- [Cisco Video and TelePresence Architecture Design Guide](#)

Cisco TelePresence

The following document provides design guidance for deploying Cisco TelePresence systems.

- [Cisco TelePresence Network Systems 2.0 Design Guide](#)

Related Documents

The following documents provide additional technical information about deploying Cisco TelePresence systems.

- [Cisco TelePresence Room Design](#)
- [Design Zone for Cisco TelePresence](#)
- [Design Zone for Cisco Smart Business Architecture \(SBA\)](#)

Cisco Unified Videoconferencing

The following document provides design guidance for deploying Cisco Unified Videoconferencing within a Cisco Unified Communications System.

- [Cisco Unified Videoconferencing Solution Reference Network Design \(SRND\)](#)

Related Documents

The following documents provide additional technical information about deploying Cisco Unified Videoconferencing within a Cisco Unified Communications System.

- [Design Zone for Cisco Unified Videoconferencing](#)

Cisco Unified Contact Center Solutions

The following documents and tools provide design guidance for deploying Cisco Unified Contact Center solutions within a Cisco Unified Communications System.

Design Guides

- [Cisco Unified Contact Center Enterprise Solution Reference Network Design \(SRND\) Guides](#)
- [Cisco Unified Contact Center Express Solution Reference Network Design \(SRND\) Guides](#)
- [Cisco Unified Customer Voice Portal \(CVP\) Solution Reference Network Design \(SRND\) Guides](#)
- [Cisco Unified Web and E-Mail Interaction Manager Solution Reference Network Design Guides](#)
- [Cisco Unified Intelligence Center Solution Reference Network Design \(SRND\) Guides](#)

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- [Cisco Customer Contact Solutions Ordering Guide](#)

This document describes the pricing, licensing structure, and ordering processes for Cisco Unified Customer Voice Portal (CVP), Unified Contact Center Express (CCX), Unified Contact Center Enterprise (CCE), Unified ICM Enterprise (ICME), Unified Contact Center Hosted (CCH), Unified ICM Hosted (ICMH), Unified Intelligence Suite, Unified IP IVR, Unified E-Mail Interaction Manager (EIM), and Unified Web Interaction Manager (WIM), as part of the Cisco Unified Communications System. It also provides links to a number of ordering and quoting tools.

- [Cisco Unified Contact Center Express Configuration and Ordering Tools](#)

The Unified Contact Center Express Configuration and Ordering Tool is the required mechanism to use for submitting and passing bid assurance. The configuration tool provides a structured way to configure software features and required servers, and to automatically provide bid assurance for a configuration. It also provides a bill of materials for the configuration.

- [Cisco Unified CVP Sizing Tool](#)

The Unified CVP Sizing Tool helps size the Unified CVP resources required for Unified Contact Center deployments. It can also be used in conjunction with the Cisco Unified Communications Sizing Tool.

Related Documents

The following documentation provides additional technical information about deploying Cisco Unified Contact Center solutions.

- [Cisco Unified Contact Center Enterprise product documentation](#)
- [Cisco Unified Contact Center Express product documentation](#)
- [Cisco Unified Customer Voice Portal product documentation](#)
- [Cisco Unified E-Mail Interaction Manager product documentation](#)
- [Cisco Unified Intelligence Suite and Intelligence Center product documentation](#)
- [Design Zone for Cisco Unified Contact Center Enterprise](#)
- [Design Zone for Cisco Unified Contact Center Express](#)
- [Design Zone for Cisco Unified Customer Voice Portal](#)

