

Cisco Unified Communications System Managed Services

Managed Services documents provide essential information to ensure the continuous operation of a Cisco Unified Communications System by monitoring faults, configuration, performance, and security. These documents define a component’s Management Information Base (MIB) structure and also explain the syslogs, alerts, and alarms elements that service providers can incorporate in their managed services. They also describe the component’s system architecture while outlining basic concepts such as Simple Network Management Protocol (SNMP) and presenting the capabilities of the management tools available for that component.

Click on the bullet  in the table below to access a component’s Managed Services document for one or more Cisco Unified Communications System releases.

Category	Component	Cisco Unified Communications System	
		Release 7.x	Release 8.x
Call Control	Cisco Unified Communications Manager		
Contact Center	Cisco Unified Contact Center Enterprise		
	Cisco Unified Contact Center Express		
	Cisco Unified Customer Voice Portal		
	Cisco Unified Expert Advisor		
Voice Mail and Unified Messaging	Cisco Unity		