



CHAPTER 1

Home

Welcome to the Cisco Unified Communications Contact Center Technical Information Site

This information site describes the Cisco Unified Communications contact center system, the Cisco IP solution for distributed contact center applications. The contact center system is an integral part of the Cisco Unified Communications family of products. Cisco Unified Communications products provide enterprise-class solutions that integrate data and voice over converged networks.

This site contains system documentation that is presented in the network lifecycle process: Prepare, Plan, Design, Implement, Operate, and Optimize (PPDIOO). PPDIOO is a Cisco methodology that defines the continuous lifecycle of services required by the customer.

Each part of the network lifecycle process has a tab at the top of the page. When you click a tab, the table of contents (TOC) on the left navigation panel changes to show only the TOC for that tab. The opening page on each tab describes what is covered in that phase. You can also use the Index at the bottom of every TOC. To learn more about how to navigate through this site, see [Using This Information System](#).

You can also quickly access additional resources in the Resource Library and Training Library.

Audience

This technical information site is designed for people who are implementing the Cisco Unified Communications System:

- Cisco partners
- Cisco system engineers (SEs)
- Cisco Technical Assistance Center (TAC) engineers
- Cisco customers, especially decision makers, network designers, and operations personnel

The Critical Path to Successful Deployment

The PPDIOO process is the critical path to launch and complete a successful customer deployment, from the request for information (RFI) proposal to successful training of operations personnel. The Cisco Unified Communications system documentation is designed to be used along with the PPDIOO methodology. Each tab on the web interface contains a complete task flow for each phase of the PPDIOO process. [Table 1-1](#) shows you what type of content you will find on each process tab.

Table 1-1 Site Content Map

Phase	Content Overview
Prepare and Plan	Using evaluative and planning tools, system engineers help partners and customers find the best solution to their business needs. Further planning continues the needs analysis with the goal of producing a high-level project plan and the initial site survey. Key Content: System description, Release Matrix, determining business requirements, understanding deployment options, preparing and planning for a system installation and upgrade
Design	Using the verified customer requirements, the design team creates the detailed design, which includes the equipment list, network diagrams, and traffic flows. Key Content: Design documents, design tools and templates, sample call flows, tested deployment models, traffic engineering specifications, security policies
Implement	Using the site requirements identified in the detailed design, the implementation team performs a detailed site survey to prepare the site for installation. The team orders, inventories, and stages the equipment. The implementation team uses the detailed design to install and configure equipment, then develops and implements a detailed test plan to determine that the network is ready for use. Key Content: Installation and configuration checklists, installation and configuration guides, test configurations, introduction to troubleshooting methodology
Operate	Ongoing operations include managing and monitoring components, performing routine maintenance, managing upgrades, and managing performance and service level agreements (SLAs). Key Content: System management tasks, backup and restore procedures, tested call flows, troubleshooting common problems, recovery strategies
Optimize	Optimization covers postinstallation services that are not under a maintenance contract including, but not limited to, performance audits, hardware and software upgrades, and applications development. Key Content: Contact center upgrade procedures, failover options
Resource Library	Key Content: System release documentation, SRNDs, network topology resources, component resources, ordering guides, system demo, system compatibility tool, system test results, links to related documentation and tools, end-of-sale and end-of-life products, Cisco Unified Communications system demo, Cisco Unified Workspace Licensing, DocWiki
Training Library	The Training Library provides a single interface to all Cisco Unified Communications instructor-led courses and training videos on demand (VODs).

About This Release

This documentation covers Cisco Unified Communications system applications through Release 6.1(1). If you are upgrading an existing Cisco Unified Communications system application, begin by reading the [System Release Notes for Contact Center: Cisco Unified Communications System, Release 6.1\(1\)](#) to familiarize yourself with functionality in this release.

There are two information sites for Cisco Unified Communications Release 6.1(1): this site, for contact center systems, and the site for [IP telephony](#) systems. Use your Back button to return to this site.

Using This Information System

This information system is designed to give you an easily navigable framework for accessing all documentation for your system, solution, or product. The following topics describe using the information system:

- [About the Technical Information Site Window](#)
- [Types of Topics](#)
- [Site Index](#)
- [Graphics with Hotspots and Popup Text \(Image Maps\)](#)
- [Where Information Is Located](#)
- [About the Secondary Browser Window](#)
- [Tips on Navigating the Information Site](#)

**Note**

Make sure your browser does not block popup windows for this site. If a popup link fails to open, check your browser settings. Alternatively, press **Ctrl** when you click the link to override your browser's settings.

About the Technical Information Site Window

The window is laid out so that you can easily navigate between topics, drill down to get detailed information, and directly access product and platform documentation, without ever losing your place or having to cope with a complex hierarchy of windows.

[Figure 1-1](#) shows an example of a window for a Cisco Unified Communications System solution. [Table 1-2](#) describes the numbered window elements.

Figure 1-1 Example of Technical Information Site Window

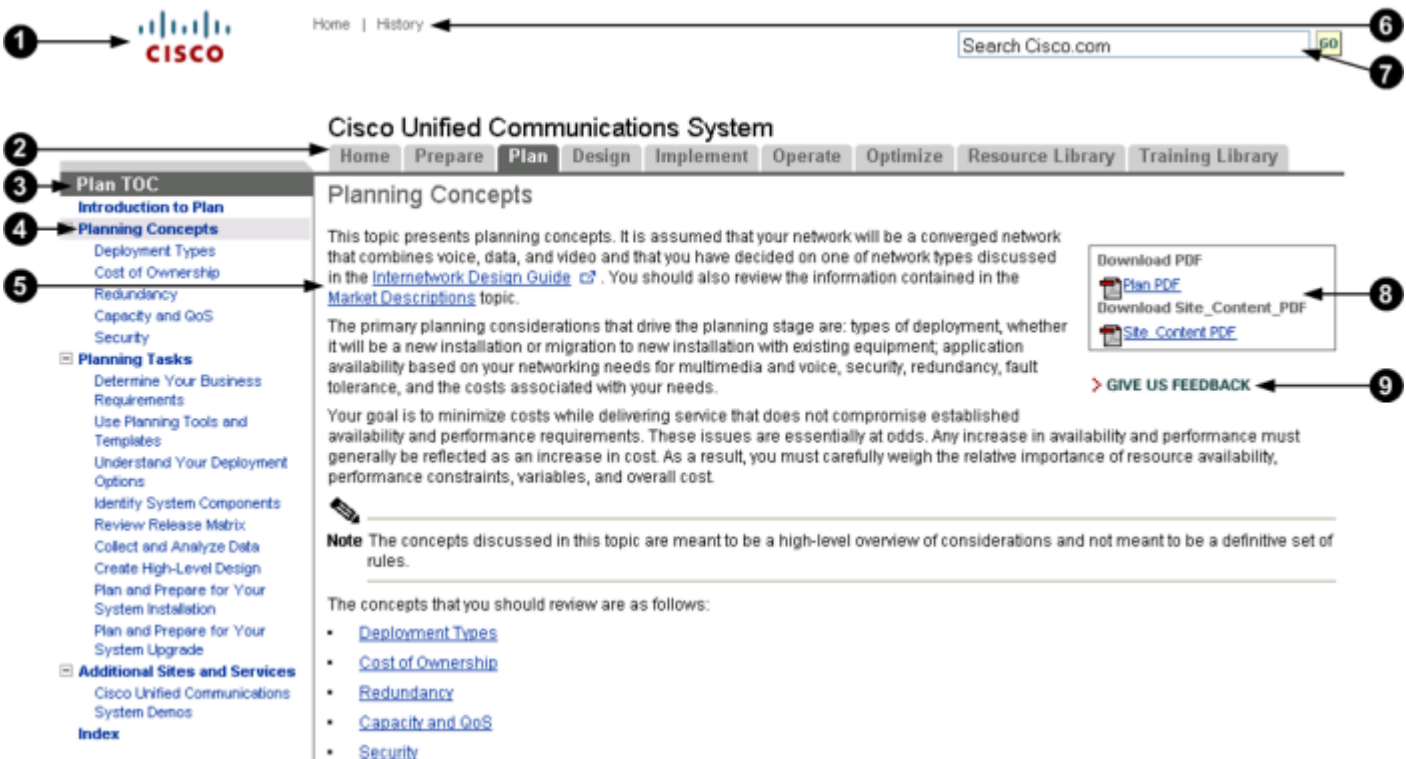



Table 1-2 Key to Window Illustration

1	Cisco logo. Click to go to the Cisco.com home page. Click the browser Back button to return to the information site window).	6	Access-from-anywhere links to Home and History.
2	Tabs for global navigation between processes or other major categories. Click a tab to go to the home page for that tab. The table of contents (TOC) changes, showing topics specific to that tab. The first content pane on a tab shows an overview of what is on the tab and the tasks and concepts covered.	7	Use the Search box to search all of Cisco.com, not specifically this information site. The search list appears in a new window so that you do not lose your place within the information site.
3	TOC for navigation within a tab. The TOC changes when you click a different tab, or when you click a link that goes to a topic on a different tab. Click the Index link at the bottom of the TOC if you are not sure where to find a topic.	8	Download an Adobe Acrobat PDF of the content of the current tab or the content of the entire site.

Table 1-2 Key to Window Illustration (continued)

4	Main heading in a TOC, such as "Planning Concepts." A blue heading links to a topic in the content pane. A black heading is unlinked and simply a title for linked subtopics below. A highlighted heading in the TOC indicates the current topic displayed in the content pane.	9	GIVE US FEEDBACK: Click to go the Feedback form at the bottom of the page to provide page-specific feedback.
5	Content pane, where the information resides. Note two kinds of links in the content pane: <ul style="list-style-type: none"> • A link to another topic in the content pane looks like an ordinary link. Clicking the link switches the contents of the pane. • A link to a secondary topic is appended with a popup icon . Clicking the link opens a new browser window, offset from the current window. If the other window is already open, the topic replaces the current contents. 		

Types of Topics

When you see a reference to a topic, you can tell what type of topic it is by its name:

- “Doing” topics, such as "Performing a System Upgrade," are *task topics*, and provide instructions for doing something.
- “Overview” or “About” topics are *concept topics* to help you understand and plan your deployment and carry out tasks knowledgeably.

Some tabs may group topics under headings such as “Planning Concepts” and “Planning Tasks.”

Site Index

Click the Index link at the bottom of a TOC to view a hyperlinked index to all the topics in the information site. Use this index if you are not sure where to find a topic.

If a topic appears only once in the site, the index displays the entry as a clickable link. If a topic appears more than once, the entry is followed by clickable numbers linked to successive occurrences, similar to a series of page numbers in a printed index. For example,

Visio diagrams, [1](#), [2](#)




Click 1 to go to the first occurrence, click 2 to go to the second. You can use the browser Back button to return to your place in the index.

Graphics with Hotspots and Popup Text (Image Maps)



Some graphics may be image maps. An image map may have hotspots that you can run your pointer over to view a popup description or that you can click to open a linked topic in a secondary window.

Where Information Is Located

Cisco systems and solutions encompass a range of products and technologies, and their documentation encompasses information that may reside in several locations:

- Overviews and high-level process and procedure information specific to your solution or system are included directly in the information site.
- Product and technology overviews, detailed requirements, task details, and other more generic topics are located outside the site. These topics have the appearance of standard Cisco documentation with which you may already be familiar. Links to these topics appear with a popup icon  appended, for example, [Performing Your System Installation](#) . Clicking the link opens the topic in a new, secondary browser window offset from the current window, rather than replacing the current topic in the content pane. You can click the link to view the information when you need it, and then return to your place in the information site.
- Links with this symbol () are available only to people with a Cisco login, such as Cisco partners or registered Cisco.com users with a [Cisco service contract](#). After clicking the link, log in when prompted. A secondary browser window opens. Keep the secondary window open in order to open other links without having to log in again.
- Links with **[Internal]** are available only to Cisco employees.

About the Secondary Browser Window

When a topic like [Performing Your System Installation](#)  opens in a new, secondary browser window, that window stays open until you close it. (Click the **Close** button or choose **File > Close**.) If the window is open when you click another  link, the new topic replaces the current one. You can use the browser Back button if you want to retrace your steps in the secondary window.

Tips on Navigating the Information Site

- Use tabs to navigate between major process areas.
- Use the TOC at the left of the site window to navigate to major topics on a tab.
- In a secondary popup window:
 - When you are done with the window, click the **Close** button to close it. (It does not close automatically.)
 - You can go back to a previous topic by right-clicking and clicking **Back**.
 - You can view normal browser toolbars, the address bar, and any other browser items that you do not see by using commands on the View menu.
- Use the Index (click the link at the bottom of any TOC) if you are not sure where to find a topic.

Using the Resource Library

The Resource Library tab is a single location for you to get related and additional information about Cisco Unified Communications. The Resource Library contains information and links to the following:

- System release documentation
- Solution Reference Network Design (SRNDs)

- Network topology resources
- Component resources
- System demo
- System compatibility tool
- Ordering guides
- End-of-sale and end-of-life products
- Cisco Unified Workspace Licensing
- Troubleshooting individual components
- Documentation wiki

Using the Training Library

The Training Library tab is the location for all Cisco Unified Communications training materials for partners and customers. The Training Library contains the following:

- Videos on Demand (VODs)
- Audios on Demand (AODs)
- Links to partner certification training programs

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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

