



July 8, 2006

## Cisco Unified Contact Center and ICM Enterprise and Hosted Version 7.1(1) to Ship July 10

The Cisco Customer Contact Business Unit is pleased to announce that Cisco Unified Contact Center and ICM Enterprise and Hosted Version 7.1(1) was declared FCS and released to manufacturing on Friday, June 30, 2006. Cisco Unified Contact Center and ICM Enterprise and Hosted media kits will be available to start shipping on Monday, July 10, 2006. All maintenance updates will be maintained on the SR stream until 7.1(2) is released. At that date, 7.1(2) will be made available for public download. 7.0 SR4 is the current latest maintenance update and can only be upgraded to 7.1(2) or higher as previously communicated.

Cisco Unified Contact Center and ICM Enterprise and Hosted Version 7.1(1) introduce enhancements that improve the scalability, agent mobility, security and manageability of the product.

### Release 7.1(1) introduces the following new features:

- Cisco Unified Mobile Agent
- ECC Variable Persistence Selection
- Installation bundling of Support Tools Node Agent
- Support for the InstallShield Silent Installation
- System IPCC Localization Support
- Support for Cisco CVP Network VRU Type 10
- ICM ID Finder Tool Enhancements
- Scripting and Routing Enhancements

### CTI OS Release 7.1(1) provides the following new features:

- Citrix MetaFrame Presentation Server 4.0 Support
- Support for Up To 1500 Agents per CTI OS Server
- SPAN Based Silent Monitoring Support
- Mobile Agent Support
- Silent Install

### Cisco Agent Desktop (CAD) Release 7.1(1) provides the following new features:

- Mobile Agent Support
- Cisco Agent Desktop—Browser Edition
- Support for Up to 6 Tabbed Browser Windows
- Supervisor Workflow Email Alert Capability
- Integrated Browser Window Support in Agent Desktop
- Integration of IPCC Reason Codes
- Global and Workflow Group Level Assignment of Reason Codes, Wrap-Up Data, and Phonebooks
- Third Party Application Integration – Support for a new remote access IPC Receive Event

**Important: The Cisco Customer Contact Business Unit has made recent changes to its release methodology and will be discontinuing service releases on the 7.0 release stream and replacing them with minor and maintenance releases.**

More information on this as well as details on the strategy and scope of minor releases can be found in the "Cisco Software Support Release Methodology for Cisco ICM and Cisco IPCC Enterprise and Hosted Editions" at

<http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm-planner.shtml>

## Ordering and Download Information

To order CDs for Cisco Unified ICM and Unified Contact Center Enterprise and Hosted 7.1 complete the Software Upgrade Request Form at:

<https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861>

New orders of 7.1(1) will require a review and approval by Product Management. It is recommended that customers and partners request a bid assurance design review in order to expedite the approval process. Customers who are not interested in the features and functionality of 7.1 should wait for 7.1(2) in order to pick up the latest maintenance updates. Please note that 7.0 SR4 deployments cannot be upgraded to 7.1(1) and must instead either roll back (and risk losing potential critical fixes) or wait for 7.1(2).

## Related Documentation

### Product Pages:

- Cisco Unified Contact Center Enterprise  
<http://www.cisco.com/en/US/products/sw/custcosw/ps1844/index.html>
- Cisco Unified Contact Center Hosted  
<http://www.cisco.com/en/US/products/sw/custcosw/ps5053/index.html>
- Cisco Unified Intelligent Contact Management Enterprise  
<http://www.cisco.com/en/US/products/sw/custcosw/ps1001/index.html>
- Cisco Unified Intelligent Contact Management Hosted  
<http://www.cisco.com/en/US/products/sw/custcosw/ps1973/index.html>
- Cisco Computer Telephony Integration Option  
[http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd_products_support_series_home.html)
- Cisco Agent Desktop Option  
[http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html)

### Release Notes:

- Cisco Unified Contact Center and Intelligent Contact Management 7.1(1) Release Notes  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_release_notes_list.html)
- Cisco Computer Telephony Integration Option 7.1(1) Release Notes  
[http://www.cisco.com/en/US/products/sw/custcosw/ps14/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps14/prod_release_notes_list.html)
- Cisco Agent Desktop 7.1(1) Release Notes  
[http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html)

### Data Sheets:

- Cisco Unified Mobile Agent Data Sheet  
[http://www.cisco.com/en/US/products/ps6223/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/ps6223/products_data_sheets_list.html)



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