



Documentation Guide for Cisco Unified Customer Voice Portal 9.0(1)

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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Preface

The *Documentation Guide for Cisco Unified Customer Voice Portal 9.0(1)* describes the documents that comprise the Unified CVP Release 9.0(1) documentation set. The guide contains hyperlinks that link directly to these documents.



CHAPTER 1

Release and General Information Guides

Use the following links to access the licensing information and release notes for Cisco Unified Customer Voice Portal 9.0(1):

- [Open Source Used in Cisco Unified Customer Voice Portal Release 9.0\(1\), page 1](#)
- [Release Notes for Cisco Unified Customer Voice Portal Release 9.0\(1\), page 1](#)

Open Source Used in Cisco Unified Customer Voice Portal Release 9.0(1)

This document contains the licenses and notices for open source software used in Cisco Unified Customer Voice Portal Release 9.0(1). With respect to the free/open source software listed in this document, if you have any questions or wish to receive a copy of the source code to which you are entitled under the applicable free/open source licenses (such as the GNU Lesser/General Public License), please contact us at external-opensourcerequests@cisco.com.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_licensing_information_listing.html.

Release Notes for Cisco Unified Customer Voice Portal Release 9.0(1)

This document discusses new features, changes, and caveats for Release 9.0(1) of Cisco Unified Customer Voice Portal software. Additional information on new features and on many of the product changes is available in the relevant end-user documentation.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_release_notes_list.html.



CHAPTER 2

Reference Guides

These documents list system specifications and port details for Cisco Unified Customer Voice Portal 9.0(1):

- [Hardware and System Software Specification for Cisco Unified Customer Voice Portal Release 9.0\(1\), page 3](#)
- [Port Utilization Guide for Cisco Unified Customer Voice Portal Release 9.0\(1\), page 3](#)
- [Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0\(1\), page 3](#)

Hardware and System Software Specification for Cisco Unified Customer Voice Portal Release 9.0(1)

This document provides platform hardware specifications and compatible third-party software version requirements across the major components of the Unified CVP solution.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html.

Port Utilization Guide for Cisco Unified Customer Voice Portal Release 9.0(1)

This document describes the ports used in Release 9.0(1) of the Unified CVP software.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html.

Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0(1)

This document provides specifications for the elements that are included with VXML Server.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_programming_reference_guides_list.html.



CHAPTER **3**

Design Guides

This section lists Cisco Unified Customer Voice Portal 9.0(1) system design documentation.

- [Cisco Unified Customer Voice Portal Release 9.0\(1\) Solution Reference Network Design \(SRND\)](#), page 5

Cisco Unified Customer Voice Portal Release 9.0(1) Solution Reference Network Design (SRND)

This document provides design considerations and guidelines for deploying the Unified CVP 9.0(1), including its various components and subsystems.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_implementation_design_guides_list.html.



CHAPTER 4

Configuration Guides

This section lists Cisco Unified Customer Voice Portal 9.0(1) documentation that is related to configuration and programming.

- [Configuration and Administration Guide for Cisco Unified Customer Voice Portal Release 9.0\(1\)](#), page 7
- [Getting Started with Cisco Unified Customer Voice Portal Release 9.0\(1\)](#), page 7
- [Reporting Guide for Cisco Unified Customer Voice Portal Release 9.0\(1\)](#), page 8

Configuration and Administration Guide for Cisco Unified Customer Voice Portal Release 9.0(1)

This manual describes how to configure, run, and administer Unified CVP.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.html.

Getting Started with Cisco Unified Customer Voice Portal Release 9.0(1)

This guide provides instructions that help new users get started using the Unified CVP in one or more test environments. Configuring a test environment is intended to provide a simplified experience with the Unified CVP prior to designing and implementing a working deployment.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.html.

Reporting Guide for Cisco Unified Customer Voice Portal Release 9.0(1)

This guide documents the Unified CVP reporting functionality and the Reporting Server. It provides information about the following:

- Deploying Unified CVP report templates with the Cisco Unified Intelligence Center reporting application
- The templates that are installed by Unified CVP for import into Unified Intelligence Center
- The Reporting database schema
- Reporting best practices

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.html.



CHAPTER 5

Maintenance and Operation Guides

This section lists Cisco Unified Customer Voice Portal 9.0(1) maintenance and operation documentation.

- [Operations Console User Guide for Cisco Unified Customer Voice Portal Release 9.0\(1\)](#), page 9
- [Say It Smart Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0\(1\)](#), page 9
- [User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0\(1\)](#), page 10

Operations Console User Guide for Cisco Unified Customer Voice Portal Release 9.0(1)

This document describes the Operations Console, which is a web-based console that enables users to centrally operate, administer, maintain, and provision the Unified CVP solution.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.html.

Say It Smart Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0(1)

This document provides specifications for the Say It Smart plug-ins that are included with Unified CVP VXML Server.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.html.

User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0(1)

This document describes how to use Unified CVP. Topics include the various components that can exist on Cisco Unified CVP VXML Server, administering the VXML Server, and VXML Server logging.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.html.



CHAPTER 6

Installation and Upgrade Guides

This section lists Cisco Unified Customer Voice Portal 9.0(1) installation-related documentation.

- [Cisco Security Agent Installation/Deployment Guide for Cisco Unified Customer Voice Portal Release 9.0\(1\), page 11](#)
- [Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 9.0\(1\), page 11](#)

Cisco Security Agent Installation/Deployment Guide for Cisco Unified Customer Voice Portal Release 9.0(1)

This document provides installation instructions and information about Cisco Security Agent for Unified CVP software.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html.

Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 9.0(1)

This guide provides information about installing and upgrading Unified CVP components and discusses procedures for performing related component and deployment migrations.

See this document online at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html.



CHAPTER 7

Troubleshooting Guides

This section lists Cisco Unified Customer Voice Portal 9.0(1) troubleshooting documentation.

- [DocWiki: Troubleshooting Tips for Unified CVP 9.0\(1\), page 13](#)

DocWiki: Troubleshooting Tips for Unified CVP 9.0(1)

This DocWiki provides troubleshooting procedures for resolving Cisco Unified Customer Voice Portal system and configuration problems.

See this information online at http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CVP_9.0.

