



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

First Published: July 06, 2012

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

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.



CONTENTS

Preface

Preface v

CHAPTER 1

Release and General Information Guides 1

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

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

CHAPTER 2

Reference Guides 3

Hardware and System Software Specification for Cisco Unified Customer Voice Portal Release 9.0(1) 3

Port Utilization Guide for Cisco Unified Customer Voice Portal Release 9.0(1) 3

Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0(1) 3

CHAPTER 3

Design Guides 5

Cisco Unified Customer Voice Portal Release 9.0(1) Solution Reference Network Design (SRND) 5

CHAPTER 4

Configuration Guides 7

Configuration and Administration Guide for Cisco Unified Customer Voice Portal Release 9.0(1) 7

Getting Started with Cisco Unified Customer Voice Portal Release 9.0(1) 7

Reporting Guide for Cisco Unified Customer Voice Portal Release 9.0(1) 8

CHAPTER 5

Maintenance and Operation Guides 9

Operations Console User Guide for Cisco Unified Customer Voice Portal Release 9.0(1) 9

Say It Smart Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 9.0(1) 9

User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release
9.0(1) 10

CHAPTER 6

Installation and Upgrade Guides 11

Cisco Security Agent Installation/Deployment Guide for Cisco Unified Customer Voice Portal
Release 9.0(1) 11

Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 9.0(1) 11

CHAPTER 7

Troubleshooting Guides 13

DocWiki: Troubleshooting Tips for Unified CVP 9.0(1) 13



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.

