



# What's New in Cisco Product Documentation

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Previous releases of the *What's New in Cisco Product Documentation* are available at the following URL:

<https://www.cisco.com/c/en/us/td/docs/general/whatsnew/archive/archive.html>

## Cisco Product Documentation Resources

### Cisco Bug Search Tool

Bug Search Tool (BST), the online successor to Bug Toolkit, is designed to improve our customers' effectiveness in network risk management and device troubleshooting.

BST allows partners and customers to search for software bugs based on product, release, and keyword, and it aggregates key data such as bug details, product, and version.

Visit [Bug Search Tools & Resources](#) on Cisco.com. For details on the tool overview and functionalities, visit the help page at <https://www.cisco.com/web/applicat/cbsshelp/help.html>

### Cisco DocWiki

You can collaborate on Cisco documentation using Cisco DocWiki:

<https://docwiki.cisco.com>

### Cisco Icon Library

Cisco icons are globally recognized and generally accepted as standard for network icon topologies. Cisco icons are available for download:

<https://www.cisco.com/c/en/us/about/brand-center/network-topology-icons.html>

### Cisco International Websites

To find international Cisco websites, go to <https://www.cisco.com> and click **Worldwide** at the top of the page.

## Cisco Internetworking Terms and Acronyms (ITA)

This resource defines internetworking terms and acronyms specific to Cisco products, technologies, or services. Some terms may also have descriptions unique to Cisco. The Cisco ITA does not duplicate industry-standard terms for which definitions can be found in other sources. To review this resource:

[https://docwiki.cisco.com/wiki/Category:Internetworking\\_Terms\\_and\\_Acronyms\\_\(ITA\)](https://docwiki.cisco.com/wiki/Category:Internetworking_Terms_and_Acronyms_(ITA))

## Technical Documentation Ideas Forum

This forum allows you to communicate with other customers and Cisco technical writers. You can share your ideas about Cisco documentation on the Technical Documentation Ideas forum:

<https://www.cisco.com/go/techdocideas>

## Analytics and Automation Software

None at this time.

## Application Networking Services

- [Release Note for Cisco Wide Area Application Services \(Software Version 6.2.3d\)](#)

Describes the new features, resolved and open caveats, CM changes, and CLI command changes for Cisco WAAS Software Version 6.2.3d.

## Cisco Interfaces and Modules

None at this time.

## Cloud and Systems Management

- [Cisco Evolved Programmable Network Manager 2.1 Documentation Overview](#)

Lists the guides that provide information about Cisco EPN Manager 2.1 and Cisco EPN Manager 2.1.2 and provides links to each guide on Cisco.com.

- [Cisco Evolved Programmable Network Manager 2.1.2 MTOSI API Guide for OSS Integration](#)

Describes the MTOSI (Multi-Technology Operations Systems Interface) northbound APIs which can be used to integrate with an OSS system.

- [Cisco Evolved Programmable Network Manager 2.1.2 Release Notes](#)

Describes new features and device support added in Cisco EPN Manager 2.1.2. Includes information about mandatory point patches. Describes how to use the Bug Search tool to access information about open bugs.

- [Cisco Evolved Programmable Network Manager 2.1.2 RESTConf NBI Guide](#)

Describes the Cisco EPN Manager 2.1.2 RESTConf/Yang-based northbound APIs which can be used to integrate with an OSS system.

- [Cisco Evolved Programmable Network Manager 2.1.2 User and Administrator Guide](#)

Describes how to set up and get started with Cisco EPN Manager, and use it to manage and monitor your network.

- [Cisco Evolved Programmable Network Manager Supported Alarms](#)

Lists the Cisco EPN Manager supported alarms along with the respective alarm categories, severities, recommended actions, and other alarm information.

- [Cisco Evolved Programmable Network Manager Supported Devices](#)

Lists the Cisco EPN Manager supported devices along with the respective device operating systems and supported features.

- [Cisco Evolved Programmable Network Manager Supported Syslogs](#)

Lists the Cisco EPN Manager supported syslogs along with the respective descriptions, severities, and other syslog information.

- [Cisco Evolved Programmable Network Manager Supported TL1 Messages](#)

Lists the Cisco EPN Manager supported TL1 messages (for Cisco NCS 2000 devices) along with the respective descriptions, severities, and other message information.

- [Cisco Evolved Programmable Network Manager Supported Traps](#)

Lists the Cisco EPN Manager supported SNMP traps along with their respective descriptions, severities, and other trap information.

- [Cisco Prime Service Catalog 12.1 Administration and Operations Guide](#)

Covers information on Organization Designer and Catalog Deployer modules that includes details on user profiles, roles, capabilities, site-wide settings, and managing organizational units in Prime Service Catalog. Covers integration of Prime Service Catalog with Cisco UCS Director, UCS Performance Manager, Cisco Process Orchestrator, and Cisco CloudCenter. This guide also covers information on managing and maintaining the Prime Service Catalog deployments.

- [Cisco Prime Service Catalog 12.1 Designer Guide](#)

Covers information on the Service Designer, Portal Designer, Demand Management, and Localizing modules. Using these modules you can design services, service forms, and dictionaries.

- [Cisco Prime Service Catalog 12.1 Installation and Upgrade Guide](#)

Covers information on installing, upgrading, and configuring Prime Service Catalog 12.1, including installing Service Catalog on WildFly Application Server, Congos software and the Reporting module.

- [Cisco Prime Service Catalog 12.1 Integration Guide](#)

Provides information on configuring directory integration, service link, including LDAP and SAML with Prime Service Catalog.

- [Cisco Prime Service Catalog 12.1 Quick Start Guide](#)

Covers information on deploying Cisco Prime Service Catalog product as a Virtual Machine.

- [Cisco Prime Service Catalog 12.1 Release Notes](#)

Covers new features and enhancements for 12.1, including the important notes to be aware of before using this release of the product.

- [Cisco Prime Service Catalog 12.1 Reporting Guide](#)

Covers information on configuring reporting solution, including designing, generating, and monitoring Cisco Prime Service Catalog reports.

- [Cisco Prime Service Catalog 12.1 User Guide](#)

Covers information on Service Catalog, Service Portal, Service Manager, and Order Management modules. Instructions on placing, managing, and authorizing orders for services are also covered in this guide.

- [Installation Guide for Cisco Evolved Programmable Network Manager 2.1 and Maintenance Packs \(2.1.x\)](#)

Describes how to install Cisco EPN Manager 2.1 and Maintenance Packs (2.1.x).

## Collaboration Endpoints

None at this time.

## Conferencing

None at this time.

## Connected Safety and Security

None at this time.

## Customer Collaboration

- [Administration Console User Guide for Cisco Unified Intelligence Center](#)

Describes the Operations Console, which is a web-based console that enables users to centrally operate, administer, maintain, and provision the Unified Intelligence Center.

- [Administration Guide for Cisco Unified Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information about how to administer components of the Unified CCE solution for voice and multichannel contact centers.

- [Administration Guide for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Provides the following information:

- Understand the Operations Console interface and how it is used for configuration, error handling, and Control Center operations.
- Manage devices and Cisco Unified CVP users.
- Perform bulk administration, SNMP agent setup, and launch tools.

- [Cisco Contact Center Solutions and Unified Communications Manager Solution Configuration Guide for Remote Expert Mobile Release 11.6\(1\)](#)

Explains the features available with Remote Expert Mobile and how to configure them to work with your contact center.

- [Cisco Finesse Administration Guide, Release 11.6\(1\)](#)

Describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse.

- [Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 11.6\(1\)](#)

Describes how to use Finesse agent desktop and Finesse supervisor desktop.

- [Cisco Finesse Desktop User Guide, Release 11.6\(1\)](#)

Provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops.

- [Cisco Finesse Documentation Guide, Release 11.6\(1\)](#)

Provides details of all the documents for a release of Cisco Finesse and contains links to the documents.

- [Cisco Finesse Installation and Upgrade Guide, Release 11.6\(1\)](#)

Provides instructions for installing and upgrading Cisco Finesse. It also provides information on the software and hardware requirements for Cisco Finesse Virtualization and new ESXi versions supported.

- [Cisco Finesse Web Services Developer Guide, Release 11.6\(1\)](#)

Provides information on Cisco Finesse APIs. The Finesse desktop APIs support the Finesse desktop, providing agent desktop functionality, such as call control and state changes. The Finesse configuration APIs support the Finesse administration console, providing the ability to configure resources, such as reason codes, wrap-up reasons, and workflows.

- [Cisco Hosted Collaboration Solution for Contact Center Documentation Guide, Release 11.6\(1\)](#)

This documentation guide provides details of all the documents for the release of Cisco Hosted Collaboration Solution for Contact Center and contains the links to the documents.

- [Cisco Hosted Collaboration Solutions for Contact Center Features Guide, Release 11.6\(1\)](#)

This guide explains the Context Service feature that you can use with Cisco Hosted Collaboration Solutions for Contact Center. The guide includes design considerations and procedures for initial setup and configuration of the Context Service feature.

- [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide Release 11.6\(1\)](#)

Explains the complete set of Unified CCE Administration tools that are available in a Packaged CCE deployment to an administrator. This document also explains how to create Script Editor routing scripts and Unified CVP Call Studio applications for Packaged CCE.

- [Cisco Packaged Contact Center Enterprise Developer Reference Guide Release 11.6\(1\)](#)

Explains the methods and parameters for each configurable item in Packaged CCE. Developers working with Packaged CCE APIs can refer to this document for API operations, parameter values, and example outputs.

- [Cisco Packaged Contact Center Enterprise Documentation Guide, Release 11.6\(1\)](#)

Provides details on all documents for this release of Packaged CCE and contains links to the documents.

- [Cisco Packaged Contact Center Enterprise Features Guide Release 11.6\(1\)](#)

Describes these additional features and products that you can enable and configure after installation.

- [Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide Release 11.6\(1\)](#)

Outlines how to install, configure, and upgrade Packaged CCE. It is prepared for partners and service providers who will be implementing Packaged CCE, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

- [Cisco Packaged Contact Center Enterprise Reporting User Guide, Release 11.6\(1\)](#)

Explains how to run and schedule Packaged CCE reports, provides information about reporting capabilities and data sources, and describes report templates.

- [Cisco Remote Expert Mobile Expert Assist Developer's Guide, 11.6\(1\)](#)  
Outlines the steps needed to develop mobile and web applications that leverage Cisco Remote Expert Mobile.
- [Cisco Remote Expert Mobile Expert Assist Web Agent and Supervisor Consoles User Guide, 11.6\(1\)](#)  
Provides information for Experts that use Remote Expert Mobile with Unified CM.
- [Cisco Remote Expert Mobile Finesse Agent and Supervisor Gadget User Guide 11.6\(1\)](#)  
Provides information for agents and supervisors who use the Remote Expert Mobile with a Finesse desktop.
- [Cisco Remote Expert Mobile Installation and Configuration Guide 11.6\(1\)](#)  
Outlines the steps necessary to install and configure Cisco Remote Expert Mobile (RE Mobile) Open Virtual Appliance (OVA).
- [Cisco Remote Expert Mobile Release Notes 11.6\(1\)](#)  
Provide the latest version-specific information for Cisco Remote Expert Mobile.
- [Cisco SocialMiner Developer Guide, Release 11.6\(1\)](#)  
Provides information about the APIs used in SocialMiner.
- [Cisco SocialMiner Installation and Upgrade Guide, Release 11.6\(1\)](#)  
Describes how to install or upgrade SocialMiner.
- [Cisco SocialMiner User Guide, Release 11.6\(1\)](#)  
Provides the following information:
  - Perform administration tasks on the SocialMiner system.
  - Configure feeds, filters, reply templates, and notifications.
  - Set up campaigns.
  - View and respond to contacts in SocialMiner.
- [Cisco Unified CCX Getting Started with IP IVR Guide, Release 11.6\(1\)](#)  
Describes how to install and set up Unified IP IVR.
- [Cisco Unified Contact Center Enterprise Developer Reference, Release 11.6\(1\)](#)  
Provides reference information for developers.
- [Cisco Unified Contact Center Enterprise Features Guide, Release 11.6\(1\)](#)  
Lists optional features that can be configured in Unified CCE.
- [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 11.6\(1\)](#)  
Describes how to install the components and software for a new Unified CCE system, or to upgrade an existing Unified CCE system.
- [Cisco Unified Contact Center Enterprise Reporting User Guide, Release 11.6\(1\)](#)  
Provides information about how to interpret reporting data.

- [Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR, Release 11.6\(1\)](#)

Describes the system administration functions through the Cisco Unified Communications operating system for Unified CCX.
- [Cisco Unified Communications Operating System Administration Guide for Cisco Virtualized Voice Browser, Release 11.6\(1\)](#)

Shows how to configure and manage the Cisco Unified Communications Operating System.
- [Cisco Unified Contact Center Express Administration and Operations Guide, Release 11.6\(1\)](#)

Provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications. Describes all of the operations that are related to Unified CCX:

  - Using the Unified CCX Serviceability interface to configure, monitor, and troubleshoot Unified CCX services and components.
  - Using Real-Time Monitoring Tool (RTMT) to monitor system performance and troubleshoot system problems.
  - Backing up and restoring.
  - Using CLI commands to configure, administer and troubleshoot Unified CCX.
- [Cisco Unified Contact Center Express CTI Protocol Developer Guide, Release 11.6\(1\)](#)

Describes how to use the Unified CCX CTI protocol messages, and provides the CTI protocol message definitions, and provides client application development guidelines.
- [Cisco Unified Contact Center Express Database Schema Guide, Release 11.6\(1\)](#)

Describes how data is organized in the Unified CCX databases.
- [Cisco Unified Contact Center Express Developer Guide, Release 11.6\(1\)](#)

Describes all of the configuration REST APIs that are available for Unified CCX.
- [Cisco Unified Contact Center Express Documentation Guide, Release 11.6\(1\)](#)

Provides details of all the documents for Cisco Unified Contact Center Express (Unified CCX), Release 11.6(1) and contains links to the documents.
- [Cisco Unified Contact Center Express Editor Step Reference Guide, Release 11.6\(1\)](#)

Describes how to use the Unified CCX Editor to develop interactive scripts. It describes how to use the Cisco Editor interface to create interactive scripts.
- [Cisco Unified Contact Center Express Expression Language Reference Guide, Release 11.6\(1\)](#)

Describes how to use the Unified CCX Editor to develop interactive scripts. It describes the language used for evaluation expressions in Unified CCX scripts, prompt templates, and grammar templates.
- [Cisco Unified Contact Center Express Features Guide, Release 11.6\(1\)](#)

Describes Cisco Context Service, a cloud-based, omnichannel solution. Context Service captures customer interaction history and provides flexible storage of the customer interaction data across all channels (including voice, chat, email, and Internet of Things).

- [Cisco Unified Contact Center Express Getting Started with Scripts, Release 11.6\(1\)](#)

Describes how to use the Unified CCX Editor to develop interactive scripts. It presents the properties of Unified CCX Editor.
- [Cisco Unified Contact Center Express Installation and Upgrade Guide, Release 11.6\(1\)](#)

Explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.
- [Cisco Unified Contact Center Express Report Developer Guide, Release 11.6\(1\)](#)

Describes the call, chat, and email detail records. It describes how to create new reports in a standalone Cisco Unified Intelligence Center.
- [Cisco Unified Contact Center Express Report User Guide, Release 11.6\(1\)](#)

Describes the features that are available to a user using Unified Intelligence Center.
- [Cisco Unified Contact Center Express Reporting Guide, Release 11.6\(1\)](#)

Describes all the fields in the Historical Reports and provides the query designs for the Historical Reports. It describes the fields, charts, available views, filters, and grouping for the Historical and Live Data Reports.
- [Cisco Unified Customer Voice Portal Documentation Guide Release 11.6\(1\)](#)

Provides details of all the documents for this release of Cisco Unified Customer Voice Portal and contains links to the documents.
- [Cisco Unified Intelligence Center Report Customization Guide](#)

Describes the different aspects of customizing a report in Unified Intelligence Center.
- [Cisco Unified Intelligence Center User Guide](#)

Describes how to generate, view, filter, schedule and view permalinks and dashboards for various reports.
- [Cisco Virtualized Voice Browser Administration and Configuration Guide, Release 11.6\(1\)](#)

Describes how to configure, run, and administer Cisco Virtualized Voice Browser (Cisco VVB).
- [Cisco Virtualized Voice Browser Documentation Guide, Release 11.6\(1\)](#)

Provides details of all the documents for this release of Cisco Virtualized Voice Browser and contains links to the documents.
- [Configuration Guide for Cisco HCS for Contact Center, Release 11.6\(1\)](#)

Describes how to configure customer instances, includes procedures for OS customization and integration of customer instance with shared management of Cisco HCS for CC deployments. Also describes how to install and configure optional cisco components.
- [Configuration Guide for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Provides the following information:

  - Configuration of Cisco Unified Customer Voice Portal (CVP) components and additional solution components involved in the Unified CVP call path.
  - Configuration of high availability and single node for CVP components.



- [Configuration Guide for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information about how to use the Unified ICM/CCE configuration tools to configure and maintain the Unified ICM database.
- [CTI OS System Manager Guide for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information about how to install, configure, and run the CTI Object Server (CTI OS) product.
- [CTI Server Message Reference Guide \(Protocol Version 21\) for Cisco Unified Contact Center Enterprise, Release 11.6\(1\)](#)

Describes CTI Server messages.
- [Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Explains how data is organized for the Cisco Unified CCE software.
- [Developer Guide for Cisco Virtualized Voice Browser, Release 11.6\(1\)](#)

Describes all of the configuration REST APIs that are available for Cisco VVB.
- [Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 11.6\(1\)](#)

Provides specifications for the elements that are included with VXML Server.
- [Enterprise Chat and Email Administrator's Guide to Administration Console, Release 11.6\(1\)](#)

Describes the Administration Console and helps users understand how to use it to set up and manage various business resources.
- [Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources, Release 11.6\(1\)](#)

Describes the administrator to the chat and collaboration infrastructure within the application. The guide includes instructions on how to set up entry points and templates.
- [Enterprise Chat and Email Administrator's Guide to Data Adapters, Release 11.6\(1\)](#)

Provides instructions to set up the web browser before logging into the system. Also contains instructions to configure Java, which is required only for administrators of email workflows.
- [Enterprise Chat and Email Administrator's Guide to Email Resources, Release 11.6\(1\)](#)

Describes the administrator to the email infrastructure within the application. The guide includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.
- [Enterprise Chat and Email Administrator's Guide to Routing and Workflows, Release 11.6\(1\)](#)

Describes the administrator to routing and explains how to set up service levels and queues for emails. Workflows that route all email and other activities that are not real-time activities are also discussed in this guide.
- [Enterprise Chat and Email Administrator's Guide to System Console, Release 11.6\(1\)](#)

Describes the System Console and helps you understand how to use it to set up and monitor system services.
- [Enterprise Chat and Email Agent's User Guide, Release 11.6\(1\)](#)

Describes the Agent Console and helps you understand how to use it to handle customer queries and respond to them quickly and effectively.

- [Enterprise Chat and Email Deployment and Maintenance Guide, Release 11.6\(1\)](#)

Provides instructions on preparing Unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.
- [Enterprise Chat and Email Installation and Configuration Guide for Packaged Contact Center Enterprise, Release 11.5\(1\)](#)

Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Packaged Contact Center Enterprise.
- [Enterprise Chat and Email Installation and Configuration Guide for Unified Contact Center Enterprise, Release 11.5\(1\)](#)

Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.
- [Enterprise Chat and Email Upgrade Guide for Packaged Contact Center Enterprise, Release 11.6\(1\)](#)

Describes the process of upgrading your ECE 11.5 system to ECE 11.6. for the Enterprise Chat and Email (ECE) installations that are integrated with Cisco Packaged Contact Center Enterprise (Packaged CCE).
- [Enterprise Chat and Email Upgrade Guide for Unified Contact Center Enterprise, Release 11.6\(1\)](#)

Describes the process of upgrading your ECE 11.5 system to ECE 11.6. for the Enterprise Chat and Email (ECE) installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).
- [Feature Guide—Writing Scripts for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Provides the following information:

  - Scripts required for Cisco Unified Customer Voice Portal (CVP)
  - Unified ICME configuration and script editing
  - Unified CVP micro-applications
- [Installation and Config Guide for Cisco Unified Contact Center Management Portal, Release 11.6\(1\)](#)

Explains how to install the Unified Contact Center Management Portal (Unified CCMP) components.
- [Installation and Configuration Guide for Cisco Unified Contact Center Domain Manager, Release 11.6\(1\)](#)

Describes how to install the Unified CCDM server components.
- [Installation and Upgrade Guide for Cisco HCS for Contact Center, Release 11.6\(1\)](#)

Provides an overview, installation and upgrade of Cisco Hosted Collaboration Solutions for Contact Center.
- [Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Explains how to install and upgrade Unified Customer Voice Portal (CVP). It is prepared for partners and service providers who will be implementing Unified CVP, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.
- [Installation and Upgrade Guide for Cisco Unified Intelligence Center](#)

Provides instructions on how to install and upgrade Unified Intelligence Center. It is designed for partners, specialists, and system administrators who are responsible for the installation of Unified Intelligence Center.
- [Installation and Upgrade Guide for Cisco Virtualized Voice Browser, Release 11.6\(1\)](#)

Explains how to install Cisco Virtualized Voice Browser (Cisco VVB) in a Contact Center deployment. Review all the installation instructions carefully before you install Cisco VVB.

- [Migration Guide for Cisco Virtualized Voice Browser, Release 11.6\(1\)](#)

Provides the guidelines for migrating Cisco IOS based Voice Browser to Cisco Virtualized Voice Browser (Cisco VVB) in a Contact Center deployment. Review all the installation instructions carefully before you install Cisco VVB.
- [Open Source Used In Cisco CTI Object Server for Contact Center Enterprise 11.6\(1\)](#)

Contains licenses and notices for open source software used in this product.
- [Open Source Used in Cisco Unified Contact Center Enterprise, Packaged, and Hosted](#)

Provides licenses and notices for open source software used in Unified CCE, Packaged, and Hosted solutions.
- [Open Source Used In Cisco Unified Contact Center Enterprise Solutions 11.6\(1\)](#)

Contains licenses and notices for open source software used in this product.
- [Open Source Used In Cisco Unified Contact Center Remote Expert Mobile 11.6\(1\)](#)

Contains licenses and notices for open source software used in this product.
- [Open Source Used in Cisco Unified Customer Voice Portal 11.6\(1\)](#)

Lists the licenses and notices for open source software that are used in Unified CCVP.
- [Open Source Used in Cisco Virtualized Voice Browser 11.6\(1\)](#)

Lists the licenses and notices for open source software that are used in Cisco VVB.
- [Outbound Option Guide for Unified Contact Center Enterprise, Release 11.6\(1\)](#)

Provides conceptual, installation, and configuration information about the Unified CCE Outbound Option application.
- [Open Source Used in Unified Contact Center Enterprise Solution, Release 11.6\(1\)](#)

To acknowledge open source code used in Cisco HCS for Contact Center, Unified CCDM, Unified CCE, Packaged CCE, Enterprise Chat and Email, and Unified CCMP.
- [Open Source Used in Unified Contact Center Express 11.6\(1\)](#)

Lists the licenses and notices for open source software that are used in Unified CCX.
- [Operations Guide for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Provides the following information:

  - Describes serviceability features on Unified CVP on non-Windows boxes.
  - Describes how to configure external events and how to set trace levels and log levels.
- [Operations Guide for Cisco Virtualized Voice Browser, Release 11.6\(1\)](#)

Describes how to configure and administer using CLI commands for Cisco Virtualized Voice Browser.
- [Packaged CCE Software Compatibility Matrix for 11.6\(x\)](#)

Lists the Contact Center and third-party software, gateway, and endpoint compatibility information for Packaged CCE.
- [Port Utilization Guide for Cisco Unified Contact Center Express Solution, Release 11.6\(1\)](#)

Describes the ports utilized in the Cisco Unified Contact Center Express Solution.

- [Port Utilization Guide for Cisco Unified Contact Center Solutions, Release 11.6\(1\)](#)

Provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.
- [Programming Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio, Release 11.6\(1\)](#)

Describes how to use the programming APIs provided by Cisco Unified CVP VXML Server (VXML Server). Topics covered include building custom elements and the Cisco Unified Customer Voice Portal (Unified CVP) VoiceXML Java and XML APIs.
- [Release Notes for Cisco HCS for Contact Center, Release 11.6\(1\)](#)

Describes new features and changes in Cisco HCS for Contact Center, Unified CVP, Finesse, Unified Intelligence Center, Remote Expert Mobile, SocialMiner, Unified CCDM, and Enterprise Chat and Email for a given release.
- [Release Notes for Cisco Packaged Contact Center Enterprise Solution Release 11.6\(1\)](#)

Describes new, updated, and deprecated features, and open caveats for Packaged CCE and its components. Read this document before installing or upgrading your Packaged CCE system.
- [Release Notes for Unified Contact Center Enterprise Solutions, 11.6\(1\)](#)

Describes the new features, updated features, and caveats for Unified CCE. Users should read the latest release notes before initially installing or upgrading their Unified CCE.
- [Release Notes for Unified Contact Center Express Solution, 11.6\(1\)](#)

Describes the new features, updated features, and caveats for Unified CCX. Users should read the latest release notes before initially installing or upgrading their Unified CCX system.
- [Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information required to understand the importance of planning, configuration, and scripting for accurate reporting data.
- [Reporting Guide for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Provides the following information:

  - Reporting service and reporting architecture.
  - Cisco Unified Intelligence Center Reporting application and its various functions.
  - Unified CVP templates for reporting.
  - Database schema and database management.
  - Best practices of reporting.
- [Say It Smart Specifications for Cisco Unified Customer Voice Portal, Release 11.6\(1\)](#)

Provides specifications for the Say It Smart plug-ins included with Cisco Unified CVP VoiceXML Server.
- [Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information about how to use the Script Editor tool.
- [Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information about how to configure the network securely.

- [Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.
- [Solution Design Guide for Cisco HCS for Contact Center, Release 11.6\(1\)](#)

Provides design considerations and guidelines for deploying the Cisco HCS for Contact Center.
- [Solution Design Guide for Cisco Packaged Contact Center Enterprise, Release 11.6\(1\)](#)

Provides a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.
- [Solution Design Guide for Cisco Unified Contact Center Enterprise, Release 11.6](#)

Provides design considerations and guidelines for deploying Cisco Unified Contact Center Enterprise (Unified CCE) solutions. The guide combines information for all the components that might be present in your solution.
- [Solution Design Guide for Cisco Unified Contact Center Express, Release 11.6\(1\)](#)

Provides design considerations and guidelines for deploying Cisco Unified Contact Center Express (Unified CCX).
- [Staging Guide for Cisco Unified ICM/Contact Center Enterprise, Release 11.6\(1\)](#)

Provides information about how to stage deployments of Unified Intelligent Contact Management and Contact Center Enterprise.
- [System Requirements for Enterprise Chat and Email, Release 11.5\(1\)](#)

Outlines the software specification for ECE. The guide provides details about compatible third-party software requirements and contains links to other documents that provide hardware and bandwidth specifications.
- [Unified CCE Software Compatibility Matrix for 11.6\(1\)](#)

Lists supported product combinations for active Unified CCE product sets.
- [Unified CCX Software Compatibility Matrix for 11.6\(1\)](#)

Lists supported product combinations for active Unified CCX product sets.
- [Unified CVP API Developer Guide Release 11.6\(1\)](#)

Describes all of the configuration REST APIs that are available for Unified CVP.
- [User Guide for Cisco Unified Contact Center Domain Manager, Release 11.6\(1\)](#)

Describes how to use the Unified CCDM server components.
- [User Guide for Cisco Unified Contact Center Management Portal, Release 11.6\(1\)](#)

Explains how to use the Unified Contact Center Management Portal (Unified CCMP) to manage settings, services, security and your system using the Web Portal tool.
- [User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio Release 11.6\(1\)](#)

Describes the various components that can exist on Cisco Unified CVP VXML Server, administering the VXML Server, and VXML Server logging.

- [Virtualization for Cisco Packaged CCE Release 11.6\(x\)](#)  
Lists the hardware and VMware requirements for Packaged CCE in a virtual environment, and includes networking information.
- [Virtualization for Cisco SocialMiner](#)  
Provides virtualization details of Cisco SocialMiner.
- [Virtualization for Cisco Unified Contact Center Express](#)  
Describes Unified CCX virtualization requirements, guidelines, and procedures.
- [Virtualization for Cisco Unified Customer Voice Portal](#)  
Describes Unified CCVP virtualization requirements, guidelines, and procedures.
- [Virtualization for Cisco Virtualized Voice Browser](#)  
Describes Cisco VVB virtualization requirements, guidelines, and procedures.
- [Web Services Reference for Cisco Unified Contact Center Domain Manager, Release 11.6\(1\)](#)  
Describes the Web Service APIs that Unified CCDM exposes and explains how to use them.
- [Web Services Reference for Cisco Unified Contact Center Management Portal, Release 11.6\(1\)](#)  
Describes the Web Service APIs that Unified CCMP exposes and explains how to use them.

## Data Center Analytics

None at this time.

## Hyperconverged Infrastructure

None at this time.

## IOS and NX-OS Software

None at this time.

## Optical Networking

None at this time.

## Routers

None at this time.

## Security

- [AsyncOS for Web 9.1.2 Hot Patch 3 Release Notes](#)  
Details on what's new in the release, upgrade paths, and bug fixes.

- [Cisco Advanced Web Security Reporting 6.2—Installation, Setup, and User Guide](#)

Details how to install and configure Cisco Advanced Web Security Reporting 6.2. Describes and lists the new features in this release.

- [User Guide for AsyncOS 10.5.1 for Cisco Web Security Appliances—GD \(General Deployment\)](#)

Details how to install and configure AsyncOS 10.5.1 GD, for Cisco Web Security appliances. Describes and lists the new features in this release.

- [User Guide for AsyncOS 11.0 for Cisco Email Security Appliances—GD \(General Deployment\)](#)

Details how to install and configure AsyncOS 11.0 GD, for Cisco Email Security appliances. Describes and lists the new features in this release.

## Servers—Unified Computing

None at this time.

## Service Exchange

None at this time.

## Software

None at this time.

## Storage Networking

None at this time.

## Switches

None at this time.

## Unified Communications

None at this time.

## Universal Gateways and Access Servers

None at this time.

## Video

None at this time.

## Wireless

None at this time.

## Creating Bookmarks to Cisco.com Pages

After you log in to Cisco.com, you can use the My Cisco tool to save links and documents. You can then go to the links from any Cisco.com page. The tool is available on most Cisco.com pages. See the *My Cisco User Guide* for help:

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## Obtaining Additional Information

Information about Cisco products, services, technologies, and networking solutions is available from various online sources.

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- *What's New in Cisco Product Documentation* (this document) is an online publication that provides information about the latest documentation releases for Cisco products. This online publication is updated monthly and organized by product category. Go to:  
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