Operation and Maintenance

Web Interface

Application Server

Table 1: Application Server Web Interface Guides

Document Title	Description
Cisco BroadWorks Application Server System Provider Web Interface Administration Guide	Use this document to assist you with the system administration tasks of the Application Server platform using the web interface, including authorizing services and assigning resources to client organizations as well as monitoring resource utilization in the system.
Cisco BroadWorks Application Server Service Provider Web Interface Administration Guide	Use this document to assist you with the management of all available functions of the Cisco BroadWorks Application Server. Follow the detailed instructions for each function and page of the web portal interface at the service provider level.
Cisco BroadWorks Application Server Enterprise Web Interface Administration Guide	Use this document to assist you with the management of all available functions of the Cisco BroadWorks Application Server. Follow the detailed instructions for each function and page of the web portal interface at the enterprise level.
Cisco BroadWorks Application Server Group Web Interface Administration Guide - Part 1	Use this document to assist you with management of all Cisco BroadWorks group and department administration functions.
Cisco BroadWorks Application Server Group Web Interface Administration Guide - Part 2	Use this document to assist you with performing all administration functions for Cisco BroadWorks users and virtual users (service instances of services such as Call Center).

Document Title	Description
Cisco BroadWorks User Web Interface Administration Guide	Use this document to learn about all web portal functions available to Cisco BroadWorks users. The web portal enables users to self-configure and manage their features and services in real-time.
Cisco BroadWorks Getting Started Web Interface Administration Guide	Use this guide to get familiar with the Cisco BroadWorks web interface.

Network Server

Table 2: Network Server Web Interface Guides

Document Title	Description
Cisco BroadWorks Network Server Web Interface Administration Guide	Use this guide is to assist you with management of all Network Server management and provisioning functions available through the web interface.
Cisco BroadWorks Network Server Enterprise Web Interface Administration Guide	Follow the procedures provided by this guide to perform routing and network functions for one or more groups.

Command Line Interface

Table 3: Command Line Interface Guides - All Servers

Document Title	Description
Cisco BroadWorks Application Delivery Platform Command Line Interface Administration Guide	Use this document to manage all Application Delivery Platform command line interface functions. Follow the detailed instructions for each available administrative task.
Cisco BroadWorks Application Server Command Line Interface Administration Guide	Use this document to manage all Application Server command line interface functions. Follow the detailed instructions for each available administrative task.
Cisco BroadWorks Database Server Command Line Interface Administration Guide	Use this document to manage all Database Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Database Troubleshooting Server Command Line Interface Administration Guide	Use this document to manage all Database Troubleshooting Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Execution Server Command Line Interface Administration Guide	Use this guide to manage all Execution Server command line interface functions. Follow the detailed instructions for each administrative task.

Document Title	Description
Cisco BroadWorks Lawful Intercept Command Line Interface Guide (available upon request)	Use this document to manage all Lawful Intercept command line interface functions. Follow the detailed instructions for each available administrative task.
Cisco BroadWorks Media Server Command Line Interface Administration Guide	Use this guide to manage all Media Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Network Database Server Command Line Interface Administration Guide	Use this guide to manage all Network Database Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Network Function Manager Command Line Interface Administration Guide	Use this guide to manage all Network Function Manager command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Network Server Command Line Interface Administration Guide	Use this guide to manage all Network Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Profile Server Command Line Interface Administration Guide	Use this guide to manage all Profile Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Service Control Function Command Line Interface Administration Guide	Use this guide to manage all Service Control Function command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Xtended Services Platform Command Line Interface Administration Guide	Use this guide to manage all Xtended Services Platform command line interface functions. Follow the detailed instructions for each administrative task.

Maintenance

Table 4: Maintenance

Document Title	Description
Cisco BroadWorks Maintenance Guide	Use this document to learn about the recommended routine maintenance procedures for Cisco BroadWorks.
Cisco BroadWorks Database and Logs Anonymization User Guide	Use this document for learn how to remove all personally identifiable information (PII) from a Cisco BroadWorks database, log file, or a single value so that you can supply log files (or an entire database) to Cisco for investigation of various issues without exposing any sensitive customer data.

Operation

Table 5: Task Automation, License Management, and User Service Pack Migration

Document Title	Description
Cisco BroadWorks Ansible Collections and Playbooks User Guide	Use this document to learn how to use Cisco BroadWorks Ansible collections and playbooks to automate various repetitive tasks.
Cisco BroadWorks Network Function Manager Node and License Management Guide	Use this document to learn about the node and license management functionality available to administer managed license files. Follow the instructions of the guide to configure and deploy managed licenses.
Cisco BroadWorks User Service Pack Migration User Guide	Use this document to learn how to use the automated batch process to migrate users from one set of services or service packs to another.

Client Documentation

Administration

Table 6: Administration Guides

Document Title	Description
Cisco BroadWorks Deployment Studio Administration Guide	Use this document is to assist you with the installation and maintenance of Cisco BroadWorks Deployment Studio, for the purposes of deploying Cisco BroadWorks client applications to end users. Note that the link provided here is for the Release 24.0 document as there were no changes for Release 25.0.
Cisco BroadWorks Hosted Thin Call Center Agent/Supervisor Configuration and Administration Guide	Use this document is to assist you with the installation, customization, and maintenance of Cisco BroadWorks Hosted Thin Call Center.
Cisco BroadWorks Hosted Thin Receptionist Agent/Supervisor Configuration and Administration Guide	Use this document is to assist you with the installation, customization, and maintenance of Cisco BroadWorks Hosted Thin Receptionist.

User

Table 7: User Guides

Document Title	Description
Cisco BroadWorks Deployment Studio User Guide	Refer to this guide for general information on using Deployment Studio to customize a Cisco BroadWorks client application. In addition, for Software as a Service (SaaS) applications, such as Hosted Thin Call Center and Hosted Thin Receptionist, follow the detailed instructions on deploying customized application profiles. Note that the link provided here is for the Release 24.0 document as there were no changes for Release 25.0.
Cisco BroadWorks Hosted Thin Call Center Agent/Supervisor User Guide	Use this document to learn about the features, interface, dialogs, and services provided by the Call Center client application. Follow the details to use the Call Center features and services for agents and supervisors.
Cisco BroadWorks Hosted Thin Receptionist User Guide	Use this document to learn about the features, interface, dialogs, and services provided by the Receptionist client application. Follow the detailed procedures to use the application's features and services.
Cisco BroadWorks Hosted Thin Call Center Quick Reference Guide	Use this document as a reminder of the steps to follow to perform the different tasks of the Call Center client.
Cisco BroadWorks Hosted Thin Receptionist Quick Reference Guide	Use this document as a reminder of the steps to follow to perform the different tasks of the Receptionist client.