



# Cisco Virtualized Voice Browser Documentation Guide, Release 12.6(2)

**First Published:** 2023-04-28

**Last Modified:** 2023-04-28

## Documentation Guide

This documentation guide provides details of all the documents for this release of Cisco Virtualized Voice Browser and contains links to the documents.

For the latest version of all Cisco Virtualized Voice Browser documents, see <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/series.html>.

## Document Changes

The following tables identify the documents that changed for this release.

### New Documents in This Release

There are no new documents in this release.

### New Solution Documents in This Release

There are no new solution documents in this release.

### Documents Updated in This Release

This table lists the documents that are updated in this release.

Document	Notes
<a href="#">Cisco Virtualized Voice Browser Administration and Configuration Guide</a>	This document includes updates for the following features: <ul style="list-style-type: none"><li>• Added new internal REST API Endpoints</li><li>• Added support for FIPS</li></ul> See the document's Change History for more details.
<a href="#">Installation and Upgrade Guide for Cisco Virtualized Voice Browser</a>	This document includes updates for the following features: <ul style="list-style-type: none"><li>• Procedure to upgrade from 12.6(1) to 12.6(2)</li></ul> See the document's Change History for more details.

Document	Notes
<i>Developer Guide for Cisco Virtualized Voice Browser</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> <li>• VAV Speech Configuration APIs</li> <li>• Cloud Connect Configuration</li> </ul> <p>See the document's Change History for more details.</p>
<i>Cisco Virtualized Voice Browser Serviceability Administration Guide</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> <li>• Added Speech server to the list of system services</li> </ul> <p>See the document's Change History for more details.</p>
<i>Operations Guide for Cisco Virtualized Voice Browser</i>	<p>This document includes updates for the following features:</p> <ul style="list-style-type: none"> <li>• Set and show commands for DTMF payload</li> <li>• Set and show commands for SIP control transport mode</li> <li>• Set and show commands for SIP option transport mode</li> </ul> <p>See the document's Change History for more details.</p>

### Other Documentation Sources

This table lists the documentation wikis that are updated in this release.

Document	Notes
<i>Unified CCE Solution Compatibility Matrix</i>	<p>Updated to meet Unified CCE Solution requirements for the latest release.</p> <p>To view the tool, see: <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html</a>.</p>
<i>Virtualization for Cisco Virtualized Voice Browser</i>	<p>Updated to meet Cisco VVB requirements for the latest release.</p> <p>To view the page, see: <a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-virtualized-voice-browser.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-virtualized-voice-browser.html</a>.</p>

### Documents Retired in This Release

There are no retired documents in this release.

## Plan

### **Solution Design Guide for Cisco Unified Contact Center Enterprise**

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

To view the latest *Solution Design Guide for Cisco Unified Contact Center Enterprise*, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

### **Solution Release Notes for Unified Contact Center Enterprise**

This document describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco VVB. Users should read the latest release notes before initially installing or upgrading their Cisco VVB system.

To view the latest *Solution Release Notes for Unified Contact Center Enterprise*, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

### **Configuration Guide for Cisco Customer Voice Portal**

This document describes how to configure, run, and administer Cisco VVB. Cisco VVB configuration content is part of Unified CVP Configuration Guide.

To view the latest *Configuration Guide for Cisco Unified Customer Voice Portal*, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

### **Open Source Used In Cisco VVB**

This document lists the licenses and notices for open source software used in this product.

To view the latest *Cisco VVB Open Source Information*, see: [https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0\\_general-table0=voice%20browser#~documentation](https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=voice%20browser#~documentation).

## Install and Upgrade

### **Installation and Upgrade Guide for Cisco VVB**

This document explains how to install and upgrade Cisco VVB. It is prepared for partners and service providers who will be deploying Cisco VVB, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

To view the latest guide, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/products-installation-guides-list.html>.

### **Compatibility with Unified Contact Center Enterprise**

This document provides platform hardware specifications and compatible third-party software version requirements for Cisco VVB.

To view the latest guide, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

### **Solution Port Utilization Guide for Cisco Unified Contact Center**

This document describes the ports used in Cisco VVB.

To view the latest guide, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

### **Virtualization for Cisco VVB**

For Cisco VVB virtualization requirements, guidelines, and procedures, see: [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-virtualized-voice-browser.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-virtualized-voice-browser.html).

### **Migration Guide for Cisco VVB**

This document outlays 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.

To view the latest Migrating Cisco-IOS-VB to Cisco-VVB, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html>.

## **Configure**

### **Operating System Administration Guide for Cisco Virtualized Voice Browser**

This document provides information on the system administration functions through the Cisco Unified Communications operating system for Cisco VVB.

To view the latest *Cisco VVB Operating System Administration Guide*, see <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/series.html>.

## **Maintain and Operate**

### **Operations Guide for Cisco Virtualized Voice Browser**

This document provides information on Cisco serviceability tools, CLI and Cisco logging and event notifications.

To view the latest *Cisco VVB Operations Guide*, see <https://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/series.html>.

## **Reference**

### **Developer Guide for Cisco Virtualized Voice Browser**

This document provides information on all the configuration REST APIs that are available for Cisco VVB.

To view the latest guide, see: <https://developer.cisco.com/docs/customer-voice-portal/#!vvb-rest-api-dev-guide>.

## Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at <https://tools.cisco.com/security/center/publicationListing.x>.