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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Added note that before upgrading from 12.5(1) ES-02 to be applied.	Cisco VVB Upgrade	May 2023
Initial Release of Document for Release 12.6(2)		April 2023
Added task list for upgrading from Cisco VVB, Release 12.6(1) to Cisco VVB, Release 12.6(2)	Cisco VVB Upgrade	

About This Guide

This document 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.

Audience

This guide is intended for administrators who install and upgrade Cisco VVB.

Related Documents

Cisco VVB provides the following documentation:

- *Solution Design Guide for Cisco Unified Customer Voice Portal*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Solution Port Utilization Guide for Cisco Virtualized Voice Browser*
- *Operations Guide for Cisco Virtualized Voice Browser*
- *Developer Guide for Cisco Virtualized Voice Browser*

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

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