Preface

Use this guide as a starting point document when implementing a Cisco Unified IP IVR (Unified IP IVR) system before you install or configure your system. The purpose of this guide is to tell you what you need to know before you implement a Unified IP IVR system.

This guide:

- Describes what you get with the Unified IP IVR.

- Explains why you would use one product rather than the other.

- Shows the available system architectural models for each product.

- Describes the call or contact flow in the product deployments and describes how key system configuration parameters interact and depend on one another.

- Lists the key Cisco Unified Communications Manager (Unified CM) configuration values on which Unified IP IVR depends.

- Lists the key Unified IP IVR configuration values on which Cisco Unified ICME depends for your Cisco Unified Contact Center Enterprise (Unified CCE) system to work properly.

- Lists the software you must install and configure and in what order these tasks must be done for Unified IP IVR to work.

- Lists the Unified IP IVR configuration tasks.

- References the documentation where you can find the procedures for installing and configuring the required software.

This section contains the following:

Audience

System installers and administrators or anyone who installs or configures a Unified IP IVR telephony system.

Organization

Section	Title	Description
Part 1	Unified IP IVR Overview	An overview of both products.
Chapter 1	About Unified IP IVR	A description of both products summarizing what is supported in each.
Chapter 2	Features Enabled for Each Product by Product Licensing	A comparative list of all the Unified CCX features enabled for each product by product licensing.
Chapter 3	Unified IP IVR Architecture	An overview with sample deployment models of Unified IP IVR architecture.
Chapter 4	Basic Call and Contact Flow Concepts	Unified IP IVR concepts, call and contact flows, and configuration dependencies.
Part 2	Setting up Unified IP IVR with Unified CM	How to install and configure Unified IP IVR independent of a Cisco Unified CCE system.
Chapter 5	Install and Configure Unified CM for Unified IP IVR	How to install and configure Unified CM for Unified IP IVR.
Chapter 6	Unified IP IVR Installation and Configuration	How to install and configure Unified IP IVR.
Chapter 7	Deployment of Sample Script aa.aef	How to deploy a sample Unified IP IVR script.
Part 3	Setting up Unified IP IVR with Unified CCE	Everything you should be aware of when you install and configure Unified IP IVR within a Unified CCE system.
Chapter 8	Install and Configure Unified IP IVR for Unified CCE	How to install and configure Unified IP IVR for Unified CCE.
Chapter 9	Unified ICME for Unified CCE Installation and Configuration	How to install and configure Unified ICME for Unified CCE.
Chapter 10	How to Deploy the Sample Script BasicQ.aef	How to deploy a sample Unified IP IVR script in Unified CCE.
Chapter 11	Unified IP IVR Management	About managing prompts, grammars, documents, and Unified CCX datastores.

Related Documentation

This section lists

- The main index pages listing Cisco Customer Contact documentation available on the web.

- Other related web documentation and resources.

The following web addresses can give you additional information to that provided in this guide on Unified IP IVR.

Note   The web addresses referenced in this guide were accurate at the time this guide was written but may change. If an address does not work, visit Cisco.com and search for the related document at the Search prompt.

Table 1: Main Index Pages Listing Customer Contact Documentation Available on the Web

For information on ...	See ...
Voice and Unified Communications	Voice and Unified Communications
Cisco Unified CM	Cisco Unified Communications Manager
Cisco Customer Contact Software	Cisco Customer Contact Software
Cisco Unified CCX (Unified CCX)	Cisco Unified Contact Center Express
Cisco Unified CCE	Cisco Unified Contact Center Enterprise

Table 2: Other Related Web Documentation and Resources

For ...	See ...
Cisco Unified IP Phones 7900 series	Cisco Unified IP Phones 7900 Series
Unified IP IVR descriptions, datasheets, case studies, and other documents	Cisco IP Interactive Voice Response
How to plan, design, implement, operate, and optimize a Unified Contact Center Telephony System	IP Telephony and Cisco Unified Contact Center Enterprise technologies at Steps to Success
How to design a Unified IP IVR system	Solution Reference Network Design (SRND) guides at Cisco Unified Contact Center Express Design Guides
How to deploy a Unified IP IVR system	Training Resources IP Communications Training
How to install and/or upgrade a Unified IP IVR system	Cisco Unified Contact Center Express Installation Guide at Cisco Unified Contact Center Express Install and Upgrade Guides

For ...	See ...
How to develop and program Unified CCX Scripts	Cisco Unified Contact Center Express Scripting and Development Series manuals at Cisco Unified Contact Center Express End-User Guides
How to configure and administer a Unified IP IVR system without Unified CCE	Cisco Unified Contact Center Express Administration Guide at Cisco Unified Contact Center Express Configuration Guides
How to install, configure, and maintain a Unified IP IVR system with Unified CCE	Cisco IP Contact Center Installation and Configuration Guide at Cisco Unified Contact Center Enterprise
How to troubleshoot your Unified IP IVR system	Cisco IP Interactive Voice Response Troubleshoot and Alerts Cisco Unified Contact Center Express
Technical Support	Technical Support & Documentation Technical Support Overview Cisco IP Interactive Voice Response Cisco Unified Contact Center Express Cisco Unified Contact Center Enterprise
Release Notes, Technical Notes, and Field Notices	Cisco Unified Contact Center Express Troubleshooting TechNotes Cisco Unified Contact Center Express Field Notices Cisco Unified Contact Center Enterprise Troubleshoot and Alerts
Interoperability Information	Interoperability Systems Support Resources
Unified IP IVR, and Unified CCE test data. The previous product names (IP IVR, and IPCC Enterprise) might still be used with this test data.	Systems Test Release Set Documentation

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.

Convention	Description
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • A syntax value that the user must replace. Example: IF (*condition*, *true-value*, *false-value*) • A book title. Example: See the *Cisco Unified Contact Center Express Installation Guide*.
window font	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: *<html><title>Cisco Systems,Inc </title></html>*
< >	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

Obtaining the Latest Support Information

For information on obtaining documentation, obtaining support, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

We appreciate your comments.