



## Preface

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## Change History

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

Change	See	Date
Initial Release of Document for Release 11.5(1)		August 2016

## About this Guide

This document provides a list of the TCP and UDP ports that Cisco Unified Contact Center products use. You use this information to configure Quality of Service (QoS) and Firewall/VPN solutions. Proper configuration is important on a network with an Architecture for Voice, Video, and Integrated Data (AVVID) solution.

## Audience

This document is intended primarily for network administrators.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). RSS feeds are a free service.

## Field Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in [www.cisco.com](http://www.cisco.com) and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>.

## Documentation Feedback

To provide comments about this document, send an email message to the following address: [contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com).

We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"><li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li><li>• Click <b>Finish</b>.</li></ul>
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none"><li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li><li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li><li>• A book title. Example: See the .</li></ul>
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"><li>• Text as it appears in code or that the window displays. Example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li></ul>

Convention	Description
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"><li>• For arguments where the context does not allow italic, such as ASCII output.</li><li>• A character string that the user enters but that does not appear on the window such as a password.</li></ul>

