preface

- Change History, on page i
- Audience, on page i
- Organization, on page ii
- Conventions, on page ii
- Related Documentation, on page iv
- Documentation and Support, on page vi
- Documentation Feedback, on page vi

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 12.5(1)		**January 2020**
Cisco SocialMiner (SM) has been renamed as Customer Collaboration Platform (CCP).	Unified IP IVR Overview >> Unified IP IVR Features Supported in Each Product Unified IP IVR Overview >>Unified IP IVR Feature Summary Unified IP IVR Overview >>Unified CCX Subsystems that Unified IP IVR Supports Unified IP IVR Overview >>Unified IP IVR Features Supported in Each Product	

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 CEE	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.

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**.

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.
	
	• An argument for which you must supply values.
	
	  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 information that the system displays. Example:
	
	  `<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example: `tserver.properties`.
	
	• Directory paths. Example:
	
	  `C:\Program Files\Adobe`

string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[ ]	Optional elements appear in square brackets.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.

Convention	Description
< >	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.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

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

For ...	See ...
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
How to develop and program Unified CCX Scripts	Cisco Unified Contact Center Express Scripting and Development Series manuals at https://developer.cisco.com/site/express-scripting/documentation/
How to configure and administer a Unified IP IVR system without Unified CCE	Cisco Unified Contact Center Express Operating System 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
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

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Documentation Feedback

To provide your feedback for this document, send an email to:

contactcenterproducts_docfeedback@cisco.com