



# Cisco Unified Customer Voice Portal Documentation Guide, Release 12.6(2)

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## Documentation Guide

This documentation guide provides details of all the documents for this release of Cisco Unified Customer Voice Portal and contains links to the documents.

For the latest version of all the documents, see Unified CVP <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/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

Document	Change	Date
<a href="#">Cisco Unified Customer Voice Portal Administration Guide</a>	This document contains new or updated content related to: <ul style="list-style-type: none"><li>• Operations Console (NOAMP)</li><li>• Cloud Connect Integration</li></ul> See the document's Change History for more details.	April 2023

Document	Change	Date
<i>Configuration Guide for Cisco Unified Customer Voice Portal</i>	<p>This document contains new or updated content related to:</p> <ul style="list-style-type: none"> <li>• FIPS Update</li> <li>• Internal REST API Endpoints</li> <li>• New Properties for WXM, VAV, Agent Answers, and Smart Licensing</li> <li>• OpenJDK Java Runtime Environment Update</li> </ul> <p>See the document's Change History for more details.</p>	April 2023
<i>Installation and Upgrade Guide for Cisco Unified Customer Voice Portal</i>	<p>This document contains new or updated content related to:</p> <ul style="list-style-type: none"> <li>• Unified CVP Minor Release Upgrade</li> <li>• Upgrade Path to 12.6(2)</li> </ul> <p>See the document's Change History for more details.</p>	April 2023
<i>Element Specifications for Cisco Unified CVP VXML Server and Call Studio</i>	<p>This document contains new or updated content related to:</p> <ul style="list-style-type: none"> <li>• Dialogflow Elements</li> <li>• Transcribe Elements</li> <li>• DialogflowParam Elements</li> <li>• DialogflowIntent Elements</li> </ul> <p>See the document's Change History for more details.</p>	April 2023

#### Other Documentation Sources

Document	Notes
<i>Unified CCE Solution Compatibility Matrix</i>	<p>Updated to meet Unified CCE Solution requirements for the current release.</p> <p>To view the Compatibility Matrix, 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>

Document	Notes
<i>Virtualization for Unified CVP</i>	Updated to meet Unified CVP Release requirements for the current release. 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-unified-customer-voice-portal.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-customer-voice-portal.html</a>

### Documents Retired in This Release

There are no documents retired in this release.

## Plan

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

This document provides a solution-level perspective on designing your contact center enterprise solution for Unified Contact Center Enterprise Reference Designs. This guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products. We created this guide with extensive input from our architects. It represents our best current thought on contact center enterprise designs.

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 Design Guide for Cisco HCS for Contact Center

This document provides a solution-level perspective on designing your contact center solution for Cisco HCS for Contact Center Reference Designs. This guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products. We created this guide with extensive input from our architects. It represents our best current thought on contact center designs.

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

### Solution Design Guide for Cisco Packaged Contact Center Enterprise

This document provides a solution-level perspective on designing your contact center solution for Cisco Packaged Contact Center Reference Designs. This guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products. We created this guide with extensive input from our architects. It represents our best current thought on contact center designs.

To view the latest Solution Design Guide for Cisco Packaged Contact Center Enterprise, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

### Release Notes for Cisco UCCE and Cisco PCCE

This document describes the system requirements, new features, changed information, and caveats for the Cisco Unified Contact Center Enterprise(UCCE) Solution, Packaged Contact Center Enterprise(PCCE) Solution, and related components, including Unified CVP.

Read this document if you plan to deploy Unified CVP in a UCCE and PCCE environment.

To view the latest Unified CCE and Packaged CCE release notes, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

### **Release Notes for Cisco Packaged Contact Center Enterprise**

This document describes the system requirements, new features, changed information, and caveats for the Cisco Packaged Contact Center Enterprise Solution and related components, including Unified CVP.

Read this document if you plan to deploy Unified CVP in a Packaged Contact Center Enterprise environment.

To view the latest Packaged Contact Center Enterprise release notes, see <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html>.

### **Release Notes for Cisco HCS for Contact Center**

This document describes the system requirements, new features, changed information, and caveats for the Cisco HCS for Contact Center Solution and related components, including Unified CVP.

Read this document if you plan to deploy Unified CVP in Cisco HCS for Contact Center environment.

To view the latest Cisco HCS for Contact Center release notes, see <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html>.

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

This document describes how to configure, run, and administer Unified CVP.

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 Unified Customer Voice Portal**

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

To view the latest information, see [https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0\\_general-table0=Customer%20Voice%20Portal#~documentation](https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=Customer%20Voice%20Portal#~documentation).

## **Install and Upgrade**

### **Installation and Upgrade Guide for Cisco Unified Customer Voice Portal**

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

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

### **Unified CCE Solution Compatibility Matrix**

This document provides platform hardware specifications and compatible third-party software version requirements across the major components of the Cisco Unified Contact Center Enterprise Solution including Cisco Unified CVP.

To view the latest compatibility matrix, 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 Contact Center Solutions**

This document provides information on the ports used by Cisco Unified Contact Center Enterprise Solution and related components, including Cisco Unified CVP.

To view the latest Solution Port Utilization Guide for Cisco Contact Center Solutions, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

### **Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio**

This document provides specifications for the elements that are included with Cisco Unified VXML Server.

To view the latest document, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **Virtualization for Unified CVP**

The virtualization page is the location for Unified CVP virtualization requirements, guidelines, and procedures.

To view the latest page, see [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-unified-customer-voice-portal.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-customer-voice-portal.html).

## **Administer and Maintain**

### **Cisco Unified Customer Voice Portal Administration Guide**

This document describes the Operations Console, which is a web-based console that enables users to centrally operate, administer, maintain, and provision the Unified CVP solution.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **Reporting Guide for Cisco Unified Customer Voice Portal**

This document provides information on deploying Unified CVP report templates with the Cisco Unified Intelligence Center reporting application. It also provides details on reporting database schema and reporting best practices.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **Programming Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio**

This document describes how to use the programming APIs provided by Cisco Unified CVP VXML Server (VXML Server).

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **Say It Smart Specifications for Cisco Unified Customer Voice Portal**

This document provides specifications for the Say It Smart plug-ins that are included with Unified CVP VXML Server.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio**

This document describes the various components that can exist on Cisco Unified CVP VXML Server, administering the VXML Server and the VXML Server logging.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **Feature Guide - Writing Scripts for Unified CVP**

This document provides information on writing scripts for Unified CVP.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

### **Cisco Unified Customer Voice Portal Operations Guide**

This document provides information on Cisco serviceability tools and Unified CVP logging and event notifications.

To view the latest guide, see <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html>.

## Reference

### **Cisco Unified Customer Voice Portal Developer Guide**

This document describes all the Service Fulfilment and Service Assurance APIs that are available for Unified CVP. Developers working with Unified CVP APIs can refer to this document for API operations, parameter values, and example outputs.

The latest guide is available on the Cisco Developer's Network: <https://developer.cisco.com/docs/customer-voice-portal/#!cvp-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>