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 12.6(2)		April 2023
Initial Release of Document for Release 12.6(2) ES09		November 2023
Added Remote URL settings update for Call Studio project	See **Introduction** > **Unified CVP Call Studio Introduction** > **Create Call Studio project** procedure.	

About this Guide

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

Audience

This design guide is intended for the system architects, designers, engineers, and Cisco channel partners who want to apply best design practices for the Cisco Unified Customer Voice Portal (CVP).

This document assumes that you are already familiar with basic contact center terms and concepts.

Related Documents

Note Planning your Unified CVP solution is an important part of the process in setting up Unified CVP. Read *Solution Design Guide for Cisco Unified Contact Center Enterprise* before you configure Unified CVP solution.

Unified CVP provides the following documentation:

- *Solution Design Guide for Cisco Unified Contact Center Enterprise*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*
- *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal*
- *Port Utilization Guide for Cisco Unified Contact Center Solutions*
- *Reporting Guide for Cisco Unified Customer Voice Portal*

For additional information about Unified ICM, refer to the *Cisco web site listing Unified ICM documentation.*

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.
- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.
- To submit a service request, visit Cisco Support.
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.
- To obtain general networking, training, and certification titles, visit Cisco Press.
- 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

Provide your comments about this document to: mailto:contactcenterproducts_docfeedback@cisco.com.