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Change History

This table lists and links to changes made to this guide and gives the dates those changes were made.

Change	Date	Link
Initial Release of document for release 11.0(1)	Aug 27, 2015	
Added new chapter for IPv6 Configuration		IPv6 Configuration
Added information about the POD.ID ECC variable		Define Unified CVP ECC Variables
Added new chapter for Tomcat Update	Dec 2, 2015	Tomcat Update
Added new chapter for Cisco VVB Configuration	Jan 25, 2016	Cisco VVB Configuration

About This Guide

The *Configuration Guide for Cisco Unified Customer Voice Portal* provides the following information:

- Configuration of Cisco Unified Customer Voice Portal (CVP) components and additional solution components involved in the Unified CVP call path.
- Configuration of high availability and single node for CVP components.

Audience

This guide is intended for managers, Unified CVP system managers, Cisco Unified Intelligent Contact Management Enterprise (Unified ICME)/ Cisco Unified Intelligent Management Hosted (Unified ICMH) system managers, VoIP technical experts, and IVR application developers, who are familiar with the following:

- Configuring Cisco Gateways
- Configuring Cisco Unified Communications Manager
- ICM Configuration Manager and ICM Script Editor tools for call center operations and management

Related Documents

- *Compatibility Matrix for Unified CCE*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Feature Guide - Writing Scripts for Unified Customer Voice Portal*
- *Operations Guide for Cisco Unified Customer Voice Portal*

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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- 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

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