

Cisco Unified Customer Voice Portal Documentation Guide, Release 11.0(1)

First Published: August 27, 2015

Documentation Guide

Overview

This documentation guide provides details on all documents released for Unified Customer Voice Portal (Unified CVP), release 11.0(1). It contains URLs to the documents.

For the latest version of Unified CVP documents, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html.

For more information on the latest Cisco product documentation, see <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Document Changes

The following table lists the documents that have title changes, new chapters, new documents, retired documents and transformed documents for this release.

Document	Change
<i>Port Utilization Guide for Cisco Unified Contact Center Solutions</i>	This is a new document in Release 11.0(1). 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 guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html .
<i>Hardware and System Software Specification for Cisco Unified Customer Voice Portal</i>	Beginning with Unified CVP Release 11.0(1), all content from the <i>Hardware and System Software Specification for Cisco Unified Customer Voice Portal</i> is moved to the <i>Compatibility Matrix for Unified CCE</i> . To view the Doc wiki, see: http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE .

Document	Change
<i>Cisco Unified Customer Voice Portal (CVP) Solution Reference Network Design (SRND)</i>	This document contains new or updated content related to: <ul style="list-style-type: none"> • IPv6 Architecture for Unified CVP • Unified CM SME Deployment
<i>Configuration Guide for Cisco Unified Customer Voice Portal</i>	This document contains new or updated content related to: <ul style="list-style-type: none"> • IPv6 Configuration • Java Runtime Environment Minor Update
<i>Installation and Upgrade Guide for Cisco Unified Customer Voice Portal</i>	This document contains new or updated content related to: <ul style="list-style-type: none"> • Upgrade Path • Upgrade to Windows Server 2012 R2 Standard • Upgrade Existing Unified CVP VM
<i>Troubleshooting for Unified CVP Doc Wiki</i>	Updated to meet Unified CVP Release 11.0(1) requirements.
<i>Virtualization Wiki for Unified CVP Doc Wiki</i>	Updated to meet Unified CVP Release 11.0(1) requirements.

Plan

Cisco Unified Customer Voice Portal Design Guide

This document provides the design considerations and guidelines for deploying the Unified CVP, including its various components and subsystems.

To view the latest Unified CVP Design Guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-implementation-design-guides-list.html>.

Release Notes for Cisco Unified Contact Center Enterprise Solution

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

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

To view the latest Unified CCE release notes, see <http://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 <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/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 Unified CVP, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.html.

Open Source Used in Cisco Unified CVP

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

To see the latest Unified CVP Open Source Guide, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_licensing_information_listing.html.

Install and Upgrade

Installation and Upgrade Guide for Cisco Unified Customer Voice Portal

This document explains how to install and upgrade Unified CVP. It is prepared for partners and service providers who will be implementing 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 Installation and Upgrade Guide for Unified CVP, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html.

Compatibility Matrix for Unified CCE

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 Doc wiki, see http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

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 Port Utilization Guide for Cisco Contact Center Solutions, see <http://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 VXML Server.

To view the latest Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_programming_reference_guides_list.html.

Virtualization for Unified CVP

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

To view the latest virtualization wiki, see http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CVP.

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 Operations Console User's Guide for Unified CVP, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.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 Reporting Guide for Unified CVP, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.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 Programming Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_programming_reference_guides_list.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 Say It Smart Specifications for Unified CVP, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.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 VXML Server logging.

To view the latest User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.html.

Feature Guide - Writing Scripts for Unified CVP

This document provides information on writing scripts for Unified CVP.

To view the latest Cisco Unified Customer Voice Portal Feature Guide, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.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 Cisco Unified Customer Voice Portal Operations Guide, see http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_user_guide_list.html.

Troubleshoot

The troubleshooting wiki is the location for all common Unified CVP troubleshooting tips and techniques. The wiki describes how to isolate and solve problems in the Unified CVP solution.

To view the latest troubleshooting tips, see http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_Customer_Voice_Portal

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 Unified CVP Developer guide is available on the Cisco Developer's Network: <http://developer.cisco.com/web/cvp/documentation>.

Related Documentation

This section presents information about product components that are deployed with Unified CVP.

Cisco Unified Contact Center Express

For Unified CCX documentation, see http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html.

Packaged Contact Center Enterprise

For Packaged Contact Center Enterprise documentation, see <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>.

Cisco Unified Intelligence Center

For Unified Intelligence Center documentation, see <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>.

Cisco Unified Communications Manager

For Unified Communications Manager documentation, see http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

Cisco Unified Intelligent Contact Management Enterprise

For Cisco Unified Intelligent Contact Management Enterprise documentation, see http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html.

MRCP, ASR and TTS

For Media Resource Control Protocol (MRCP), Automated Speech Recognition (ASR), and the MRCP Text-to-Speech (TTS) client components documentation, contact Nuance, the speech vendor.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2015 Cisco Systems, Inc. All rights reserved.