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
Updated the **Self -Signed Certificates**steps in **Secure JMX Communication between CVP Components** section	Unified CVP Security	April 2020
Added the **Configuration Changes for Ghostcat Vulnerability** section	Unified CVP Security	February 2020
Updated Unified CVP Security based on TAC comments		Nov 3, 2017

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Added a new section for configuring CVP Security	Unified CVP Security	
Added a new section for VRU-Only Call Flow Model	Configure Cisco VVB Settings for VRU-Only Call Flow Model	
Added new steps for configuration TLS (SIP)/SRTP	Cisco VVB Configuration	
Added new steps to enable active/standby VXML Server feature	VXML Server Settings	
Updated the Location of Media Files figure	Media Server Settings	
Updated the SIP app-info header information	Gateway Settings	

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*

- *Feature Guide - Writing Scripts for Unified Customer Voice Portal*

• *Operations Guide for Cisco Unified Customer Voice Portal*

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