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 11.6(1)		August 2017
Updated Sample Script for Unified CVP with Context Service	Scripting for Unified CVP with Context Service	

About this Guide

The *Feature Guide - Writing Scripts for Unified Customer Voice Portal* provides the following information:

- Scripts required for Cisco Unified Customer Voice Portal(CVP)

- Unified ICME configuration and script editing

- Unified CVP micro-applications

Audience

This guide is intended for managers, Unified CVP system managers, Cisco Unified Intelligent Contact Management Enterprise (Unified ICME) 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

Related Documents

Unified CVP provides the following related documentation:

- *Compatibility Matrix for Unified CCE*

- *Configuration Guide for Cisco Unified Customer Voice Portal*

- *Configuration Guide for Cisco Unified Customer Voice Portal*

- *Operations Guide for Cisco Unified Customer Voice Portal*

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