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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 12.5(1)		January 2020

About this Guide

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

- Describes serviceability features on Unified CVP on non-Windows boxes.
- Describes how to configure external events and how to set trace levels and log levels.

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

- *Hardware and System Software Specification for Cisco Unified Customer Voice Portal*
- *Solution Design Guide for Cisco Unified Contact Center Enterprise*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Feature Guide - Writing Scripts for 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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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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