# 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 |
|---|---|---|
| Added steps to connect to the remote desktop of the Reporting Server machine and add a user for the Cisco CVP WebServicesManager in the **Unified CVP Reporting Server Setup** section | Managing Devices | April 2021 |
| Edge Chromium (Microsoft Edge) updates in **Accept Security Certificates** section | Cisco Unified Customer Voice Portal | December 2020 |
| **Initial Release of Document for Release 12.5(1)** | | January 2020 |
| Added section on Operations Console (NOAMP) | Operations Console (NOAMP) | |
| Added Smart Licensing information | Smart Licensing | |

## About This Document

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

• Understand the Operations Console interface and how it is used for configuration, error handling, and Control Center operations.

• Manage devices and Cisco Unified CVP users.

• Perform bulk administration, SNMP agent setup, and launch tools.

# 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

• *Solution Design Guide for Cisco Unified Contact Center Enterprise*

• *Configuration Guide for Cisco Unified Customer Voice Portal*

• *Installation and Upgrade Guide for Cisco Virtualized Voice Browser*

• *Developer Guide for Cisco Virtualized Voice Browser*

• *Solution Port Utilization Guide for Cisco Unified Contact Center Solutions*

• *Operations Guide for Cisco Virtualized Voice Browser*

# Communications, Services, and Additional Information

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# Documentation Feedback

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