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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Regedit commands added to Secure JMX Communication between OAMP and Call Server using Mutual Authentication > Signed Certificates procedure section.	Secure JMX Communication between OAMP and Call Server using Mutual Authentication > Signed Certificates > On Call Server or VXML Server or Reporting Server	3 April 2023
Added Self-Signed Certificates and CA-Signed Certificates sections for generating CVP ECDSA certificates with OpenSSL	Generate CVP ECDSA Certificate with OpenSSL	Oct 2022
Initial Release of Document for Release 12.6(1)		May 2021
Added Internal REST API Endpoints Appendix	Internal REST API Endpoints	
Added New Properties for WXM, VAV, Agent Answers, and Smart Licensing Appendix	New Properties for WXM, VAV, Agent Answers, and Smart Licensing	

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*

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

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Documentation Feedback

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