Preface

Last revised on: November 30, 2009

This document provides design considerations and guidelines for deploying enterprise network solutions that include the Cisco Unified Customer Voice Portal (CVP).

This document builds upon ideas and concepts presented in the latest version of the *Cisco Unified Contact Center Enterprise (Unified CCE) Solution Reference Network Design (SRND)*, which is available online at

> http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html

Note Unless stated otherwise, the information in this document applies to Cisco Unified Customer Voice Portal (CVP) 7.*x* (7.0 and all subsequent 7.*x* releases). Any differences between the various releases of Cisco Unified CVP are specifically noted in the text.

Audience

This design guide is intended for the system architects, designers, engineers, and Cisco channel partners who want to apply best design practices for the Cisco Unified Customer Voice Portal (CVP).

This document assumes that you are already familiar with basic contact center terms and concepts and with the information presented in the *Cisco Unified CCE SRND*. To review those terms and concepts, refer to the documentation at the preceding URL.

New or Changed Information for This Release

The following chapters are either new in the current release of this document, or they contain information that has changed significantly from previous releases of this document.

- Functional Deployment Models, page 2-1
- Distributed Deployments, page 3-1
- Designing Unified CVP for High Availability, page 4-1
- Interactions with Cisco Unified ICM, page 5-1

- Gateway Options, page 7-1

- Network Infrastructure Considerations, page 9-1

- Call Transfer Options, page 10-1

- Sizing, page 14-1

Within each chapter, new and revised information is listed in a section titled *What's New in This Chapter.*

Revision History

This document may be updated at any time without notice. You can obtain the latest version of this document online at

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_implementation_design_guides_list.html

Visit this Cisco.com website periodically and check for documentation updates by comparing the revision date (on the front title page) of your copy with the revision date of the online document.

The following table lists the revision history for this document.

Revision Date	Comments
November 30, 2009	Corrected some minor errors.
August 18, 2009	Content was updated as indicated in New or Changed Information for This Release, page xi.
April 22, 2009	Content was updated for Cisco Unified Communications System Release 7.1.
January 28, 2009	The name "VoiceXML server" was changed to "Unified CVP VXML Server" throughout this document. The name "VoiceXML Studio" was changed to "Cisco Unified Call Studio" throughout this document. Some content was updated in the chapters on Gateway Options, page 7-1, and Call Transfer Options, page 10-1.
August 8, 2008	Updates were added for licensing and several other topics.
February 27, 2008	Initial release of this document for Cisco Unified CVP 7.0.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html