



Release Notes for Cisco Hosted Collaboration Solution for Contact Center Release 10.6(1)

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About Cisco Hosted Collaboration Solutions for Contact Center Release 10.6(1)

Cisco Hosted Collaboration Solutions for Contact Center, Release 10.6 (1) is a major release following Release 10.0(1) SU1.

For information on installation and configuration of Cisco Hosted Collaboration Solutions for Contact Center, see [Installing and Configure Cisco Hosted Collaboration Solutions for Contact Center, 10.6\(1\) Guide](#)

New Information

- **Support for Avaya Peripheral Gateway:** : Cisco Hosted Collaboration Solution for Contact Center Release 10.6(1) release supports Avaya Peripheral Gateway (PG) as a new PG. Cisco Unified Intelligent Contact Management (Unified ICM) PG supports Avaya Automatic Call Distributor (ACD). Avaya PG is a component that communicates with the Avaya ACD device that has agents on it. Avaya PG supports ACD using CVLAN (Call Visor LAN) Service, running on Avaya Application Enablement Services (AES). Avaya PG supports 4000 , 12000, and Global deployment models. Avaya PG does not support 500, 1000, and Small Contact Center deployment models.
- **Support for Unified Communications Domain Manager (UCDM) Release 10.6(1):** Cisco Hosted Collaboration Solution for Contact Center has verified the UCDM 10.6(1) for Contact Center workflow. Contact Center functional call flows are verified along with dial-plan for basic service, and supplementary service call flows are verified using UCDM 10.6(1). Contact Center Core component integrated options and Cisco options are validated.

Updated Information

- **B200 M4blade (UCS-UC-B200M4):** This release has qualified the B200 M4 blade bundle (Part Number: UCS-UC-B200M4) with a new dual 2660 V3 2.60GHz with total two 10-core CPUs on blade.
- Configuration limits for all deployment models are updated for this release.

Troubleshooting

For Cisco Unified Contact Center software troubleshooting tips, go to the Cisco Documentation wiki at http://docwiki.cisco.com/wiki/Category:Hosted_Collaboration_Solution_for_Contact_Center. See Release 10.6 troubleshooting tips.

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search Tool to find defects of any severity for any release. Access the Bug Search Tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box and press **Enter** or click **Search**.

Support

For Cisco HCS for Contact Center software support, go to <http://www.cisco.com/cisco/web/support/index.html>, and then select the product or option that you are interested in.

Documentation Feedback

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