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Change History

This table lists all the changes made to this guide, the most recent changes appearing at the top.

| Change | See | Date |
|---|-----|-------------|
| Initial Release of the Document for Release 11.6(1) | | August 2017 |

| Change | See | Date |
|--|---|------|
| HCS for CC allows you to create users only from the Active Directory from 11.5. You cannot create users from UCCE. | Create User | |
| HCS for CC has removed support for 500 Agent Deployment Model from 11.6 | Across the guide | |
| Added steps to configure CUBE Enterprise for Small Contact Center Deployment Model. | Configure CUBE Enterprise for Small Contact Center Deployment Model | |
| Added Session Border Controller Integration. | Session Border Controller Integration | |
| Added steps to configure gateway for SCC deployment with VRF. | Configure Gateway for SCC Deployment with VRF | |
| Updated the Base Configuration Parameters for 11.6 | Base Configuration Parameters | |

About this Guide

This document provides the reader with the necessary information to deploy, configure, and integrate a new Hosted Collaboration Solution for Contact Center(HCS for CC) for Contact Center instance with the required and in-place Hosted Collaboration Solution for Contact Center infrastructure. It provides a list of procedures you must perform to configure and integrate this solution.

This document requires the Hosted Collaboration Solution for Contact Center applications and infrastructure to be in place and ready for HCS for CC for CC deployment and integration. This document assumes HCS for CC for CC Golden Templates have been created for deployment and integration.

Audience

This document is intended for Cisco Authorized Technology Partners (ATP) personnel certified on or equivalently experienced with Cisco Unified Contact Center Enterprise(Unified CCE) products, design, requirements, installation and administration methods and procedures.

HCS for CC for Contact Center, as a subset of the Hosted Collaboration Solution for Contact Center, requires the reader to have a corresponding familiarity and experience with those required and optional applications, platforms and infrastructure.

Related Documents

For design considerations and guidelines for deploying a Cisco HCS for Contact Center solution including various components and subsystems, see <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html>.

For the installation procedure of Cisco HCS for Contact Center, see <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>.

For information on design, installation, and configuration of the Hosted Collaboration Solution applications and Infrastructure, see <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-hcs/tsd-products-support-series-home.html>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

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.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

| Convention | Description |
|----------------------|---|
| boldface font | <p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none">• Choose Edit > Find.• Click Finish. |
| <i>italic</i> font | <p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none">• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>. |
| window font | <p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none">• Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre> |
| < > | <p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none">• For arguments where the context does not allow italic, such as ASCII output.• A character string that the user enters but that does not appear on the window such as a password. |