



Cisco Unified Customer Voice Portal

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New Features

Security Enhancements

Unified CVP has the following new security capabilities:

- SIP over TLS for securing call control over the IVR and agent call legs.
- Log masking of sensitive user DTMF input on Unified CVP Call Studio applications.
- TLSv1.2 enforced for secure communications across solution components.
- Unified CVP Call Studio supports sFTP-based transfer of recorded files.
- The Web Service element of Unified CVP Call Studio supports strong ciphers.

Enforce Maximum Number of Calls

This feature allows administrators to configure maximum number of calls that Unified CVP can handle. This is configurable from OAMP.

vCUBE support

The solution is certified with the virtual Cisco Unified Border Element (vCUBE), enabling a broader range of deployment options and making it possible for businesses to deploy the CVP with less router hardware.

Standalone Application Builder (SAB)

The Standalone Application Builder utility has been restored. This utility allows the deployment of an application through the command-line interface.

Updated Features

Call Studio Enhancements

Unified CVP Call Studio has the following enhancements:

- Install the Unified CVP Call Studio on the Microsoft Windows 10 desktop operating system now.
- Easier addition of comments to Unified CVP Call Studio elements and tooltip display of comments.
- Supports the autopopulation of the subflow parameter and the return parameter of a subflow in the Subflow Call elements to avoid errors.
- Supports the display of spatial coordinates for elements in the script editor.
- Faster loading of the decision element in large Unified CVP Call Studio applications.

Context Service Serviceability Enhancements

Context Service (CS) serviceability improvements make it easier to track and ensure the flow of customer context information into and out of Unified CVP. These improvements include:

- Access to Context Service is validated during registration and de-registration for an enhanced user experience.
- Context Service access status is displayed on the management console, allowing administrators a view of service availability from all component hosts.
- Context Service activity statistics are available and refreshed every 30 minutes, allowing improved performance debugging.

Important Notes

None.

Deprecated Features

The Key PressMarkup Language (KPML) feature for Cisco unified Customer Voice Portal is deprecated from Release 10.5(1).

Removed and Unsupported Features

None.

Third-Party Software Impact

See the Unified CCE Compatibility related information located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html> for information on third-party software.

