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Release Notes for Contact Center Solutions

Release 11.0 introduced release note compilations for each of the contact center solutions. The compilations contain all of the release notes for one solution type and the components that you can use with that contact center. In addition to the release notes in this document, see the release note compilations for the other contact center solutions at the following links:

- *Release Notes for Cisco Packaged Contact Center Enterprise Solution* at <http://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html>
- *Release Notes for Cisco Hosted Collaboration Solution for Contact Center* at <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html>
- *Release Notes for Cisco Unified Contact Center Enterprise Solution* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>
- *Release Notes for Cisco Unified Contact Center Express Solution* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>

Cisco Security Advisories

The Cisco Product Security Incident Response Team (PSIRT) is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at <https://tools.cisco.com/security/center/publicationListing.x>.

Customer Documentation Updates for This Release

Our Documentation Guides identify the documents that changed for this release:

- **Packaged CCE**—<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-documentation-roadmaps-list.html>
- **HCS for Contact Center**—<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-documentation-roadmaps-list.html>
- **Unified CCE**—<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-documentation-roadmaps-list.html>
- **Unified CCX**—<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-documentation-roadmaps-list.html>

Updated documents are also listed under Customer Collaboration in *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

This service lists new and revised Cisco documentation since the last release of this monthly publication.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader: http://www.cisco.com/cdc_content_elements/rss/whats_new/