# Preface

- [Change History, on page i](#)
- [About This Guide, on page i](#)
- [Audience, on page i](#)
- [Related Documents, on page ii](#)
- [Communications, Services, and Additional Information, on page ii](#)
- [Field Notice, on page ii](#)
- [Documentation Feedback, on page iii](#)
- [Conventions, on page iii](#)

## Change History

This table lists and links to changes made to this guide and gives the dates those changes were made. Earliest changes appear in the bottom rows.

| Change | Date |
|--------|------|
| Created 12.6(1) | April 2021 |

## About This Guide

## Audience

This guide is intended for contact center managers and system support personnel who are planning and preparing contact center sites for a Unified ICM system installation. Readers should be familiar with contact center site planning and preparation issues. They should also have a basic understanding of the Unified ICM system and the components that are installed as part of the system.

# Related Documents

| Document or resource | Link |
|---|---|
| *Cisco Unified Contact Center Enterprise Documentation Guide* | http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-documentation-roadmaps-list.html |
| Cisco.com site for Cisco Unified Contact Center Enterprise documentation | http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html |
| *Contact Center Enterprise Compatibility Matrix* | https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.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 | Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. <br><br> For example: <br><br> • Choose **Edit** > **Find**. <br><br> • Click **Finish**. |
| *italic* font | Italic font is used to indicate the following: <br><br> • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. <br><br> • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) <br><br> • A book title. Example: See the *Cisco Webex Contact Center Enterprise Features Guide*. |
| `window font` | Window font, such as Courier, is used for the following: <br><br> • Text as it appears in code or that the window displays. Example: <br> `<html><title>Cisco Systems, Inc. </title></html>` |
| `< >` | Angle brackets are used to indicate the following: <br><br> • For arguments where the context does not allow italic, such as ASCII output. <br><br> • A character string that the user enters but that does not appear on the window such as a password. |