



Pre-installation Planning Overview



Note This manual deals with Unified ICM. For information on Unified CCE, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

The Unified ICM software is a distributed application that routes telephone calls, web inquiries, and e-mail across geographically distributed contact centers. A typical Unified ICM system includes servers located at several sites, with the number of servers depending on factors such as call volume requirements.

Because the Unified ICM software works with different types of contact center equipment and sometimes one or more carrier networks, some pre-installation planning is necessary to ensure that the Unified ICM installation process proceeds smoothly and on schedule.

This chapter provides an overview of the Unified ICM pre-installation planning process. It also contains a pre-installation planning document roadmap, which provides an order in which you can start the tasks.

- [Pre-requisites to Install Unified ICM, on page 1](#)
- [Planning Process, on page 2](#)

Pre-requisites to Install Unified ICM

To install and run Unified ICM 12.6(1), you need the following specifications:

- Windows Server - For more information, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
- SQL Server - For more information, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
- For information on all supported configurations and versions for Unified ICM in the Unified CCE solution, see the latest Compatibility Matrix at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.
- For information on supported OVA templates, see the Virtualization Wiki at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html.

Planning Process

The Unified ICM pre-installation planning process involves coordinating and scheduling several tasks so you can complete them before the Unified ICM server platforms arrive. You typically prepare each site that is to contain Unified ICM components. Some pre-installation tasks take longer than others. Therefore, start the time-consuming tasks early and continue working in parallel on the other pre-installation tasks.

Coordinating and Scheduling Tasks

Designate one person in your organization to have overall responsibility for coordinating and scheduling the pre-installation planning tasks. This person can also delegate responsibility and assign tasks to people with the applicable expertise. For example, your MIS expert can begin working with Cisco to order the server platforms and at the same time, your data communications expert can start provisioning network facilities at each contact center site.

Preinstallation Information Road Map

This document provides guidance on topics such as provisioning IXC access, preparing ACDs, and determining the Unified ICM datacom requirements. In each case, one or more preinstallation tasks are covered. For most tasks, you can find additional information in other Cisco documents listed in the task outline.

It takes several weeks to provision IXC access so plan accordingly. After you complete the preinstallation tasks, make sure your contact center equipment (ACDs, PBXs, VRUs) have the necessary software releases and options. While those tasks are in progress, you can select Unified ICM product options and component platforms and begin preparing the installation sites.

The preinstallation tasks, activities associated with each task, and references to additional information for performing these tasks are as follows:

1. Getting Started

- Understand the Unified ICM software.
- Review the Unified ICM product options.
- Determine the Unified ICM configuration.
- Provide configuration data for contact center sites.
- Document the current contact handling procedures.

See the Unified CCE overview section of this guide and the *Administration Guide for Cisco Unified Contact Center Enterprise*.

2. IXC Access

- Review ICM/IXC interaction.
- Review IXC access specifics.
- Determine a fault tolerance strategy for your network links.

See [IXC Overview](#) and the relevant Cisco NIC Supplement document.

3. Switch Preparation

- Determine ACD requirements.
- Determine CTI and MIS link requirements.
- Order required upgrades and enhancements.

See the switch overview, site preparation, and peripheral gateway configuration sections of this guide and the relevant Cisco ACD Supplement documents.

4. Product Options and System Integration

- Determine product option requirements.
- Order any required upgrades or enhancements.

See the CTI planning, site preparation, and ICM application gateway sections of this guide.

5. Estimating System Size

- Enter data using the Unified ICM database sizing tool.
- Note the specifications provided by the tool.
- Determine the number of servers required.

See the ICM platform planning section of this guide and the discussion of the ICM Database Administration tool (ICMDBA) in the *Administration Guide for Cisco Unified Contact Center Enterprise*.

6. Network and Site Requirements

- Determine requirements for Unified ICM networking.
- Order any additional network hardware.
- Allocate IP addresses.
- Meet basic site requirements.
- Order any extra cabling or other required equipment.

See the datacom requirements, site preparation, and IP address worksheet sections of this guide.

7. Preinstallation End-of Life (EOL) Component Check

The ICM Installer checks for installed EOL components before upgrading the server. The installer prompts you for confirmation to remove them.

See the *Release Notes for Cisco Unified Contact Center Enterprise Solutions* for a list of EOL components for each release.

Related Topics

[Cisco Unified ICM Overview](#)

[CTI Planning](#)

[Datacom Requirements](#)

[ICM Application Gateway and ICM Gateway SQL planning](#)

[ICM Platform Planning](#)

[IP Address Worksheets](#)
[IXC Overview](#)
[Peripheral Gateway Configurations](#)
[Site Preparation](#)
[Switch Overview](#)

NIC and ACD Supplements

The NIC Supplements are reference documents that contain specific information on how the Unified ICM Network Interface Controller (NIC) interfaces with the supported IXC carrier networks. The NIC is the software process that allows the Unified ICM system to communicate with the carrier's intelligent switching network. For detailed technical information, refer to the NIC supplements when you are planning for IXC access.

The ACD Supplements are reference documents that contain the specific information you need to maintain Unified ICM Peripheral Gateways (PGs) in a Unified ICM environment. The PG is the Unified ICM component that provides an interface to proprietary ACD systems.