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Welcome to Cisco Collaboration Systems Contact Center Technical Information Site

This technical information site describes the Cisco Collaboration Systems Release 11.0(1) contact center, the Cisco IP solution for distributed contact center applications. The contact center system is part of the Cisco Collaboration solution. Cisco Collaboration products provide enterprise-class solutions that integrate data and voice over converged networks.

This site contains system documentation that is presented in the network lifecycle process: Prepare, Plan, Design, Implement, Operate, and Optimize (PPDIOO). PPDIOO is a Cisco methodology that defines the continuous lifecycle of customer services.

Each part of the network lifecycle process has a chapter. The opening page in each chapter describes what is covered in that phase. To learn more about how to navigate through this site, see [Using This Information System, on page 2](#).

You can also quickly access more resources in the Resource Library and Training Library.

The Critical Path to Successful Deployment

The PPDIOO process is the critical path to launch and complete a successful customer deployment, from the request for information (RFI) proposal to successful training of operations personnel. The Cisco Collaboration Systems documentation is used along with the PPDIOO methodology. Each chapter contains a complete task flow for each phase of the PPDIOO process.

Audience

This technical information site is designed for people who are implementing the Cisco Collaboration Systems:

- Cisco partners
- Cisco system engineers (SEs)
- Cisco Technical Assistance Center (TAC) engineers
- Cisco customers, especially decision makers, network designers, and operations personnel

About This Release

This documentation covers Cisco Collaboration Systems Release 11.0(1). If you are upgrading an existing Cisco Collaboration System, begin by reading the [System Release Notes for Contact Center: Cisco Collaboration Systems, Release 11.0\(1\)](#) to familiarize yourself with functionality in this new release.

There are two technical information sites for Cisco Collaboration Systems Release 11.0(1). This site for Contact Center systems, and the site for [Collaboration](#).

Using This Information System

This information system is designed to give you an easily navigable framework for accessing all documentation for your system, solution, or product. The following topics describe using the information system:

- [Types of Topics](#), on page 2
- [Graphics with Hotspots and Popup Text \(Image Maps\)](#), on page 3
- [Where Information Is Located](#), on page 3
- [Tips on Navigating the Information Site](#), on page 3

**Note**

Make sure your browser does not block popup windows for this site. If a popup link fails to open, check your browser settings. Alternatively, press **Ctrl** when you click the link to override your browser settings.

Types of Topics

When you see a reference to a topic, you can tell what type of topic it is by its name:

- "Doing" topics, such as "Performing a System Upgrade," are task topics, and provide instructions for doing something.
- "Overview" or "About" topics are *concept topics* to help you understand and plan your deployment and carry out tasks knowledgeably.

Some tabs may group topics under headings such as "Planning Concepts" and "Planning Tasks."

Graphics with Hotspots and Popup Text (Image Maps)

Some graphics may be image maps. An image map may have hotspots that you can run your pointer over to view a popup description or that you can click to open a linked topic in a secondary window.

Where Information Is Located

Cisco systems and solutions encompass a range of products and technologies, and their documentation encompasses information that may reside in several locations:

- Overviews and high-level process and procedure information specific to your solution or system are included directly in the information site.
- Product and technology overviews, detailed requirements, task details, and other more generic topics are located outside the site. These topics have the appearance of standard Cisco documentation with which you may already be familiar. Links to these topics appear with a popup icon appended. Clicking the link opens the topic in a new, secondary browser window offset from the current window, rather than replacing the current topic in the content pane. You can click the link to view the information when you need it, and then return to your place in the information site.
- Links with a padlock symbol are available only to people with a Cisco sign in, such as Cisco partners or registered Cisco.com users with a [Cisco service contract center](#). After clicking the link, sign in when prompted. A secondary browser window opens. Keep the secondary window open in order to open other links without having to sign in again.
- Links with **[Internal]** are available only to Cisco employees.

Tips on Navigating the Information Site

- Use the TOC at the left of the site window to navigate to major topics in a chapter.
- In a secondary popup window:
 - When you are done with the window, click the **Close** button to close it. (It does not close automatically.)
 - You can go back to a previous topic by right-clicking and clicking **Back**.
 - You can view normal browser toolbars, the address bar, and any other browser items that you do not see by using commands on the View menu.
- Use the Index (click the link at the bottom of any TOC) if you are not sure where to find a topic.

Cisco Documentation

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.