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Welcome to Collaboration Technical Information Site

This technical information site describes the Cisco Collaboration Systems Release 11.0(1) for Collaboration. This Cisco Collaboration solution integrates voice, data, and video communications into a single network that is a simple, scalable, and cost-effective solution.

This technical information 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 services required by the customer.

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

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 operations personnel training. Each chapter of this technical information site 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 a Cisco Collaboration Systems Release 11.0(1) for Collaboration. If you are upgrading an existing Cisco Collaboration Systems component, begin by reading the New and Changed Features 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 Collaboration, and the site for Contact Center.

Using This Technical Information Site

This technical information site is designed to give you an easily navigable framework for accessing all documentation for your system, solution, or product.

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's settings.

The following topics describe using this technical information site.

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

Where Information Is Located

Cisco Collaboration Systems 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 technical 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. Clicking the link opens the topic in a new browser tab, rather than replacing the current topic. You can click the link to view the information when you need it, and then return to your place in the technical information site.
- Some links are available only to people with a Cisco sign in, such as Cisco partners or registered Cisco.com users with a Cisco service contract. After clicking the link, sign in when prompted. A secondary

browser window opens. Keep the secondary window open to open other links without having to sign in again.

- Links with **[Internal]** are available only to Cisco employees.

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.

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