



# Cisco Collaboration Solutions Design Guidance

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The documents and other resources listed here provide design guidance, recommendations, and assistance for deploying Cisco Collaboration solutions. Collaboration solutions can include technologies for: voice and video communications, voice messaging, conferencing, instant messaging and presence, customer contact centers, business-to-business communications, PSTN access, and mobile and remote Internet access.

The Solution Reference Network Design (SRND) guides provide detailed design guidelines, recommendations, and deployment models to help sales teams and customers design and implement Cisco Collaboration, Unified Communications, and Contact Center solutions.

## Cisco Collaboration and Unified Communications SRNDs

The following documents and resources provide system-level design models, guidelines, and recommendations for deploying Cisco Collaboration and Unified Communications solutions.

### Current Design Guide

This is the latest version of the SRND:

- [Cisco Collaboration System 12.x Solution Reference Network Designs \(SRND\)](#)



## Archived Design Guides

These documents are no longer being updated:

- [Cisco Collaboration System 11.x Solution Reference Network Designs \(SRND\)](#)
- [Cisco Collaboration System 10.x Solution Reference Network Designs \(SRND\)](#)
- [Real-Time Traffic over Wireless LAN Solution Reference Network Design Guide](#)
- [Cisco Collaboration 9.x Solution Reference Network Designs \(SRND\)](#)
- [Cisco Unified Communications System 9.0 SRND](#)
- [Cisco Unified Communications System 8.x SRND](#)

## Related Documents

The following documentation provides additional technical information about deploying Cisco Collaboration and Unified Communications solutions.

- [Cisco Collaboration Preferred Architecture \(PA\) documentation](#)
- [Other Cisco Collaboration Systems Release documentation](#)
- [Cisco Unified Communications Manager product documentation](#)
- [Cisco Business Edition 7000 product documentation](#)
- [Cisco Business Edition 6000 product documentation](#)
- [Cisco Business Edition 4000 product documentation](#)
- [Cisco Business Edition 3000 product documentation](#)
- [Cisco Unified Communications Manager Express product documentation](#)
- [Cisco MediaSense product documentation](#)
- [Cisco Interoperability Portal](#)
- [Design Zone](#)

## Partner Resources

The following resources help simplify and automate the solution design and deployment process. They are available to Cisco employees and partners only, and a valid login account is required to access them.

- [Collaboration Virtual Machine Placement Tool \(VMPT\)](#)

The Collaboration Virtual Machine Placement Tool (VMPT) helps determine how to place the virtual machines together on the Cisco Unified Computing System (UCS) servers, which will ultimately determine how many UCS servers are required for the solution.

- [Cisco Collaboration Sizing Tools](#)

The Cisco Collaboration Sizing Tools assist system engineers with hardware sizing of large or complex Cisco Collaboration System solutions including call control, contact center, voice messaging, conferencing and collaboration, presence, and voice gateways. The Sizing Tools estimate resource utilization and hardware requirements for the solution.

# Cisco Unified Contact Center SRNDs

The following documents and resources provide design guidance for deploying Cisco Unified Contact Center solutions.

## Design Guides

- [Cisco Unified Contact Center Enterprise Solution Design \(SRND\) Guides](#)
- [Cisco Unified Contact Center Express Solution Design \(SRND\) Guides](#)
- [Cisco Unified Customer Voice Portal \(CVP\) Solution Design \(SRND\) Guides](#)
- [Cisco Unified Web and E-Mail Interaction Manager Solution Design \(SRND\) Guides](#)
- [Cisco Unified Intelligence Center Solution Design \(SRND\) Guides](#)

## Related Documents

The following documentation provides additional technical information about deploying Cisco Unified Contact Center solutions.

- [Cisco Unified Contact Center Enterprise product documentation](#)
- [Cisco Unified Contact Center Express product documentation](#)
- [Cisco Unified Customer Voice Portal product documentation](#)
- [Cisco Unified E-Mail Interaction Manager product documentation](#)
- [Cisco Unified Intelligence Center and Intelligence Suite product documentation](#)

## Partner Resources

The following resources are available to Cisco employees and partners only. A valid login account is required to access them.

- [Cisco Collaboration Sizing Tools](#)

The Cisco Collaboration Sizing Tools assist system engineers with hardware sizing of large or complex Cisco Collaboration System solutions including call control, contact center, voice messaging, conferencing and collaboration, presence, and voice gateways. The Sizing Tools estimate resource utilization and hardware requirements for the solution.

- [Cisco Customer Care Solutions Ordering Guide](#)

This document describes the pricing, licensing structure, and ordering processes for Cisco Customer Care Solutions, including Cisco Unified Customer Voice Portal (CVP), Unified Contact Center Express (CCX), Unified Contact Center Enterprise (CCE), and various other customer care applications. It also provides links to a number of ordering and quoting tools.

