Cisco BroadWorks Documentation Guide Release 24

First Published: 2021-05-18

Last Modified: 2021-05-25

Americas Headquarters

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About this Guide

This guide lists the documentation that is available for Release 24 of Cisco BroadWorks. Use this guide to navigate to a Cisco BroadWorks document on cisco.com. Each document title provides a link to the document on cisco.com based on the following document categories.

Table 1: Document Categories

Document Category	Description
Configuration	This type of document supports configuring a system.
Design	This type of document supports preparations for installing a system.
Install and Upgrade	This type of document supports installing or upgrading a system.
Maintain and Operate	This type of document supports maintain and operate the system.
Reference	This type of document supports all phases of the system lifecycle.
Release and Compatibility	Release: This type of document describes a software release or changes to a software release. Compatibility: This type of document/file supports device compatibility with the system.
Security Notices	This type of document supports system security.
Troubleshooting	This type of document supports troubleshooting a system.

Note This guide doesn't include the Cisco BroadWorks Feature Description documents. Use the Cisco BroadWorks Feature Overview (All Releases) or the Cisco BroadWorks Feature Overview (Release 24 Only) to access Cisco BroadWorks Feature Descriptions.

CHAPTER 1

Planning and Overview

- Release Notes, on page 1
- Design Guides, on page 6
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Release Notes

Platform

Table 2: Platform Release Notes

Document Title	Description
Cisco BroadWorks Release Notes Release 24.0	Use this document to understand the changes to Cisco BroadWorks in Release 24.0. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Application Delivery Platform Release Notes	Use this document to understand the changes to Cisco BroadWorks Applications Delivery Platform from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Document Title	Description
Cisco BroadWorks Applications Release Notes	Use this document to understand the changes to Cisco BroadWorks applications installed on the Application Delivery Platform in Release 24.0, except for the client applications, whose Release Notes are listed in the following table. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Database Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Database Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Database Troubleshooting Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Database Troubleshooting Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Execution Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Execution Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Document Title	Description
Cisco BroadWorks Media Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Media Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Network Database Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Network Database Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Network Function Manager Release Notes	Use this document to understand the changes to Cisco BroadWorks Network Function Manager from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Network Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Network Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Document Title	Description
Cisco BroadWorks Profile Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Profile Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Service Control Function Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Service Control Function from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Sharing Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Sharing Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Video Server Release Notes	Use this document to understand the changes to Cisco BroadWorks Video Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Document Title	Description
Cisco BroadWorks WebRTC Server Release Notes	Use this document to understand the changes to Cisco BroadWorks WebRTC Server from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Xtended Services Platform Release Notes	Use this document to understand the changes to Cisco BroadWorks Xtended Services Platform from the previous release. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Client

Table 3: Client Release Notes

Document Title	Description
Cisco BroadWorks Deployment Studio Release Notes	Use this document to understand the changes to Cisco BroadWorks Deployment Studio in Release 24.0. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Document Title	Description
Cisco BroadWorks Hosted Thin Call Center Agent/Supervisor Release Notes	Use this document to understand the changes to Cisco BroadWorks Hosted Thin Call Center in Release 24.0. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Hosted Thin Receptionist Release Notes	Use this document to understand the changes to Cisco BroadWorks Hosted Thin Receptionist in Release 24.0. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues
Cisco BroadWorks Meet-Me Conferencing Moderator Client Release Notes	Use this document to understand the changes to Cisco BroadWorks Meet-Me Conferencing Moderator Client in Release 24.0. Changes include: • Functions • Configuration fixes • Known limitations • Fixed issues

Design Guides

Table 4: Platform Design Documents

Document Title	Description
Cisco BroadWorks Platform Dimensioning Guide	Use this document to identify the required hardware resources for each Cisco BroadWorks server.
Cisco BroadWorks System Capacity Planner	Use this planning tool to complete a site survey as part of a planned Cisco BroadWorks deployment. The tool takes as input key usage and call mix assumptions and calculates the required hardware and system capacity.

Document Title	Description
Cisco BroadWorks System Engineering Guide	Use this document to engineer a Cisco BroadWorks system. The document describes how to scale the architecture along with how to plan for expected system capacity. The document also describes how to monitor system performance.
Cisco BroadWorks Compatibility Matrix	Use this document to identify the compatible line-up of server releases, server versions, applications, and license files for Cisco BroadWorks Release 24.0 in AS mode.
Cisco BroadWorks Common Communication Transport Interface Specification and Developer's Guide	Use this document to configure the interface between Cisco BroadWorks system and client applications. The document describes how clients can communicate with Cisco BroadWorks through this interface and provides some practical examples of a client implementation.

Product Descriptions

Table 5: Platform Product Descriptions

Document Title	Description
Cisco BroadWorks Media Resource Function Product Description	Use this document to deploy and manage the Cisco BroadWorks Media Resource Function (MRF).
Cisco BroadWorks Network Server Product Description	Use this document to understand Cisco BroadWorks Network Server functionality, deploy the server, and manage it.
Cisco BroadWorks WebRTC Server Product Description	Use this document to deploy, configure, and manage the Cisco BroadWorks Web Real-Time Communications (WebRTC) Server.
Cisco BroadWorks E.164 Overview Guide	Use this document to configure E.164 numbers according to network and server configurations.

Solution Guides

Table 6: Platform Solution Guides

Document Title	Description
Cisco BroadWorks Application Server CommPilot Portal Customization and Localization Guide	Use this document customize and localize the Cisco BroadWorks Application Server CommPilot Portal.

Document Title	Description
Cisco BroadWorks Enhanced Call Logs Solution Guide	Use this document to implement the Enhanced Call Logs on the Cisco BroadWorks platform to deploy, configure, and provision this solution.
Cisco BroadWorks Enterprise Migration Solution Guide	Use this document to migrate enterprises and service providers from one Application Server cluster to another.
Cisco BroadWorks Meet-Me Conferencing Guide	Use this document to configure and deploy the Cisco BroadWorks Meet-Me Conferencing solution.
Cisco BroadWorks Mobility Guide	Use this document to configure and deploy the Cisco BroadWorks Mobility solution.
Cisco BroadWorks SAML Authentication Integration Solution Guide	Use this document to implement the Cisco BroadWorks Security Assertion Markup Language (SAML) 2.0 solution to secure access to Cisco BroadWorks user resources.
Cisco BroadWorks Service License Reporting Solution Guide	Use this document to implement the Cisco BroadWorks Service License Reporting and Collection solution This solution monitors the usage of the licensing model.
Cisco BroadWorks SIP Trunking Solution Guide	Use this document to implement the Cisco BroadWorks SIP Trunking solution. This solution integrates Cisco BroadWorks with a Private Branch Exchange (PBX) residing within an enterprise network.
Cisco BroadWorks AS Mode IP Multimedia Subsystem Solution Guide	Use this document to plan for Cisco BroadWorks working in AS mode into the IMS architecture.
Cisco BroadWorks Voice Messaging Solutions Guide	Use this document to implement the Cisco BroadWorks Voice Messaging solution. This solution configures deployments with various network configurations.
Cisco BroadWorks Video Services Solution Guide	Use this document to implement Cisco BroadWorks video capabilities to deploy video services.
Cisco BroadWorks Service Centralization and Continuity Solution Guide	Use this document to view how Cisco BroadWorks supports centralization and continuity with a variety of deployed network configurations and capabilities and to configure Cisco BroadWorks to support those various deployment options.
Cisco BroadWorks Secure Onboarding Using Activation Codes Solution Guide	Use this document to provision devices to Cisco BroadWorks users with secure onboarding.
Cisco BroadWorks Lawful Intercept Solution Guide (available upon request)	Use this document to configure and manage the Lawful Intercept solution for your organization.

Table 7: Client Solution Guides

Document Title	Description
Cisco BroadWorks Call Center Solution Guide	Use this guide to configure the Cisco BroadWorks Call Center solution.
Cisco BroadWorks Call Center Statistics Overview Guide	Use this guide to view the statistics collected for the basic option of the Cisco BroadWorks Call Center.
Cisco BroadWorks Call Settings Webview Solution Guide	Use this document to view and modify services related to the call settings via a Webview from a mobile, tablet, or desktop Cisco BroadWorks UC-One application.

Interface Specifications

Table 8: Platform Interface Specifications

Document Title	Description
Cisco BroadWorks Configuration System Interface Specification	Use this document to access, modify, and maintain the integrity of the Cisco BroadWorks configuration and the Cisco BroadWorks Configuration System Interface.
Cisco BroadWorks Computer Telephony Integration Interface Specification	Use this document to configure the Computer Telephony Integration (CTI) interface with Cisco BroadWorks in AS mode.
Cisco BroadWorks SIP Access Side Extensions Interface Specification Guide	Use this document to configure the Session Initiation Protocol that is used to enable traditional voice applications, including but not limited to, key system emulation, executive-admin station emulation, push to talk, click-to-dial, and other remote control CTI applications.
Application Delivery Platform Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Application Delivery Platform to keep the server running without faults.
Application Delivery Platform Performance Measurement Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Application Delivery Platform to ensure optimal performance.
Cisco BroadWorks Accounting Call Detail Record Interface Specification	Use this document to configure the Call Detail Record (CDR) interface to ensure the efficient transmission of accounting data.
Cisco BroadWorks Application Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Application Server to keep the server running without faults.
Cisco BroadWorks AS Mode ISC Interface Specification	Use this document to configure the Cisco BroadWorks Application Server in IMS deployments.

Document Title	Description
Cisco BroadWorks Application Server Performance Measurement Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Application Server to ensure optimal performance.
Cisco BroadWorks Application Server Provisioning Interface Specification	Use this document to configure the Open Client Service – Provisioning (OCI-P) interface to allow third-party clients and legacy systems to inter-work with the Application Server.
Cisco BroadWorks Application Server Sh Interface Specification	Use this document to configure the interface used by Cisco BroadWorks Application Server to communicate with the Home Subscriber Server (HSS) over the Sh interface.
Cisco BroadWorks Application Server Synchronization Interface Specification	Use this document to synchronize the interface from the Application Server to another server modifying data to ensure the servers are synchronized.
Cisco BroadWorks Busy Lamp Field Interface Specification	Use this document to configure the Busy Lamp Field interface to support devices using SIP as the line-side access protocol.
Cisco BroadWorks Calling Name Interface Specification	Use this document to configure the Calling Name interface to retrieve calling name information from an external database on a per-call basis by subscription.
Cisco BroadWorks Database Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Database Server to keep the server running without faults.
Cisco BroadWorks Database Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Database Server to ensure optimal performance.
Cisco BroadWorks Execution Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Execution Server to keep the server running without faults.
Cisco BroadWorks Execution Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Execution Server to ensure optimal performance.
Cisco BroadWorks Media Resource Interface Specification	Use this document to integrate the Cisco BroadWorks Media Resource Function (MRF) into a customer's network.
Cisco BroadWorks Media Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Media Server to keep the server running without faults.
Cisco BroadWorks Media Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Media Server to ensure optimal performance.

Document Title	Description
Cisco BroadWorks Network Database Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Network Database Server to keep the server running without faults.
Cisco BroadWorks Network Database Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Network Database Server to ensure optimal performance.
Cisco BroadWorks Network Function Interface - Interface Specification	Use this document to configure the Network Function Interface (NFI) to integrate client applications to perform network function management-related actions.
Cisco BroadWorks Network Function Management Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Network Function Manger to keep the server running without faults.
Cisco BroadWorks Network Function Manager Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Network Function Manager to ensure optimal performance.
Cisco BroadWorks Network Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Network Function Manger to keep the server running without faults.
Cisco BroadWorks Network Server Portal API Specification	Use this document to configure the Network Server portal API interface.
Cisco BroadWorks Network Server Location API Specification and Developer Guide	Use this document to configure the Network Server Location API to replace the Network Server as the user location authority or perform a look up to the Network Server location database.
Cisco BroadWorks Network Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Network Server to ensure optimal performance.
Cisco BroadWorks Network Server Provisioning Interface Specification	Use this document to provision the Network Server with the Open Client Interface-Provisioning (OCI-P) and the Operations Support System (OSS) interface.
Cisco BroadWorks Profile Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Profile Server to keep this server running without faults.
Cisco BroadWorks Rf/Ro Interface Specification	Use this document to configure the interfaces used to communicate with billing servers over the Diameter protocol for offline and online charging.
Cisco BroadWorks Profile Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Profile Server to ensure optimal performance.

Document Title	Description
Cisco BroadWorks Service Control Function Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Service Control Function to keep this server running without faults.
Cisco BroadWorks Service Control Function Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Service Control Function to ensure optimal performance.
Cisco BroadWorks Shared Call Appearance Interface Specification	Use this document to configure the interfaces used to communicate with the Home Subscriber Server (HSS) over the Sh interface.
Cisco BroadWorks Sharing Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Sharing Server to keep this server running without faults.
Cisco BroadWorks Sharing Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Sharing Server to ensure optimal performance.
Cisco BroadWorks Video Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Video Server to keep this server running without faults.
Cisco BroadWorks Video Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Video Server to ensure optimal performance.
Cisco BroadWorks WebRTC Server Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks WebRTC Server to keep this server running without faults.
Cisco BroadWorks WebRTC Server Performance Measurements Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks WebRTC Server to ensure optimal performance.
BroadWorks XS Mode ISC Interface Specification	Use this document to configure the behavior of the Cisco BroadWorks Execution Server and Network Server in IMS deployments.
Cisco BroadWorks XS Mode Sh/Dh Interface Specification Execution Server and Profile Server	Use this document to configure the BroadWorks Execution Server and Profile Server to communicate with the Home Subscriber Server (HSS) over the Sh/Dh interface.
Cisco BroadWorks Xtended Services Platform Fault and Alarm Interface Specification	Use this document to view and configure the notifications and alarms generated by the Cisco BroadWorks Xtended Services Platform to keep this server running without faults.
Cisco BroadWorks Xtended Services Platform Performance Measurement Interface Specification	Use this document to view and configure the performance measurements of the Cisco BroadWorks Xtended Services Platform to ensure optimal performance.

Document Title	Description
Cisco BroadWorks Xtended Services Interface - Interface Specification	Use this document to configure the Xtended Services Interface (Xsi) on Cisco BroadWorks.
Cisco BroadWorks Lawful Intercept Provisioning Interface Specification (available upon request)	Use this document to configure the Lawful Intercept Provisioning Interface on Cisco BroadWorks.

CHAPTER **2**

Installation and Upgrade

- Installation, on page 15

Installation

Table 9: Installation Documents

Document Title	Description
Cisco BroadWorks Amazon Web Services Deployment Guide	Use this document to deploy Cisco BroadWorks using the Cisco BroadWorks infrastructure automation built for the Amazon Web Services (AWS) Cloud Platform.
Cisco BroadWorks Network Function Manager Software Management Guide	Use this document to install, deploy, and configure the Software Management application on the Cisco BroadWorks Network Function Manager.
Cisco BroadWorks Software Management Guide	Use this document to install, upgrade, or downgrade Cisco BroadWorks or to install or remove software patches.

Configure

- Server Configuration, on page 17
- System Configuration, on page 18
- Client Configuration, on page 19

Server Configuration

Table 10: Server Configuration Guides

Document Title	Description
Cisco BroadWorks Application Server Subscriber Export Guide	Use this document to manage subscriber export on the Application Server. Follow the detailed instructions for each available task.
Cisco BroadWorks Database Server Configuration Guide	Use this document to choose a deployment model and configure the Cisco BroadWorks Database Server to suit your deployment requirements.
Cisco BroadWorks External File Server Configuration Guide	Use this document to manage and administer an External File Server. This document describes how to store audio and video files.
Cisco BroadWorks Location Server Configuration Guide	Use this document to configure, manage, and administer the Location Server in IMS deployments.
Cisco BroadWorks Network Database Server Configuration Guide	Use this document to choose the deployment model and configuration of the Network Database Server that suits your deployment requirements.
Cisco BroadWorks Network Function Manager Configuration Guide	Use this document to install, configure, and administer the Network Function Manager platform components.
Cisco BroadWorks Profile Server Configuration Guide	Use this document to install, configure, and administer the Profile Server.
Cisco BroadWorks Service Control Function Server Configuration Guide	Use this document to configure, administer, and troubleshoot the Service Control Function Server.

Document Title	Description
Cisco BroadWorks Xtended Services Interface Configuration Guide	Use this document to configure and deploy the Xtended Services Interface (Xsi).
Cisco BroadWorks Xtended Services Platform Configuration Guide	Use this document to configure, administer, and troubleshoot the Xtended Services Platform (XSP).

System Configuration

Table 11: System Configuration Guides

Document Title	Description
Cisco BroadWorks Call Processing Policies Guide	Use this document to configure call processing policies and control call processing behavior.
Cisco BroadWorks CommPilot Portal Configuration Guide	Use this document to configure the various servers and applications required for the CommPilot web portal to work.
Cisco BroadWorks Communication Barring – Fixed Guide	Use this document to configure and provision the Communication Barring – Fixed solution on the Cisco BroadWorks platform.
Cisco BroadWorks Container Options Guide	Use this document to learn about the Container Options that you can configure.
Cisco BroadWorks Device Management Configuration Guide	Use this document to integrate, deploy, and maintain access devices on a network.
Cisco BroadWorks Device Management Tag Reference Guide	Use this document to learn about the definition and provisioning source of all tags supported in Device Management.
Cisco BroadWorks Diameter, Rf, Ro, and Sh Interfaces Configuration Guide	Use this document to configure the Rf, Ro, and Sh interfaces and the Diameter stack on the Application Server.
Cisco BroadWorks Directory Numbers, Country Codes, and National Destination Codes Guide	Use this document to configure directory numbers, country codes, and national destination codes for specific network and server configurations.
Cisco BroadWorks Emergency Call Support Implementation Guide	Use this document to implement and configure emergency call support.
Cisco BroadWorks External Portal Integration Developer's Guide	Use this document to make use of the mechanisms provided by Cisco BroadWorks, including external authentication.
Cisco BroadWorks Internet Protocol Security Configuration Guide	Use this document to configure an Authentication Header protocol/Encapsulating Security Payload IPsec connection between two Red Hat Enterprise Linux 5 systems.
Cisco BroadWorks NNACL Translation File Configuration Guide	Use this document to configure an NNACL translation file and view the description of the Cisco BroadWorks translation service.

Document Title	Description
Cisco BroadWorks Simple Network-enabled Auto-Provisioning Configuration Guide	Use this document to configure Cisco BroadWorks and Cisco 2400 integrated access devices (IADs) for Simple Network-enabled Auto-Provisioning (SNAP).
Cisco BroadWorks Special Call Types Routing Guide	Use this document to configure BroadWorks servers for special call type routing, such as emergency calls.
Cisco BroadWorks System Configuration Guide	Use this document to view configuration requirements for the system core call processing servers in a non-IP Multimedia Subsystem (IMS) deployment.
Cisco BroadWorks UNIX User Account Configuration Guide	Use this document as an overview of BroadWorks user management and configuration.
Cisco BroadWorks Virtualization Configuration Guide	Use this document for the requirements and steps to configure a virtual configuration.
Cisco BroadWorks XS Mode Configuration Guide	Use this document for the installation, configuration, and functional behavior of Cisco BroadWorks in Execution Server (XS) mode.
Cisco BroadWorks XS Mode Diameter, Sh/Dh, Rf, and Ro Interfaces Configuration Guide	Use this document to configure the Sh/Dh, Rf, and Ro interfaces on the Cisco BroadWorks Execution Server and Profile Server using the CLI.

Client Configuration

Table 12: Call Center Configuration Guides

Document Title	Description
Cisco BroadWorks Call Center Custom Reports Guide	Use this document to create custom Call Center Reports on Cisco BroadWorks.
Cisco BroadWorks Call Center Reporting – External Database Views Configuration Guide	Use this document to expose enhanced Call Center statistics on Cisco BroadWorks and to retrieve data from the database using external database views.
Cisco BroadWorks Call Center Reports Guide	Use this document to generate pre-defined Call Center Reports (about call center agents and queues).

CHAPTER 4

Maintain and Operate

Web Interface

Application Server

Table 13: Application Server Web Interface Guides

Document Title	Description
Cisco BroadWorks Application Server System Provider Web Interface Administration Guide	Use this document to assist you with the system administration tasks of the Application Server platform using the web interface, including authorizing services and assigning resources to client organizations as well as monitoring resource utilization in the system.
Cisco BroadWorks Application Server Service Provider Web Interface Administration Guide	Use this document to assist you with the management of all available functions of the Cisco BroadWorks Application Server. Follow the detailed instructions for each function and page of the web portal interface at the service provider level.
Cisco BroadWorks Application Server Enterprise Web Interface Administration Guide	Use this document to assist you with the management of all available functions of the Cisco BroadWorks Application Server. Follow the detailed instructions for each function and page of the web portal interface at the enterprise level.
Cisco BroadWorks Application Server Group Web Interface Administration Guide - Part 1	Use this document to assist you with management of all Cisco BroadWorks group and department administration functions.
Cisco BroadWorks Application Server Group Web Interface Administration Guide - Part 2	Use this document to assist you with performing all administration functions for Cisco BroadWorks users and virtual users (service instances of services such as Call Center).

Document Title	Description
Cisco BroadWorks User Web Interface Administration Guide	Use this document to learn about all web portal functions available to Cisco BroadWorks users. The web portal enables users to self-configure and manage their features and services in real-time.
Cisco BroadWorks Getting Started Web Interface Administration Guide	Use this guide to get familiar with the Cisco BroadWorks web interface.

Network Server

Table 14: Network Server Web Interface Guides

Document Title	Description
Cisco BroadWorks Network Server Web Interface Administration Guide	Use this guide is to assist you with management of all Network Server management and provisioning functions available through the web interface.
Cisco BroadWorks Network Server Enterprise Web Interface Administration Guide	Follow the procedures provided by this guide to perform routing and network functions for one or more groups.

Command Line Interface

Table 15: Command Line Interface Guides - All Servers

Document Title	Description
Cisco BroadWorks Application Delivery Platform Command Line Interface Administration Guide	Use this document to manage all Application Delivery Platform command line interface functions. Follow the detailed instructions for each available administrative task.
Cisco BroadWorks Application Server Command Line Interface Administration Guide	Use this document to manage all Application Delivery Platform command line interface functions. Follow the detailed instructions for each available administrative task.
Cisco BroadWorks Database Server Command Line Interface Administration Guide	Use this document to manage all Database Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Database Troubleshooting Server Command Line Interface Administration Guide	Use this document to manage all Database Troubleshooting Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Execution Server Command Line Interface Administration Guide	Use this guide to manage all Execution Server command line interface functions. Follow the detailed instructions for each administrative task.

Document Title	Description
Cisco BroadWorks Lawful Intercept Command Line Interface Guide (available upon request)	Use this document to manage all Lawful Intercept command line interface functions. Follow the detailed instructions for each available administrative task.
Cisco BroadWorks Media Server Command Line Interface Administration Guide	Use this guide to manage all Media Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Network Database Server Command Line Interface Administration Guide	Use this guide to manage all Network Database Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Network Function Manager Command Line Interface Administration Guide	Use this guide to manage all Network Function Manager command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Network Server Command Line Interface Administration Guide	Use this guide to manage all Network Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Profile Server Command Line Interface Administration Guide	Use this guide to manage all Profile Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Service Control Function Command Line Interface Administration Guide	Use this guide to manage all Service Control Function command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Sharing Server Command Line Interface Administration Guide	Use this guide to manage all Sharing Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Video Server Command Line Interface Administration Guide	Use this guide to manage all Video Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks WebRTC Server Command Line Interface Administration Guide	Use this guide to manage all WebRTC Server command line interface functions. Follow the detailed instructions for each administrative task.
Cisco BroadWorks Xtended Services Platform Command Line Interface Administration Guide	Use this guide to manage all Xtended Services Platform command line interface functions. Follow the detailed instructions for each administrative task.

Maintenance

Table 16: Maintenance

Document Title	Description
Cisco BroadWorks Maintenance Guide	Use this document to learn about the recommended routine maintenance procedures for Cisco BroadWorks.
Cisco BroadWorks Database and Logs Anonymization User Guide	Use this document for learn how to remove all personally identifiable information (PII) from a Cisco BroadWorks database, log file, or a single value so that you can supply log files (or an entire database) to Cisco for investigation of various issues without exposing any sensitive customer data.

Operation

Table 17: Task Automation, License Management, and User Service Pack Migration

Document Title	Description
Cisco BroadWorks Ansible Collections and Playbooks User Guide	Use this document to learn how to use Cisco BroadWorks Ansible collections and playbooks to automate various repetitive tasks.
Cisco BroadWorks Network Function Manager Node and License Management Guide	Use this document to learn about the node and license management functionality available to administer managed license files. Follow the instructions of the guide to configure and deploy managed licenses.
Cisco BroadWorks User Service Pack Migration User Guide	Use this document to learn how to use the automated batch process to migrate users from one set of services or service packs to another.

Client Documentation

Administration

Table 18: Administration Guides

Document Title	Description
Cisco BroadWorks Deployment Studio Administration Guide	Use this document is to assist you with the installation and maintenance of Cisco BroadWorks Deployment Studio, for the purposes of deploying Cisco BroadWorks client applications to end users.

Document Title	Description
Cisco BroadWorks Hosted Thin Call Center Agent/Supervisor Configuration and Administration Guide	Use this document is to assist you with the installation, customization, and maintenance of Cisco BroadWorks Hosted Thin Call Center.
Cisco BroadWorks Hosted Thin Receptionist Agent/Supervisor Configuration and Administration Guide	Use this document is to assist you with the installation, customization, and maintenance of Cisco BroadWorks Hosted Thin Receptionist.

User

Table 19: User Guides

Document Title	Description
Cisco BroadWorks Deployment Studio User Guide	Refer to this guide for general information on using Deployment Studio to customize a Cisco BroadWorks client application. In addition, for Software as a Service (SaaS) applications, such as Hosted Thin Call Center and Hosted Thin Receptionist, follow the detailed instructions on deploying customized application profiles.
Cisco BroadWorks Hosted Thin Call Center Agent/Supervisor User Guide	Use this document to learn about the features, interface, dialogs, and services provided by the Call Center client application. Follow the details to use the Call Center features and services for agents and supervisors.
Cisco BroadWorks Hosted Thin Receptionist User Guide	Use this document to learn about the features, interface, dialogs, and services provided by the Receptionist client application. Follow the detailed procedures to use the application's features and services.
Cisco BroadWorks Hosted Thin Call Center Quick Reference Guide	Use this document as a reminder of the steps to follow to perform the different tasks of the Call Center client.
Cisco BroadWorks Hosted Thin Receptionist Quick Reference Guide	Use this document as a reminder of the steps to follow to perform the different tasks of the Receptionist client.

C H A P T E R 5

Reference

Technical References

Table 20: Technical and Product Information

Document Title	Description
Cisco BroadWorks Feature Overview (All Releases)	Use this document to view the description of all Cisco BroadWorks features.
Cisco BroadWorks Feature Overview (Release 24 Only)	Use this document to view the description of the features added to Cisco BroadWorks in Release 24.
Cisco BroadWorks Functional Summary	Use this document to view the capabilities, features, and services added to Cisco BroadWorks in the current release including the interface changes introduced by these capabilities.
Cisco BroadWorks Interface Impact Summary	Use this document as a quick reference to see how each feature in the Cisco BroadWorks release affects each of the external interfaces.
Cisco BroadWorks Library Overview	Use this document to view the description of all documents available for Cisco BroadWorks.
Cisco BroadWorks Server Security Guide	Use this document as an overview of the required protocols for Cisco BroadWorks, the ports that they use, and the Server Access Control Lists (ACLs) and firewalls used to restrict access to servers so that they can only access required ports.
Cisco BroadWorks System Performance Monitoring Guide	Use this document as a guide as to which measurements that should be gathered to monitor the performance of a Cisco BroadWorks system.
Cisco BroadWorks Redundancy Guide	Use this document to view the configuration requirements for deploying a redundancy solution for Cisco BroadWorks.

Document Title	Description
Cisco BroadWorks Service Guide	Use this document as an overview of all the services provided by Cisco BroadWorks.
Cisco BroadWorks Service Interaction Guide	Use this document to view the interactions between the different user services provided by Cisco BroadWorks.
Cisco BroadWorks Network Function Manager Virtualized Network Function Lifecycle Management Guide	Use this document to view how some of the VNF Manager functions are implemented by the Cisco BroadWorks Network Function Manager (NFM) and how they can be used to perform VNF lifecycle management.

Interworking

Table 21: Development and Interworking Guides

Document Title	Description
Cisco BroadWorks VoiceXML and CCXML Developer's Guide	Use this document as a reference for writing VoiceXML or CCXML scripts that run on a Cisco BroadWorks Media Server.
Cisco BroadWorks Announcement Guide	Use this guide to configure languages and tones for Cisco BroadWorks announcements.
Cisco BroadWorks Application Server API Developer's Guide	Use this document to learn how to use the Cisco BroadWorks application programming interface (API) to provide users access to the Application Server web interface functionality through the customer's portal.
Cisco BroadWorks Application Server Identity Guide	Use this document to learn about the identity-related configuration and handling on the Cisco BroadWorks Application Server.
Cisco BroadWorks Application Server VTR Administration Guide	Use this document to execute call-processing simulations to better understand and test various configurations using the Verify Translation and Routing (VTR) diagnostic tool.
Cisco BroadWorks Call Recording Guide	Use this document to learn about and configure the Cisco BroadWorks Call Recording Interface.
Cisco BroadWorks External Emergency Number SOAP Query Interface Specification Guide	Use this document to learn how to use the External Emergency Number Simple Object Access Protocol (SOAP) Query Interface to make the Cisco BroadWorks Application Server query a third-party server to translate an emergency number, such as 911, into a routable number.
Cisco BroadWorks MGCP Access Interface Interworking Guide	Use this document to learn how to use the Media Gateway Control Protocol (MGCP) interface to communicate between Cisco BroadWorks Application Servers and partner MGCP access devices.

Document Title	Description
Cisco BroadWorks SIP Access Interface Interworking Guide	Use this document to learn how to use the Cisco BroadWorks Application Server access interface to communicate between the Cisco BroadWorks Application Server and partner access devices including SIP phones, SIP access gateways, SIP trunking gateways, and so on.
Cisco BroadWorks SIP External Voice Mail Support Interworking Guide	Use this document to view end-to-end call flow examples for typical voice messaging scenarios. This document is a supplement to the *Cisco BroadWorks SIP Access Interworking Guide* for partners and operators who want to interface external voice mail/messaging platforms with Cisco BroadWorks.
Cisco BroadWorks SIP Network Interface Interworking Guide	Use this document to learn how to use the SIP interface to communicate between Cisco BroadWorks servers and partner network elements, including Application Servers, softswitches, Network Servers, SIP proxies, and so on.
Cisco BroadWorks Treatment Guide	Use this document to learn about the system-default treatments used by Cisco BroadWorks and how to configure the system to modify certain aspects of these treatments to provide better feedback to callers, to enhance interoperability with other vendor equipment, or to obtain more specific information in call detail records.
Cisco BroadWorks Network Function Manager Network Monitoring Guide	Use this document to learn how the Network Monitoring application integrates in the Cisco BroadWorks Network Function Manager (NFM) and how it bridges the rest of the Network Function Manager functions with the Network Monitoring Console.

Compatibility

Table 22: Interoperability Test Plans

Document Title	Description
Cisco BroadWorks Interoperability Summary	Use this document to get an overview of the partner equipment interoperability with Cisco BroadWorks.
Cisco BroadWorks Device Management Interoperability Test Plan	Use this document to facilitate and verify Cisco BroadWorks Device Management integration for SIP access-side devices.
Cisco BroadWorks IMS ISC Interoperability Test Plan	Use this document to validate the functional interoperability between the Cisco BroadWorks Application Server and a Serving Call Session Control Function (S-CSCF) over the IP Multimedia Subsystem (IMS) Service Control (ISC) interface by exercising a comprehensive cross section of Cisco BroadWorks features in an IMS configuration.

Document Title	Description
Cisco BroadWorks Network Device Interoperability Test Plan	Use this document to validate the functional interoperability between Cisco BroadWorks and SIP network devices, that is, devices providing PSTN access/termination to/from Cisco BroadWorks including softswitches, media gateways, and so on.
Cisco BroadWorks Ro Interface Interoperability Test Plan	Use this document to validate basic interoperability between Cisco BroadWorks and an Online Charging System (OCS) using the Diameter interface, known in IMS as the Ro reference point.
Cisco BroadWorks SIP Access Device Interoperability Test Plan	Use this document to validate SIP interoperability between Cisco BroadWorks and SIP access devices such as access gateways, IADs, SIP MTAs, ATAs, and so on.
Cisco BroadWorks SIP Phone Interoperability Test Plan	Use this document to validate SIP interoperability between Cisco BroadWorks and SIP phones or soft clients. Completion of the test plan validates the SIP interface with Cisco BroadWorks and meets a prerequisite for Cisco BroadCloud integration.
Cisco BroadWorks VoLTE UE Interoperability Test Plan	Use this document to validate SIP interoperability between Cisco BroadWorks and Voice over Long Term Evolution User Equipment (VoLTE UE) via IP Multimedia Subsystem Core Network (IMS CN), which includes service invocation occurring on the IMS Service Control (ISC) interface and the Gm interface.

Platform Quick Reference Guides

Table 23: Quick Reference Guides

Document Title	Description
Cisco BroadWorks Auto Attendant Basic Quick Reference Guide	Use this document to learn how to plan, define, and test your automated receptionist, using the Cisco BroadWorks Auto Attendant - Basic service.
Cisco BroadWorks Auto Attendant Standard Quick Reference Guide	Use this document to learn how to plan, define, and test your automated receptionist, using the Cisco BroadWorks Auto Attendant - Standard service.
Cisco BroadWorks Anywhere Standard Quick Reference Guide	Use this document to learn how to use the BroadWorks Anywhere service once it is set up by the office administrator. Follow the provided procedures to use the different BroadWorks Anywhere functions.
Cisco BroadWorks Group Voice Portal Quick Reference Guide	Use this document to get a quick overview of the Cisco BroadWorks group voice portal and learn how to set up the voice portal for your organization. Follow the step-by-step procedures to configure the greetings, set passcode rules, and customize voice portal menus.
Cisco BroadWorks Login Functions Quick Reference Guide	Use this document to learn how to set-up your access to Cisco BroadWorks, such as logging in and out, adding Cisco BroadWorks to your "Favorites", or auto-starting Cisco BroadWorks web portal.

Document Title	Description
Cisco BroadWorks Meet-Me Conferencing Quick Reference Guide	Use this document to learn how to use the Cisco BroadWorks Meet-Me Conferencing service to organize, configure, moderate, and record conferences, as well as participate in conferences organized by others.
Cisco BroadWorks Paging Quick Reference Guide	Use this document to learn how to set up a paging system for your organization in Cisco BroadWorks.
Cisco BroadWorks Personal Voice Portal Quick Reference Guide	Use this document to learn how to use your personal voice portal to listen to your messages, leave messages to others, and record personalized greetings.
Cisco BroadWorks Special Calling Features Quick Reference Guide	Use this document to view all the Cisco BroadWorks features available using feature access codes (FAC). Follow the step-by-step procedures to use the features.
Cisco BroadWorks System Monitoring – Key Indicators Quick Reference Guide	Consult this document for a quick overview of the key indicators that should be monitored to ensure proper Cisco BroadWorks operations.