Cisco Virtualized Voice Browser Documentation Guide, Release 11.0(1)

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Documentation Guide

Overview

This documentation guide provides details on all documents released for Cisco Virtualized Voice Browser (Cisco VVB), release 11.0(1). It contains URLs to the documents.

For the latest version of Cisco VVB documents, see http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/tsd-products-support-series-home.html.

Plan

Design Guide for Cisco Customer Voice Portal

This document provides the design considerations and guidelines for deploying the Cisco VVB.

To view the latest *Design Guide for Cisco Unified Customer Voice Portal*, see http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-implementation-design-guides-list.html.

Release Notes for Cisco Virtualized Voice Browser

This document describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco VVB. Users should read the latest release notes before initially installing or upgrading their Cisco VVB system.

To view the latest Cisco VVB Release Notes, see: http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html.

Configuration Guide for Cisco Customer Voice Portal

This document describes how to configure, run, and administer Cisco VVB. The Cisco VVB configuration content is part of Unified CVP Configuration Guide.

To view the latest *Configuration Guide for Cisco Unified Customer Voice Portal*, see http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html .

Open Source Used In Cisco VVB

This document lists the licenses and notices for open source software used in this product.

To view the latest *Cisco VVB Open Source Guide*, see: http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/products-licensing-information-listing.html.

Install and Upgrade

Installation and Upgrade Guide for Cisco VVB

This document explains how to install and upgrade Cisco VVB. It is prepared for partners and service providers who will be deploying Cisco VVB, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

To view the latest Installation and Upgrade Guide for Cisco VVB, see: http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/products-installation-guides-list.html.

Hardware and System Software Specification for Cisco VVB

This document provides platform hardware specifications and compatible third-party software version requirements for Cisco VVB.

To view the latest Hardware and System Software Specification for Cisco VVB, see: http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Cisco_HCS_for_Contact_Center_11.0(1).

Port Utilization Guide for Cisco VVB

This document describes the ports used in Cisco VVB.

To view the latest Port Utilization Guide for Cisco VVB, see: http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/products-installation-and-configuration-guides-list.html.

Virtualization for Cisco VVB

The Virtualization wiki is the location for Cisco VVB virtualization requirements, guidelines and procedures.

To view the latest Virtualization wiki for Cisco VVB, see: http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Virtualized_Voice_Browser.

Configure

Operating System Administration Guide for Cisco Virtualized Voice Browser

This document provides information on the system administration functions through the Cisco Unified Communications operating system for Cisco VVB.

To view the latest Cisco VVB Operating System Administration Guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/products-installation-and-configuration-guides-list.html.

Maintain and Operate

Operations Guide for Cisco Virtualized Voice Browser

This document provides information on Cisco serviceability tools, CLI and Cisco logging and event notifications.

To view the latest Cisco VVB Operations Guide, see: http://www.cisco.com/c/en/us/support/customer-collaboration/virtualized-voice-browser/products-maintenance-guides-list.html.

Troubleshoot

Troubleshooting Tips for Cisco Virtualized Voice Browser

The troubleshooting wiki is the location for all common Cisco VVB troubleshooting tips and techniques. The wiki describes how to isolate and solve problems in the Cisco VVB.

To view the latest troubleshooting tips, see: http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Cisco_Virtualized_Voice_Browser.

Reference

Developer Guide for Cisco Virtualized Voice Browser

This document provides information on all the configuration REST APIs that are available for Cisco VVB.

To view the latest Cisco VVB Developer Guide, see: https://developer.cisco.com/web/vvb/documentation.

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