Documentation Guide for Cisco Hosted Collaboration Solution for Contact Center, Release 11.0(1)

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Documentation Overview for Cisco Hosted Collaboration Solution for Contact Center

This documentation guide provides details of all the documents that are released for Cisco Hosted Collaboration Solution for Contact Center, Release 11.0(1) and contains the links to the documents.

For the latest version of all the documents, see Cisco HCS for Contact Center Documents Set.

For more information on the latest Cisco documentation, see http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Documentation Changes

The following tables show the documents that changed for release 11.0(1).

New Documents in This Release

This release introduces a new wiki for Cisco HCS for Contact Center.

Document	Notes
Compatibility Matrix Wiki	This wiki lists the contact center third-party software, gateway, and endpoint compatibility information for Cisco HCS for Contact Center.
Solution Release Notes for Cisco Hosted Collaboration Solution for Contact Center	This Release Notes is solution level release notes, that includes information for Unified CVP, Finesse, CUIC, Cisco Media Sense, Cisco RSM, Unified WIM and EIM, Cisco VVB, and CCDM. Describes what's new or updated in the release; what is removed or no longer supported; and the third party software.

Documents Retired in This Release

This table lists the documentation that are retired in this release.

Document	Notes
Release Notes for Cisco Hosted Collaboration Solution for Contact Center	Release Notes for Cisco HCS for CC is now changed as Solution Level Release Notes for Cisco HCS for CC that includes lot more information than the retired release notes.

Documentation Wikis

This table lists the documentation wikis that are updated in this release.

Document	Notes
Troubleshooting Doc Wiki	Updated to meet Cisco HCS for Contact Center Release 11.0(1) requirements. This wiki contains all the troubleshooting tips for this release.

Documents Changed in This Release

This table lists the documents that are updated in this release.

Document	Notes
Installing and Configuring Cisco HCS for Contact Center	Revised for Cisco HCS for Contact Center Release 11.0(1). Includes new content about Live Data Reporting System and Unified Intelligence Center with Live Data under *Design Considerations, Create Golden Template, and Configure Customer Instance* chapters. Includes content about new optional component Cisco Virtualized Voice Browser with the details of design considerations. Installing and configuring details are provided under *Install and Configure Optional Components* Chapter. Includes Finesse IP Phone Agent support information under *Cisco HCS for Contact Center* chapter. Includes major updates on Unified Contact Center Domain Manager under *Shared Management Aggregation, Administration, and Integration of Customer Instance with Shared Management* chapters. Includes major updates on Small Contact Center Deployment model with the details of shared Unified CM, Agent Peripheral gateway, and Cisco Finesse. Contents are updated under *Cisco HCS for Contact Center, Design Considerations, Configure Customer Instance, and Appendix* chapters.
Licensing Guide for Cisco HCS for Contact Center	CVP licensing details are updated for Release 11.0(1).

Installation and Configuration Guide

Installing and Configuring Cisco HCS for Contact Center document provides information about the overview, design, installation, and configuration for Cisco HCS for Contact Center. It provides technical specifications and requirements, a list of the procedures that you must perform to install and configure this solution, and a configuration example. See Installing and Configuring Cisco HCS for Contact Center.

License Guide

The *Licensing Guide for Cisco Hosted Collaboration Solution for Contact Center* document provides important license information for the purchaser of Cisco HCS for Contact Center.

This guide is available in printed format only.

Troubleshooting

Troubleshooting tips helps you to resolve configurations problems in Cisco HCS for Contact Center. See, Troubleshooting Wiki.

Compatibility Matrix

Compatibility matrix specifies all supported configurations and versions for Cisco HCS for Contact Center. See, Compatibility Matrix Wiki.

Solution Release Notes

Solution Release Notes describes supported features and software for Cisco HCS for Contact Center and all the core and optional components of Cisco HCS for Contact Center at the solution level. Before you install Cisco HCS for Contact Center, Cisco recommends that you review this document for information about issues that might affect your system. See, Release Notes

Reference Documentation

Cisco Unified Contact Center Domain Manager

These reference documents are available for Cisco Unified Contact Center Domain Manager:

- *Administration Guide for Cisco Unified Contact Center Domain Manager*
- *Installation and Configuration Guide for Cisco Unified Contact Center Domain Manager*
- *Security Guide for Cisco Unified Contact Center Domain Manager*
- *User Guide for Cisco Unified Contact Center Domain Manager*
- *Web Services Reference for Cisco Unified Contact Center Domain Manager*

To obtain these documents, see Unified CCDM Documentation Set.

Hosted Collaboration Solution

The Hosted Collaboration Solution (HCS) Documentation Roadmap describes the documents that comprise the Hosted Collaboration Solution. For information about the HCS Documentation Roadmap and to obtain all HCS related documents, see Hosted Collaboration Solution Documentation Site.

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