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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Updated the Standalone Application Builder	Standalone Application Builder	
Updated Context Service Setup	Context Service Setup	
Added keyboard shortcut for navigation	Create Call Studio Project	
Restructured the Guide		

About this Guide

This document describes the various components that can exist on Cisco Unified CVP VXML Server, administering the VXML Server, and VXML Server logging.

Audience

This design guide is intended for the system architects, designers, engineers, and Cisco channel partners who want to apply best design practices for the Cisco Unified Customer Voice Portal (CVP).

This document assumes that you are already familiar with basic contact center terms and concepts and with the information presented in the *Cisco Unified CCE SRND*.

Related Documents

**Note**

Planning your Unified CVP solution is an important part of the process in setting up Unified CVP. Read *Design Guide for Cisco Unified Customer Voice Portal* before you configure Unified CVP solution.

Unified CVP provides the following documentation:

- *Design Guide for Cisco Unified Customer Voice Portal*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*
- *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal*
- *Port Utilization Guide for Cisco Unified Contact Center Solutions*
- *Reporting Guide for Cisco Unified Customer Voice Portal*

For additional information about Unified ICM, refer to the *Cisco web site listing Unified ICM documentation*.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). RSS feeds are a free service.

Documentation Feedback

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