



Preface

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Change History

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Updated Example Prerequisites	Cisco Contact Center Gateway Deployment Example	
Updated the section under Single Parent with Multiple IP IVR-Based Children section, which states that the deployment allows translation routing of calls from the Unified ICM parent to either of the two Unified CCE children. Also updated the image which explains the use of CVP at the child CCE system to depict the respective deployment.	Single Parent with Multiple IP IVR-Based Children Parent Unified CVP Controls Multiple Child Unified CCE Sites	
Removed the section Call Flow Creation Tips.	Call Flow Creation Tips	

About This Guide

This guide describes how to install, configure, and use the Cisco Contact Center Gateway feature. The Contact Center Gateway enables Cisco Unified Contact Center Enterprise (Unified CCE) to appear as an ACD (Automatic Call Distributor) to Cisco Unified Intelligent Contact Management in a Parent/Child deployment.

Audience

This guide is intended for users who deploy and administer contact centers that use the Cisco Contact Center Gateway software.

Organization of This Guide

Section	Content
Cisco Contact Center Gateway	Introduces the Contact Center Gateway and discusses its use in Parent/Child deployments.
Cisco Contact Center Gateway Deployment Example	Presents an example deployment that uses the Contact Center Gateway with a walk-through of the deployment process.

Section	Content
Contact Center Gateway with Unified CCE Deployment	Provides instructions for deploying the Contact Center Gateway with a child Unified CCE system.

Related Documents

Document or resource	Link
Cisco Unified Contact Center Enterprise Documentation Guide	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
Cisco Unified Contact Center Enterprise Installation and Upgrade Guide	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html
Configuration Guide for Cisco Unified Intelligent Contact Management/Contact Center Enterprise & Hosted	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html

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* at <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

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Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in www.cisco.com and then access the tool at <http://www.cisco.com/cisco/support/notifications.html>.

Documentation Feedback

To provide comments about this document, send an email message to the following address:

contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.