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configuration, and, administration, guide, for, cisco, unified,
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11/6/2009 · This document provides information to help you understand and configure the Cisco Unified Contact Center Enterprise Solution with Customer Voice Portal in a laboratory environment. The aim of writing this document to provide complete and concise information in one document to the readers who are planning to learn, build or deploy CUCCE solutions.

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Vendor Provided Guides. Refer to the following links for user guides for phone models currently provided to the campus. Model 8831 is a conference phone, and model 3905 is a small wall phone. Cisco Unified 8831 user guide; Cisco Unified SIP Phone 3905 quickstart guide; Cisco IP Phone 8800 Series website

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deprecation announcement on July 01, 2019, Voice of the Customer is deprecated as of July 01, 2020. This impacts only customers who are using the Voice of the Customer solution for Dynamics 365 apps.

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