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Introduction

This compatibility matrix specifies all supported configurations and versions for Cisco Unified Contact Center Enterprise 8.5(x).

Details are also provided about Unified ICM ACD Software Compatibility.

The information in this compatibility matrix supersedes compatibility information in any other Cisco Unified Contact Center Enterprise documentation. If a configuration or version is not stated, that configuration or version is not supported.

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Unified CCE 8.5(x) Product Sets

Unified CM	IVR (IP-IVR and CVP)	PG/CAD/CTI OS Server (See Note 5)	CTI OS Desktop (See Note 5)	Unified Intelligence Center	Unified EIM/WIM	Unified CRM Version	RSM	Unified CCMP (See Note 4)	Finesse
8.6(x)	IP IVR 8.5(1)	PG 8.5(x) 8.0(x)	8.5(x) 8.0(x)	9.1(x)	9.0(2)	CRM for SAP	9.1(1) 9.0(1)	9.x(x)	8.5(3) - Requires

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	8.0(x) CVP 10.0(1) 9.0(1) 8.5(1) 8.0(x)	7.5(x) CAD 8.5 (x) CTI OS Server 8.5(x) 8.0(x) 7.5(x)	7.5(x)	9.0(x) 8.5(x) 8.0(x)	9.0(1) 4.4(1) 4.3(2)	1.0(2) CRM for Siebel 8.5(x) CRM for PeopleSoft 7.5(2) 1.1 (2) CRM for Salesforce 7.5(2) 1.1 (2) CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)	8.5(2) 8.5(1)	8.5(3) 8.5(2)	CCE 8.5(3)	
8.5(1)	IP IVR 8.5(1) 8.0(x) CVP 10.0(1) 9.0(1) 8.5(1) 8.0(x)	PG 8.5(x) 8.0(x) 7.5(x) CAD 8.5(x) CTI OS Server 8.5(x) 8.0(x) 7.5(x)	8.5(x) 8.0(x) 7.5(x)	9.1(x) 9.0(x) 8.5(x) 8.0(x)	9.0(2) 9.0(1) 4.4(1) 4.3(2)	CRM for Siebel 8.5(x) CRM for SAP 1.0(2) CRM for PeopleSoft 7.5(2) 1.1 (2) CRM for Salesforce 7.5(2) 1.1 (2) CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)	9.1(1) 9.0(1) 8.5(1) 8.0(x)	9.x(x) 8.5(3) 8.5(2)	Not Supported	
8.0(x)	IP IVR 8.5(1) 8.0(x) CVP 8.5(1) 8.0(x)	PG 8.5(x) 8.0(x) 7.5(x) CAD 8.5	8.5(x) 8.0(x) 7.5(x)	9.1(x) 9.0(x) 8.5(x) 8.0(x)	9.0(2) 9.0(1) 4.4(1) 4.3(2)	CRM for Siebel 8.5(x) CRM for SAP 1.0(2)	9.1(1) 9.0(1) 8.5(1) 8.0(x) 1.0(2)	8.5(3) 8.5(2)	Not Supported	

Unified_CCE_Software_Compatibility_Matrix_for_8.5(x)

		CTI OS Server 8.5(x) 8.0(x) 7.5(x)				CRM for PeopleSoft 7.5(2) 1.1 (2)				
						CRM for Salesforce 7.5(2) 1.1 (2)				
						CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)				
7.1(5)	IP IVR 8.0(x) CVP 8.5(1) 8.0(x)	PG 8.5(x) 8.0(x) 7.5(x) CAD 8.5 CTI OS Server 8.5(x) 8.0(x) 7.5(x)	8.5(x) 8.0(x) 7.5(x)	9.1(x) 9.0(x) 8.5(x) 8.0(x)	9.0(2) 9.0(1) 4.4(1) 4.3(2)	CRM for Siebel 8.5(x) CRM for SAP 1.0(2) CRM for PeopleSoft 7.5(2) 1.1 (2) CRM for Salesforce 7.5(2) 1.1 (2) CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)	9.1(1) 9.0(1) 8.5(1) 8.0(x) 1.0(2)	8.5(2)		Not Supported

Unified CCE 8.5(x) Notes

1. Outbound Option SIP Dialer:

Supports 28xx, 38xx, AS5350xm, and AS5400xm gateways with a PVDM2 DSP card

Supports ISR G2 gateways (29xx and 39xx) with PVDM3 DSP card

When needed for design, requires Cisco Unified SIP Proxy Version 8.5(1) or later

Supports IOS Release 15.1(x)T, 15.1(4)M

CUBE cannot be used as a SIP proxy for the SIP dialer. However, CUBE is allowed between the Gateways and rest of UCCE/ICM solution only when implementing MediaSense. Please reference the MediaSense SRND for full implementation details.

2. Unified Communications Manager 8.5(x) is supported with a Unified CCE 8.5(x) Peripheral Gateway (PG) only.
3. Unified CCE 8.5(x) Central Controller supports PGs running at the following versions for backward compatibility during upgrade: 7.5(x) and 8.0(x). For UCM compatibility for these PGs, see the UCM Compatibility Guide.
4. Unified CCMP 8.5(1), which is supported on Microsoft Windows 2003 is compatible with Unified CCE 8.5(1). Unified CCMP 8.5(2) and 8.5(3), which are supported on Microsoft Windows 2008, are compatible with Unified CCE 8.5(2), 8.5(3), and 8.5(4).
5. The PG, CTI Server, and CTI OS server versions must all be at the same version. Additionally, the PG, CTI Server, CTI OS Server, and CTI OS desktop versions cannot be higher than the Central Controller version.
6. Backward compatible PGs are intended to be supported during the transition when you upgrade the Central Controller and PGs to the same version.
7. MR PG and Dialer must be at the same version.

General Compatibility Notes and Limitations

Component	Notes
Phones	<p>The following general limitations pertain to IP phones used with Unified CCE Enterprise deployments:</p> <ul style="list-style-type: none"> • Third-party SIP phones are not supported as contact center agent phones. The SIP standard does not include the necessary messaging for third-party Call Control (3PCC). Unified CCE relies on CTI capabilities on the SIP phones that third-party phones do not have. As an alternative, you may choose to deploy the Mobile Agent solution to enable Cisco Unified CCE and Contact Center Hosted (CCH) to use any phone as an agent phone. Please consult with your Cisco Sales Engineer for additional detail on this configuration. • IP Communicator is not supported with Cisco Agent Desktop (CAD) IP Phone Agent. • See the Cisco Unified Communications Manager Compatibility Guide for SIP and other phone protocol support.
System Peripheral Gateway (PG) Deployments	<p>The following general limitations pertain to Unified CCE deployments that use the System PG:</p> <ul style="list-style-type: none"> • E-Mail Manager Option, Web Collaboration Option (both end-of-life products), as well as E-Mail Interaction Manager and Web Interaction Manager (Unified EIM/WIM) are not supported with deployments that use the System PG. For Unified EIM/WIM documentation, see: Cisco Unified E-Mail Interaction Manager and Cisco Unified Web Interaction Manager.

Unified CCE Parent / Child PG Compatibility

Release	Parent PG 7.5(x)	Parent PG 8.0(x)	Parent PG 8.5(x)
Child PG 7.5(x)	Yes	Yes	Yes
Child PG 8.0(x)	Yes	Yes	Yes
Child PG 8.5(x)	Yes	Yes	Yes

NAM/CICM Compatibility

NAM Version	CICM Version
8.5	8.0
8.5	7.5

Note: The columns can be switched for forward compatibility. For example, NAM at 8.0 and CICM at 8.5 is a supported configuration.

VDI & Cisco VXi Support

Cisco Client Type	Version	Virtual Desktop Infrastructure	OS Compatibility	Cisco VXi Clients
CTI-OS Clients (All CILs)	8.5(1)	VMWare View 3.0	Windows 7 32 bit - Supported Windows 7 WoW64 - Unsupported Windows XP 32 bit - Supported	VXC 2100 - N/A VXC 2200 - N/A VXC 2111 - Supported with Cisco Unified IP Phone 8961, 9951, and 9971 VXC 2211 - Supported
CTI-OS Clients (All CILs)	8.5(1)	Citrix XenDesktop 5.0 or 6.0	Windows 7 32 bit - Supported Windows 7 WoW64 - Unsupported Win XP 32 Bit - Supported	VXC 2100 - Supported with Cisco Unified IP Phone 8961, 9951, and 9971 VXC 2200 - Supported VXC 2111 - N/A VXC 2211 - N/A
CTI-OS Clients (All CILs)	8.5(x)	VMWare View 4.6, 5.0	Windows 7 32 bit - Supported Windows 7 WoW64 - Supported Windows XP 32 bit - Supported	VXC 2100 - N/A VXC 2200 - N/A VXC 2111 - Supported with Cisco Unified IP Phone 8961, 9951, and 9971 VXC 2211 - Supported VXC6215 - Supported with deskphone only
CTI-OS Clients (All CILs)	8.5(x)	Citrix XenDesktop 5.0, 5.5 or 6.0	Windows 7 32 bit - Supported Windows 7 WoW64 - Supported Windows XP 32 bit - Supported	VXC 2100 - Supported with Cisco Unified IP Phone 8961, 9951, and 9971 VXC 2200 - Supported VXC 2111 - N/A VXC 2211 - N/A VXC6215 - Supported with deskphone only
CTI-OS Clients (All CILs)	8.5(4)	Citrix XenDesktop 5.0, 5.5, 6.0, 6.5	Windows 7 32 bit - Supported Windows 7 WoW64 -	VXC 2100 - Supported with Cisco Unified IP Phone 8961, 9951, and 9971

			Supported Windows XP 32 bit - Supported	VXC 2200 - Supported VXC 2111 - N/A VXC 2211 - N/A VXC6215 - Supported with deskphone only
Cisco Agent Desktop (CAD)	All	Not Supported	Not Supported	Not Supported

Note:

- UCM Silent Monitoring is the only type of Silent Monitoring that is supported with VXI/VDI.
- Desktop solutions are supported on PC-like devices only that utilize a keyboard and mouse (no tablets or mobile devices supported at this time).
- The customer is not required to use Cisco VXI endpoints in a VDI solution. The customer can use any VDI endpoint that supports the specific Citrix or VMWare VDI solution versions supported by Cisco. The customer is responsible for ensuring that bandwidth and any other deployment considerations ensure that the solution can meet the performance and timing requirements of CTI-OS.
- For information about CAD with thin client and virtual desktop environments, see the Integrating CAD with Thin Client and Virtual Desktop Environments document.

Application Virtualization

Windows Server 2008 R2 (SP1)

Cisco Client Version	Version	Citrix/XenApp	Remote Desktop Services platform
CTI-OS Clients (All CILs)	8.5(3), 8.5(4)	XenApp 6.0	Windows Server 2008 R2 (SP1)
CTI-OS Clients (All CILs)	8.5(x)	XenApp 5.0	Windows Server 2008 R2 (SP1)

Siebel Compatibility

Cisco Siebel Driver	Siebel Release
8.5(x)	7.8(x), 8.0(x), 8.1(x)

ICM-to-ICM Gateway Requirements

The following are system requirements for ICM-to-ICM Gateway.

- Both the Client ICM and Server ICM must be supported releases of Unified ICM, and they must be within one major version of each other. If two connected ICMs are running with different releases of Unified ICM software, only the ICM-to-ICM Gateway features supported by the lowest numbered release are available.

ICM-to-ICM Gateway Client and Server Release Requirements

Client/Server 1	Client/Server 2	Comments
8.5, 8.0	8.0, 8.5	UCCE 8.5

IP Phone Support

IP Phone	Supported	Notes
99xx series	Y	9951 and 9971 are supported. The 99xx series is not supported with RSM.
89xx series	Y	8961 is supported. The 89xx series is not supported with RSM.
797x	Y	7970 is not supported with Unified CM based Silent Monitor or RSM. 7975 only is supported with Agent Greeting or Whisper Announcement.
796x	Y	7961, 7962, and 7965 are supported. The 7960 model is not supported with Unified CM based Silent Monitor, RSM, or Agent Greeting and Whisper Announcement.
794x	Y	7941, 7942, and 7945 are supported. The 7940 model is not supported with Unified CM based Silent Monitor, RSM, Agent Greeting, or Whisper Announcement.
793x	N	
792x	Y	7921 and 7925 are supported. The 792x series is not supported with Agent Greeting or Whisper Announcement.
791x	Y	7910, 7911, and 7912 are supported. The 791x series is not supported with Unified CCE based Silent Monitor, RSM, Agent Greeting, or Whisper Announcement.
69xx series	Y	6921, 6941, 6961, and 6945 are supported. 6945 is not supported with Agent Greeting or Whisper Announcement.
Cisco IP Communicator	Y	Versions 7.0(x) and 8.6(x) are supported. Version 7.0(x) is not supported with Agent Greeting and Whisper Announcement.

Other Product Sets

Unified ICM ACD 8.5 Product Sets

Aspect Call Center w/CMI

Switch Version	CMI (Contact Server)	ICM 8.5	Notes
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Unified_CCE_Software_Compatibility_Matrix_for_8.5(x)

v8.02	CMI v5.1.1	No	
v8.3	CMI v5.1.2	No	
v8.3	CMI v5.2	No	
v8.4	CMI v5.2	No	Aspect 8.4 and CMI 5.2 are End of Support (EOS) by Aspect.
v9.0	CMI v5.2	No	Aspect 9.0 and CMI 5.2 are EOS by Aspect.
v9.1 (Win2k3)	CMI v5.2	Yes	Aspect 9.1 and CMI 5.2 are EOS by Aspect.
v9.1.1	CMI v5.2	Yes	Aspect 9.1.1 and CMI 5.2 are EOS by Aspect.
v9.2	CMI v5.2	Yes	
v9.2	CMI v6.2.1	Yes	
v9.3 ¹	CMI v5.2	Yes	
v9.3	CMI v6.2.1	Yes	
v9.3	CMI v6.3	Yes	
v9.3	CMI v6.4	No	CMI v6.4 is supported only on Win2k8.

¹ICM supports four-digit Application IDs and CCT with Aspect Switch Version 9.3 from 7.5(9) onwards in the 7.5(x) stream and 8.0(2) onwards in the 8.(x) stream.

Note: DataInterLink with Application Bridge 6.0 is supported for all versions of ICM.

Avaya

When reviewing the support details in the Avaya matrixes below, consider the following notes and special considerations related to Avaya support:

- Avaya Name Changes: Avaya changed names from DEFINITY to MultiVantage to Avaya Communications Manager (ACM) to Avaya Aura Communications Manager.
- RTA 5.0.5 and RTA 6.0 enhanced functionality (60 skills per agent and 2000 skill groups per system) are not supported by ICM.
- ICM currently does not support more than 12000 active associations on a single system.
- All CMS versions are supported as long as a supported RTA is being used.
- Cisco supports the Avaya S8300, S8400, S85XX, S87XX, and S88XX Servers in support of ACM.
- Cisco supports the general use of Avaya IP Phones.
- MAPD is EOL from June 2008.
- Support for third-party ACD clients, SDKs, and interfaces integrated with ICM ends when the third-party ACD manufacturer ends mainstream support.
- Ten-digit Agent extension and Agent ID are supported from ICM 9.0(3) and higher that has ACM 6.2 and higher; AES 6.2 and higher; and CMS R16 with RTA 6.0 pl: 13g.

Avaya CMS RTA Support Matrix

RTA Version	ICM 8.5
4.1	No
4.5	No

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4.6.1	No
4.6.2	No
4.6.4	No
4.6.5	No
4.7.3	No
4.8.1	No
5	No
5.0.5	Yes
5.0.5e	No
6.0(x)	Yes
6.0 Extended	No

AES/CVLAN Server and CVLAN Client Support Matrix

AES (CVLAN) Server	CVLAN Client Supported	ICM 8.5	Notes
3.0.x	8.2.5	No ⁵	8.2.5 client is EOL from Avaya.
3.1.x	8.2.5	No ⁵	8.2.5 client is EOL from Avaya.
4.0.x	8.2.5	No ⁵	8.2.5 client is EOL from Avaya.
4.1.x	4.1.0 ¹ 4.2.2 ² 6.1 ³	Yes	
4.2.x	4.1.0 4.2.2 6.1	Yes	
5.2.1 ⁴	4.1.0 4.2.2 6.1	Yes	
5.2.2	4.1.0 4.2.2 6.1	Yes	
6.1	4.1.0 4.2.2 6.1	Yes	
6.2	4.1.0 4.2.2 6.1	Yes	
6.3	4.1.0 4.2.2 6.1	Yes	

¹CVLAN Client 4.1.0 is integrated from UCCE/ICM 7.2.7 to 7.5.6.

²CVLAN Client 4.2.2 is integrated from UCCE/ICM 7.5.7 to 8.5.1.

³CVLAN Client 6.1 is integrated from UCCE/ICM 8.5.2 onwards and UCCE/ICM 10.0(x) supports only CVLAN Client 6.1.

⁴Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

⁵Support for third-party ACD clients, SDKs, and interfaces integrated with ICM ends when the third-party ACD manufacturer ends mainstream support.

⁶Starting with UCCE/ICM 8.5(2), the Cisco Avaya PG is supported on both Windows 2008 R2 and Windows 2003. Prior versions are supported only on Windows 2003.

Avaya Aura Communications Manager Support Matrix

ACD Version ¹	ICM 8.5	Notes
ACM 2.2.2	No	
ACM 3.0 ²	No	
ACM 3.1.0	No	No support due to Avaya regression fix being provided with 3.1.1.
ACM 3.1.1.628.7 Patch 11761	No	Supported with both AES 3.0 & AES 3.1 in CMS environments. No support in CMS-less with AES.
ACM 3.1.2	No	Supported only in a CMS environment.
ACM 3.1.3	No	Supports both CMS and CMS-Less configurations.
ACM 3.1.4	No	
ACM 3.1.5	No	
ACM 4.0 ²	Yes	
ACM 4.0.1	Yes	
ACM 4.0.3	Yes	
ACM 4.0.4	Yes	
ACM 5.0	Yes	
ACM 5.1	Yes	
ACM 5.1.2	Yes	
ACM 5.2	Yes	
ACM 5.2.1 ³	Yes	
ACM 6.0	Yes	
ACM 6.2	Yes	
ACM 6.3	Yes	

¹Major ACD versions not listed here should be considered unsupported by Cisco.

²Avaya CM 4.x supports both MAPD and AES. However, MAPD is supported only up to ICM 7.2.4.

³Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

Avaya ARS Support Matrix

ACD Version ¹	ICM 8.5
4.0	No
4.0.1	No
4.0.3	No
4.0.4	No
5.0	No
5.1	No
5.1.2	No
5.2.1	No

¹Major ACD versions not listed here should be considered unsupported by Cisco.

Avaya/Nortel

Caveats and special considerations apply with regard to support of this vendor's ACD/Switch types. Consider the following notes as you review the supported matrixes described below:

- Cisco currently supports only select Succession platforms with Symposium. (See the following chart for details.)
- SEI Lite integration is available for select ICM versions. The Cisco Automated Administrator for Symposium is required in order to integrate SEI Lite on ICM versions 5.0 and higher. (See the following chart for details.)
- Cisco does not support more than one PG pair connected to a single Symposium server.
- Customers who need to obtain the SCCS Toolkit must request this from Cisco. Please send an email to icm-nortelpg-sdk@cisco.com, and include the following information:
 - ◆ Customer name
 - ◆ Maintenance contract number
 - ◆ ICM version
 - ◆ PG version
 - ◆ Number of PGs

Avaya Aura Contact Center (AACC), Nortel Contact Center Manager (NCCM, formerly Symposium (SCCS))

AACC/SCCS/NCCM Version	Meridian Succession Version	Nortel SEI Lite	ICM 8.5	Notes
AACC 6.0	CS1000 Succession 7.5 CS1000 Succession 7.0 CS1000 Succession 6.0	Planned	Yes ¹	
5.0	Meridian Option 11 ²	Yes, SU03 with designer patch (NN_SCCS_5.0_DP_03_S) or SU06	No	<ul style="list-style-type: none"> • HDX SDK R5.0 needs to be installed on the

Unified_CCE_Software_Compatibility_Matrix_for_8.5(x)

		AAS is supported with ICM 6.0(0) SR3, 7.0(0) SR2, and later releases of ICM		PG. <ul style="list-style-type: none"> • Feature Pack 1 is now supported with SCCS 5.0. • No SWAP feature support prior to 5.0 SR13. • From September 2008, no further support from Nortel will be provided for SCCS 5.0.
5.0	Succession Communication Server 1000 (CS1K)	Yes, SU03 with designer patch (NN_SCCS_5.0_DP_03_S) or SU06 AAS is supported with ICM 6.0(0) SR3, 7.0(0) SR2, and later releases of ICM	No	From September 2008, no further support from Nortel will be provided for SCCS 5.0.
6.0	C1000 Succession 4.5	Yes	Yes	
6.0	C1000 Succession 5.0	Yes	Yes	
6.0	C1000 Succession 5.5	Yes	Yes	

¹Starting with UCCE/ICM 8.5(2), the Cisco Nortel PG is supported on both Windows 2008 R2 and Windows 2003 with AACC 6.0 only.

Prior versions of the Cisco Nortel PG are supported only on Windows 2003.

²While Cisco does not have a Nortel Meridian Option 51/61/81C in the testing environment, we do support ICM integration with these

Nortel Meridian models with CCM 5/6 since the PG to Symposium/CCM interface is tested. We have multiple customers running these

environments in production. Please note that Nortel has stopped support for CCM 5 and, therefore, our support is limited.

Nortel SDK

ACD Version ¹	ICM 8.5	Notes
Nortel SDK 5.0 (with SCCS 5.0 and NCCM 6.0)	No	From September 2008, no further support from Nortel will be provided for SCCS 5.0.
Nortel SDK 6.0 (with NCCM 6.0, NCCM 7.0, and AACC 6.0)	Yes	HDX 6, RTD 6 must be installed on the PG. Note: SDKs are not integrated with ICM.

DMS 1000

ACD Version ¹	ICM 8.5	Notes
NA09 SCAI 11	No	
NA10 SCAI 12	No	
NA10 SCAI 13	No	
Eur08 SCAI 11	No	
Eur09 SCAI 12	No	
Eur10 SCAI 13	No	
APC05 SCAI 10	No	
APC06 SCAI 11	No	
APC07 SCAI 12	No	
APC08 SCAI 13	No	
SCAI 14	No	
SCAI 17	No	SCAI 17 supported at the server level; client must be at SCAI 11. No new features introduced by Nortel with SCAI 17 are supported.
SCAI 18	No	

¹Major ACD versions not listed here should be considered unsupported by Cisco.

SL 100

ACD Version ¹	ICM 8.5
MSLIVD08 SCAI 11	No
MSLIVD09 SCAI 12	No
MSLIVD10 SCAI 13	No
SCAI 17	No
SCAI 18	No

¹ Major ACD versions not listed here should be considered unsupported by Cisco.

CTI Support for ACD Types

ACD Vendor	ACD Model	CTI Server Protocol Support	CTI OS Support
Alcatel	4400 ACD w/CSTA-2	Yes	Yes
Aspect	Contact Server	Yes	Yes
Avaya	Avaya Communication Manager driven by Avaya S8300, S8400, S85xx, S87xx, and S88xx Servers	Yes	Yes

Unified_CCE_Software_Compatibility_Matrix_for_8.5(x)

Cisco	IPCC	Yes	Yes
Nortel	DMS -100	Yes	No
Nortel	DMS -500	Yes	No
Nortel	SL - 100	No	No
Nortel	Symposium	Yes	Yes
Rockwell	Galaxy	No	No
Aspect	Spectrum w/ LAN Transaction Link	Yes	Yes
Aspect	Spectrum w. X.25 Transaction Link	Yes	Yes

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