Unified CCE: Mobile and Remote Access Configuration

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Introduction

This page provides configuration information for Cisco Unified Contact Center Enterprise (Unified CCE) and Mobile and Remote Access (MRA).

MRA through Cisco Expressway (Expressway) allows various endpoints that are outside of the enterprise network to have registration, call control, provisioning, messaging, and presence services provided by Cisco Unified Communications Manager (Unified CM). Expressway provides secure firewall traversal and lineside support for Unified CM registrations.

The intended audience should be able to perform system-level configuration of Cisco Collaboration components and deployments and be familiar with Cisco Collaboration products.

The configuration information is based primarily on system testing performed during Cisco Collaboration Systems Release 11.5(1).

This topic does not contain detailed step-by-step procedures; for detailed information about installing, configuring, and administering Unified CCE, see the Related Documentation section.

Design

For information on design considerations and guidelines for deploying Unified CCE, see: Cisco Unified Contact Center Enterprise Design Guides.

For information on specific deployments and sites where Unified CCE and MRA system testing was performed, see Cisco Unified Contact Center Enterprise Test Bed for Collaboration Systems Release 11.5(1).

Topologies

This section provides information about the Unified CCE deployment. During Cisco Collaboration Systems Release 11.5(1) testing, various system components were installed, integrated, and tested in several sites.

Figure 1: Collaboration Systems Release 11.5(1): Unified Contact Center Enterprise Test Architecture

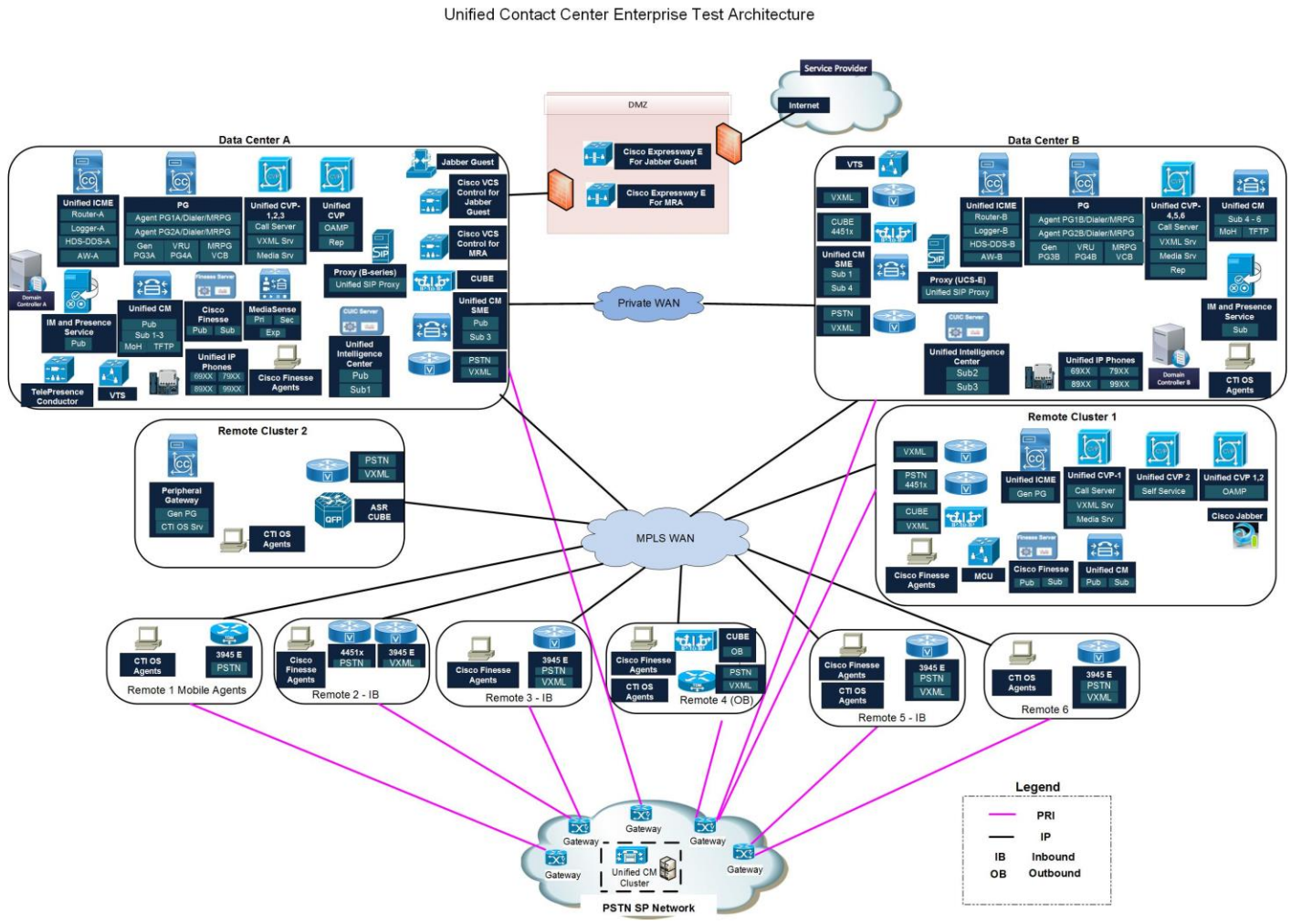

Figure 2: Network Diagram for MRA

Component Deployment

The following provides a nonsite specific overview of the components deployed in Unified CCE test architecture that participated in the MRA deployment.

- Unified CVP: 11.5(1) ES=1 Build=105
- Unified CM: 11.5.0.99835-5
- Unified CCE: 11.5(1) Build number=03297
- PSTN IOS: c3900e-universalk9-mz.SSA.156-1.0a.T0a
- Cisco Finesse: 11.5.0.99000-176
- Cisco IP Phone 7841: sip78xx.11-0-1-11dev
- Cisco IP Phone 8861: sip88x.11-0-1-11dev
- Cisco Video Communications Server (VCS): 8.7.1-rc-2

Configuration

This section provides the high-level tasks and related information for configuring MRA in a Unified CCE environment.

The following table provides this information:

- **Configuration Tasks**: List of high-level configuration tasks
- **System Test Specifics**: System test variations from procedures and settings documented in the product documentation.
- **More Information**: Links to product documentation for detailed configuration information related to the high-level tasks.

Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Unified CCE and MRA Configuration

Configuration Tasks	System Test Specifics	More Information
1. Configure the Cisco VCS for MRA.		*Configuration Example: Mobile and Remote Access through Expressway/VCS in a multi-domain deployment*

Related Documentation

- For installation and configuration information on Unified CCE and other related products, see the product support guides in System Release Notes for Contact Center: Cisco Collaboration Systems Release 11.5(1).
- For information on the IOS commands used to configure infrastructure components, see Unified CCE Test Bed Configuration Command Files for CSR 11.5(1).

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*.

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