



## Cisco Unified IP Queue Manager

**Cisco® Unified IP Queue Manager is an IP-based, multisite call-treatment and routing solution that provides powerful intelligent call-treatment options for Cisco Unified Contact Center, which delivers call routing, computer telephony integration (CTI), and multimedia contact management over an IP network.**

The Cisco Unified Communications system of voice and IP communications products and applications enables organizations to communicate more effectively—helping them to streamline business processes, reach the right resource the first time, and impact the top and bottom line. The Cisco Unified Communications portfolio is a key part of the Cisco Business Communications Solution—an integrated solution for organizations of all sizes which also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Cisco Unified IP Queue Manager allows callers to select routing options, providing easy access to multiple agent skill groups, extensions, or announcements, either before or after routing. Call-treatment messages may be static, prerecorded announcements or dynamic announcements tailored to specific caller interests. Similar to a Website that displays content based on a user's previous visits, Cisco Unified IP Queue Manager can provide dynamic content to queued callers, delivering unique messages tailored to each caller's needs, the route selected, the caller's place in the queue, or other associated values.

Cisco Unified IP Queue Manager provides the following call-treatment options:

- Static announcements: "All of our agents are busy."
- Prerecorded music or announcements mixed with music.
- Dynamic announcements: "There are 12 calls in the queue. Your expected wait time is 15 minutes."
- Prompts for route options: "To leave a message, press 1. To select from a list of frequently asked questions, press 2."

The underlying technology for Cisco Unified IP Queue Manager is a tightly integrated platform designed to enhance the efficiency of any contact-center organization by simplifying business integration, easing agent administration, increasing agent flexibility, and providing efficiency gains in network hosting. These features reduce business costs and improve customer response for your contact center. This single-server platform that integrates Cisco Unified IP Interactive Voice Response (IVR), Cisco Unified Contact Center Express, and Cisco Unified IP Queue Manager gives you independence in agent location, improves agent scalability, and enhances automatic-call-distribution (ACD) features, such as skill-based routing and priority queuing.

### MULTISITE SUPPORT

The Cisco Unified Intelligent Contact Management component of the Cisco Unified Contact Center offering has extensive multisite capabilities that enable Cisco Unified IP Queue Manager to be used as a call-treatment platform for geographically dispersed or mixed environments where time-division multiplexing (TDM) and IP-based technologies co-reside. In these environments, calls are connected to Cisco Unified IP Queue Manager for call treatment until an agent or resource becomes available in a local or remote site, regardless of whether the agent is on an IP-based or TDM-based network. This capability allows the solution to route the call to the best available resource, regardless of the destination or technology.

### **Cisco Unified IP Queue Manager Call Flow Example**

1. Customer dials a phone number, and the public switched telephone network (PSTN) routes the call to the voice-over-IP (VoIP) gateway.
2. Cisco Unified Intelligent Contact Management invokes a routing script that may retrieve a customer database record using the calling-line ID (CLID), then find the most appropriate agent based on that record.
3. Because no agent is currently available to service the caller, Cisco Unified Intelligent Contact Management instructs Cisco Unified CallManager to route the caller to Cisco Unified IP Queue Manager.
4. Cisco Unified IP Queue Manager is informed which call treatment messages to play.
5. When an agent becomes available, Cisco Unified Intelligent Contact Management instructs Cisco Unified CallManager to send the call to the IP phone of the selected agent while Cisco Unified Intelligent Contact Management sends the agent a screen pop of the customer database record.
6. Upon completion of the call, the agent enters wrap-up information, which is then compiled with other call information into detailed reports.

### **CISCO UNIFIED COMMUNICATIONS SERVICES AND SUPPORT**

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Upfront planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

### **SUMMARY**

Cisco Unified IP Queue Manager is a powerful, IP-based call-treatment solution for Cisco Unified Contact Center. Cisco Unified IP Queue Manager delivers multiple routing options and static or dynamic call-treatment messages to queued callers, whether their ultimate destinations are local or remote or are supported by an IP or TDM-based ACD. Cisco Unified IP Queue Manager allows a range of flexible call-treatment options that provide a better calling experience that ultimately increases customer satisfaction.

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