



Cisco Unified Customer Contact Solutions

An overview of the Cisco contact center portfolio



Customer care has never been more important to an organization's success and profitability than it is today. Creating unique customer-centric experiences is crucial to enhancing customer loyalty and retention—making your investment in customer service a proven path to greater revenue and profitability. To achieve these goals, you must personalize each customer's experience based on their specific needs and preferences. Cisco Unified Customer Contact solutions can help you extend customer care beyond simple phone transactions and the traditional contact center. With Cisco offerings, you can personalize your communications with customers through a variety of channels, including voice, Web, e-mail, and video.

The comprehensive portfolio of Cisco® Unified Customer Contact solutions provides capabilities you can profit from:

- Route contacts to the most appropriate agent based on your own business rules and objectives
- Stream call-event and customer-profile information to your agents' desktops for a more personal interaction with your customers
- Transparent inclusion of agents working from home or while mobile
- Provide contact center managers and supervisors with comprehensive information about agent productivity and customer service experiences throughout your enterprise
- Generate reports specific to the management of your contact center business based on an enterprise wide view of timely and accurate data that puts you in control.

You can improve more than just your human interactions too. Your automated telephone voice self-service operations can apply similar personalization principles. For calls not requiring agent assistance, advanced speech recognition technologies give callers personalized answers to increasingly complex questions, affording them innovative ways to conduct business with you at their convenience.

Both you and your customers will benefit from the open architecture. You gain business agility and maximize IT resources by tapping

your enterprise application assets instead of relying on the common historical approach of running separate data systems. Your customers enjoy a consistent service experience regardless of the self-service media channel employed.

Cisco Unified Customer Contact solutions can help you:

- Make customer service agents more efficient, productive and effective
- Identify up-sell and cross-sell opportunities to increase profits even while decreasing contact center costs
- Deliver powerful self-service solutions that enhance customers' experiences
- Build an adaptive customer interaction environment supporting a new generation of customer-centric applications with highly flexible deployment models
- Provide personalized service through unique customer-centric experiences

The Cisco Unified Customer Contact portfolio includes Cisco Unified Intelligent Contact Management, Cisco Unified Contact Center Enterprise, Cisco Unified Contact Center Express and Cisco Unified Customer Voice Portal. For more information about Cisco Unified Customer Contact solutions, please visit: www.cisco.com/go/cc.