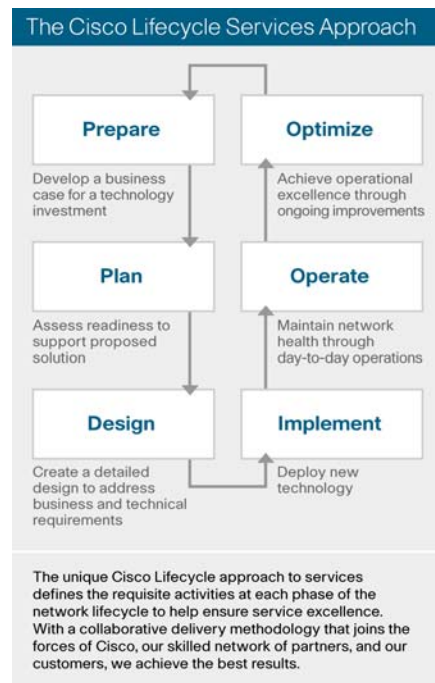


## Cisco Unified Customer Contact Center Services

Create unique customer experiences for your customers by exploring new possibilities and realizing the full potential of your contact center.



### Challenge

Delivering unique customer experiences requires a well designed and properly deployed contact center. Yet the number and complexity of applications involved in contact centers make deployments among the most challenging, calling for knowledge and skill sets that in-house IT organizations may not have.

### Solution

Services, delivered by Cisco and our partners, help you create unique customer experiences. Designed to help transform your customer relationships, our solutions complement your in-house skills and help achieve operational efficiency. Our services help contact centers maximize customer relationships, enable richer collaboration, and accelerate technology innovations, to gain and sustain competitive advantage. We provide these capabilities through three services:

- Cisco Unified Customer Contact Center Planning and Design Service
- Cisco Unified Customer Contact Center Remote Management Services
- Cisco Unified Customer Contact Center Optimization Service

### Cisco Unified Customer Contact Center Planning and Design Service

This service helps you build the infrastructure to deploy your contact center solution effectively and efficiently. Working together with your staff or a Cisco Certified Partner, Cisco engineers help you assess your current environment and personnel to determine their readiness to support your new contact center solution. We help you successfully deploy your Cisco Unified Contact Center through eight major activities:

- Cisco Unified Contact Center governance and management
- Cisco Unified Contact Center network readiness assessment
- Cisco Unified Contact Center operations support review
- Cisco Unified Contact Center solution requirements validation
- Cisco Unified Contact Center detailed design development
- Cisco Unified Contact Center applications design and development
- Cisco Unified Contact Center systems acceptance test plan development
- Cisco Unified Contact Center performance acceptance test plan development

**Cisco Unified Contact Center Project Governance and Management**

We interview critical stakeholders to determine requirements and concerns before we start, and work with you to involve executive-level sponsors in overall project delivery. We help you deploy your Cisco Unified Contact Center on time and on budget, using proven project management methodologies and risk mitigation strategies in managing the project to closure.

**Cisco Unified Contact Center Network Readiness Assessment**

We analyze the readiness of the existing network infrastructure and provide a detailed report with recommendations. Analysis is done by completion of network discovery and inventory, network design analysis, and Network performance baseline.

**Cisco Unified Contact Center Operations Support Review**

We analyze the current state of the operation support infrastructure (including people, processes, and tools) relative to industry leading processes, gauging your contact centers readiness to support a Cisco Unified Contact Center solution. We then make recommendations for operations support improvement and provide a plan for implementing recommendations.

**Cisco Unified Contact Center Solution Requirements Validation**

We validate your business and technical requirements for your Cisco Unified Customer Contact Center solution. Assess the risk that deploying the proposed solution might present to your network traffic, databases, or other applications. If necessary, we make recommendations to address feature and functionality issues and mitigate risk to the network during deployment.

**Cisco Unified Contact Center Detailed Design Development**

After a comprehensive review of your existing network, we provide an implementation-ready detailed design that incorporates call flow and scripting requirements and details technology integration activities necessary to implement your solution. It provides plans for staging, migration, and implementation and establishes the steps necessary to achieve a successful controlled deployment.

**Cisco Unified Contact Center Applications Design and Development**

We design and document the call flows, scripts, and in-depth details of your specified applications. The design can include computer telephony integration, interactive voice response, multimedia applications, Cisco Unified Contact Center reports, and associated databases, as determined during the development of the detailed design.

**Cisco Unified Contact Center Systems Acceptance Test Plan Development**

We can provide systems-level acceptance testing to objectively measure the operability and functionality of your planned solution. We create documented procedures with expected outcomes that validates your new solution against your documented requirements (includes helping you develop and design a test plan for the Cisco Unified Contact Center system and its associated applications).

**Cisco Unified Contact Center Performance Acceptance Test Plan Development**

We work with you to create a test plan that contains processes, test cases, and schedules for use in validating that the deployed Cisco Unified Contact Center system meets the performance levels necessary to support the operational, feature, functionality, network infrastructure, and interface requirements specified in your solution requirements and detailed system design.

### **Cisco Unified Customer Contact Center Implement Service**

These services are primarily delivered through Cisco Certified Partners. This service integrates devices and new capabilities in accordance with your design, without compromising network availability or performance. For technologies and applications that are relatively new, Cisco can perform service activities in conjunction with our partners. This service includes six activities:

- System staging
- System implementation
- System acceptance testing
- Performance acceptance testing
- System migration
- System post deployment support

### **Cisco Unified Customer Contact Center Remote Management Services**

Comprehensive monitoring and management of customer service infrastructure – 24 hours a day, 7 days a week. Using a sophisticated remote management appliance, we systematically monitor your infrastructure and contact center applications, for fault and performance events. This service is delivered by an experienced team of Cisco Remote Operations Services engineers using leading practices and IT Infrastructure Library (ITIL)-based processes. This service helps accelerate productivity benefits and maintains availability and performance of your contact center environment through six following features:

- Remote Management Appliance
- Incident Management
- Problem Management
- Change, Release, and Configuration Management
- Reports
- Operational Reviews

### **Remote Management Appliance**

A self-contained platform that is installed in a redundant configuration in your environment and provides comprehensive network and application monitoring, event correlation, complex root cause analysis business logic. The platform also contains a Remote Management Portal, allowing you to see network status and performance detail, access management tools, and reports.

### **Incident Management**

Proactively monitors managed components to identify and raise awareness of specific events that have the potential to cause adverse impact to your contact center operations. When an incident is detected, an electronic communication is sent to a designated point of contact.

### **Problem Management**

Performs root cause analysis using automated filters and incident correlation logic. This capability ensures Cisco engineers are focusing their efforts on the precise source of the problem and providing faster issue resolution. Additionally, Cisco engineers will perform periodic reviews of incident and ticket data to identify problems or performance trends, and define the actions required to proactively resolve problems before an incident occurs.

### **Change, Release and Configuration Management**

Integrated set of processes employed to effectively control changes that are introduced into your environment. This service provides elective changes that can be used for routine moves, adds, and changes, implementing feature enhancing upgrades, and modifying contact center applications to better support business goals and processes.

### **Reports**

The Remote Management portal provides web-based access to information about their network, including reports on tickets as well as performance for managed components. Performance reports can be generated using metrics such as CPU utilization, disk utilization, memory utilization, bandwidth, latency, temperature, voice quality, and system uptime, and more.

### **Operational Reviews**

A designated Customer Relationship Manager (CRM) serves as your primary business interface and escalation resource to Cisco for the Remote Management Service. Your CRM will conduct operational audits and schedule monthly, quarterly, and annual reviews to discuss performance trends, identify remediation, and develop plans to ensure the service continues to meet your requirements.

For more information about Cisco Remote Management Services visit, [www.cisco.com/go/ros](http://www.cisco.com/go/ros).

### **Cisco Unified Customer Contact Center Optimization Service**

Cisco engineers can bridge the knowledge gaps within your IT staff and help them continually optimize your contact center solution to support your business goals and streamline the deployment of future technologies. This service includes five activities:

- Cisco Unified Contact Center architecture review
- Cisco Unified Contact Center unscheduled change support
- Cisco Unified Contact Center software recommendation report
- Cisco Unified Contact Center performance tuning
- Cisco Unified Contact Center knowledge transfer and mentoring

### **Cisco Unified Customer Contact Center Architecture Review**

Helps validate that your Cisco Unified Contact Center solution continues to meet your business requirements. Cisco can assess your existing Cisco Unified Contact Center solution and establish a benchmark for your solution. We analyze gaps between your solution's current service levels and your target service levels, and make recommendations for evolving your solution to address those gaps.

### **Cisco Unified Customer Contact Center Unscheduled Change Support**

A dedicated Cisco engineer familiar with your solution can provide an accelerated response to manage resolution of any Cisco Unified Contact Center Priority 1, Priority 2, or Priority 3 Cisco Technical Assistance Center (TAC) case. We can review the documented open-events cases with the Cisco TAC and track them to resolution while keeping you informed of progress. At case closure we take the work of the TAC a few steps further, summarizing the issue and how it originated and was resolved and recommending measures for preventing similar issues in the future.

### **Cisco Unified Customer Contact Software Recommendation Report**

Cisco can work with your staff to assess your Unified Contact Center system and application software and identify feature, functionality, and availability requirements to account for in your software strategy. Because your solution performs most effectively when its applications are up-to-date, we also recommend new Cisco software releases, changes, and upgrades.

### **Cisco Unified Customer Contact Center Performance Tuning**

Cisco can help you keep your Cisco Unified Contact Center solution highly available, secure, and performing efficiently by analyzing system performance to gain a holistic view of your converged network relative to a performance baseline. An audit report describes findings and provides recommendations for improving solution performance with respect to hardware, software, system configuration, and overall functionality.

### **Cisco Unified Contact Center Knowledge Transfer and Mentoring**

Improve your ability to support your Cisco Unified Contact Center solution by receiving timely information on features and capabilities, or troubleshooting techniques. A Cisco engineer with Cisco Unified Contact Center expertise and experience with networking environments like yours works with you to define the topics to cover and can conduct quarterly technical “whiteboard” sessions remotely or on site.

### **Benefits**

Services, delivered by Cisco and our partners, help you create unique customer experiences. Designed to help transform your customer relationships, our solutions complement your in-house skills and help achieve operational efficiency. Our services help contact centers maximize customer relationships, enable richer collaboration, and accelerate technology innovations, to gain and sustain competitive advantages. Our services help you to:

- Accelerate innovations into business transformation
- Enrich your customer interactions to capture competitive advantage
- Sustain advantage using an adaptable platform
- Remove artificial barriers between you and your customers
- Engage your entire business in support of customers
- Provide consistent services based on proven methodologies, tools, and talent
- Assure operational readiness from the onset
- Achieve self-sufficiency at your own pace

### **Why Cisco Services**

Maximize your contact center customer interactions with services that accelerate your technology innovations and competitive advantage. Design an adaptable platform that engages your entire organization in quality customer support, removing artificial barriers between you and your customers. Tap into our expertise, based on proven methodologies, tools, and talent, to assure operational readiness from the onset, and enables you to achieve self-sufficiency at your own pace.

**For more information about Cisco Unified Customer Contact Center Services, visit [www.cisco.com/go/uccservices](http://www.cisco.com/go/uccservices) or contact your local account representative. All Cisco Services may not be available in all theaters.**

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