

Contact Center Sessions at Cisco Networkers 2003, Los Angeles - July 6-10				
ID	Session Title	Description/Abstract	Associated Sessions	Target Audience
CON-1000	What's New in Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0	This session provides an overview of the features available in Cisco Intelligent Contact Management (ICM) Enterprise Version 5.0 and Cisco IP Contact Center (IPCC) Enterprise Version 5.0. Topics include integration of the Cisco E-Mail Manager Option, the Cisco Web Collaboration Option, and the Cisco Outbound Option as well as the operational benefits of multichannel integration. The new capabilities in Cisco Computer Telephony Integration (CTI) and Cisco WebView reporting are also addressed.	CON-2000 - The Future of Cisco ICM Enterprise and Cisco IPCC Enterprise - Feedback Session	This session is designed for current Cisco ICM Enterprise or Cisco IPCC Enterprise customers who would like to learn more about the new features and capabilities available in the latest releases of these products.
CON-2000	The Future of Cisco ICM Enterprise and Cisco IPCC Enterprise - Feedback Session	This is an interactive forum where the roadmap for Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise will be discussed. Your feedback will be solicited with regard to new features and product direction.	CON-1000 - What's New in Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0	This session is designed for experienced users of Cisco ICM Enterprise or Cisco IPCC Enterprise who would like to contribute feedback and product direction input.
CON-2010	The Future of Cisco IPCC Express - Feedback Session	This is an interactive forum where the roadmap for Cisco IP Contact Center (IPCC) Express Edition will be discussed. Your feedback will be solicited with regard to new features and product direction.	CON-1010 - What's New in Cisco IPCC Express	This session is designed for experienced users of Cisco IPCC Express who would like to contribute feedback and product direction input.
CON-2001	Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session focuses on the core features, vision and direction of Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise software products, as well as best practice guidance and examples of how these products are used in real contact centers. The Cisco integration strategy and roadmap for ACD and Cisco IPCC migration will be shared to help attendees plan their future upgrades and understand when features will become available for implementation. Specific deployment and implementation of core features will be presented with regard to fault tolerance and disaster recovery, redundant Peripheral Gateways (PG) will be discussed, and leveraging Cisco ICM Enterprise and Cisco IPCC Enterprise scripting to continue routing during failure at contact center sites will also be covered.	CON-4000 - Advanced Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for anyone involved in deploying, or looking to deploy Cisco ICM Enterprise or Cisco IPCC Enterprise implementations.
CON-4000	Advanced Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session offers a compendium of advanced techniques for Cisco ICM (ICM) Enterprise and Cisco IPCC (IPCC) Enterprise. Topics include redundant and new types of Peripheral Gateways (PGs), and resilience features such as Cisco ICM Quality of Service (QoS) for Device Management Protocol (DMP) traffic and fault tolerance. Unique routing approaches, including emergency call routing techniques, universal queue in a time-division multiplexing (TDM) installation, and a method to change the results of routing scripts without actually modifying scripts will be discussed.	CON-2001 - Introduction to Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for experienced contact center customers looking for creative solutions. Attendees should have a thorough understanding of Cisco ICM Enterprise or Cisco IPCC Enterprise solutions. This session focuses heavily on application configuration.
CON-2050	Cisco IP Interactive Voice Response (IVR) Solutions	This session provides an update on Cisco IP Interactive Voice Response (IVR) products. Attendees will be introduced to Cisco IVR solutions, successes in the market space, and future plans. Included in the session will be an overview of Cisco IP Queue Manager, Cisco IP IVR and Cisco Internet Service Node (ISN) features, future product plans, and guidelines for choosing an appropriate IVR solution. The session will also feature a discussion of fault tolerance using Cisco IVR products and will offer guidance on planning for the redundancy of an IVR solution. An opportunity for technical questions will be offered.		This session is designed for anyone interested or involved in Cisco IVR solutions. Attendees should have experience with contact center or self-service IVR applications. This session will cover some deployment and redundancy guidelines, but will mainly focus on product features and technology.
CON-1020	Introduction to Cisco Computer Telephony Integration (CTI) Solutions	This session provides an overview of Computer Telephony Integration (CTI) within the context of Cisco ICM Enterprise and Cisco IPCC Enterprise solutions. Specifically, it will discuss the features and benefits of each of the products within the Cisco CTI product portfolio. Additional information will be provided on the components of an ROI analysis for adding CTI to existing Cisco ICM Enterprise or Cisco IPCC Enterprise implementations, and an update on the future releases planned for Cisco CTI products will be given.	CON-2020 - Cisco Agent Desktop Technical Session, CON-4020 - Advanced Cisco Computer Telephony Integration (CTI) Solutions	This session is designed for anyone involved in or looking to deploy CTI within their Cisco ICM Enterprise or Cisco IPCC Enterprise implementations. Attendees should have a good understanding of Cisco ICM Enterprise or Cisco IPCC Enterprise solutions, however no application development experience will be required.
CON-2020	Cisco Agent Desktop Technical Session	This session covers the features and benefits of Cisco Agent Desktop. This technical discussion will include the architecture of the Cisco Agent Desktop product and a review of the currently available releases, highlighting best practices for configuring and administering Cisco Agent Desktop that result in a lower Total Cost of Ownership (TCO). Also covered will be the use of Cisco Supervisor Desktop for real-time visibility into agent and customer activity and to empower the supervisor to "coach" agents to enhance satisfaction and productivity. This session will conclude with a review of the upcoming Cisco Agent Desktop releases.	CON-1020 - Introduction to Cisco Computer Telephony Integration (CTI) Solutions, CON-4020 - Advanced Cisco Computer Telephony Integration (CTI) Solutions	This session is designed for anyone involved in deploying or looking to deploy Cisco Agent Desktop within a contact center. This includes current and prospective Cisco Agent Desktop customers as well as integration partners. Attendees should have a good understanding of Cisco Customer Contact solutions
CON-4020	Advanced Cisco Computer Telephony Integration (CTI) Solutions	This session covers the current state of Cisco Computer Telephony Integration Object Server (CTI OS), the new Cisco CTI OS features being delivered with the Cisco Intelligent Contact Management (ICM) Versions 5.0 and 5.1, outstanding issues, and future plans for Cisco CTI OS. Attendees will be introduced to Cisco CTI OS/Siebel 7 integration, including an architecture overview of the Cisco CTI OS datastore for Siebel 7. This session will also allow attendees to ask more specific Cisco CTI OS programming questions. An additional function -- Cisco IP Phone Agent -- will also be discussed, including a description of the offering, its benefits, overall architecture, as well as hardware and software requirements.	CON-1020 - Introduction to Cisco Computer Telephony Integration (CTI) Solutions, CON-2020 - Cisco Agent Desktop Technical Session	This session designed for anyone involved in deploying or looking to deploy Cisco CTI OS in a contact center. Attendees should have a good understanding of CTI, at least one high-level programming language (Visual Basic, Java, C++, for example), and object-oriented methodologies. This session will cover some detailed programming examples and techniques, but will mainly focus on theory and technology.
CON-2002	Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session covers the basics of Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise reporting, including the Cisco ICM Enterprise and Cisco IPCC Enterprise reporting environment, the various levels of reporting entities, and how to use the reports for different views of the data. The session examines how call flow affects the data shown on Cisco IPCC Enterprise reports by looking at sample call scenarios and tracing the call through standard reports. The database schema and how Cisco ICM Enterprise data is captured, summarized and populated will be reviewed. Infomaker will be introduced as a tool for customizing standard templates. This session will cover how Cisco ICM Enterprise and Cisco IPCC Enterprise entities relate to certain stages of the call flow, and how to use Cisco ICM Enterprise tools to modify standard reporting templates.	CON-4001 - Advanced Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for anyone using Cisco ICM Enterprise and Cisco IPCC Enterprise reporting tools to manage a contact center. Attendees should have a good understanding of contact center metrics and a basic understanding of simple call flows.

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CON-4001	Advanced Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session covers how to access and report on the detailed data not available in standard Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise reports (DialedNumber, automatic number identification [ANI], caller-entered digits [CED], DigitsDialed, for example) with Infomaker and other reporting tools. The detailed data produced as a result of complex call flows (Conference, Warm Transfers, Requeued Calls, for example) and the specifics of cradle-to-grave call tracking and reporting will be evaluated. The most commonly requested advanced reports will be reviewed, as well as the components necessary to implement them. The Cisco Real-Time Adherence Server, which provides access to real time agent state information independent of Cisco ICM Enterprise and Cisco IPCC Enterprise, will be discussed.	CON-2002 - Introduction to Contact Center Reporting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session designed for anyone heavily involved in Cisco ICM Enterprise and Cisco IPCC Enterprise reporting and data analysis. Attendees should have a firm understanding of call flows and Cisco ICM Enterprise reporting entities (CallTypes, Services, SkillGroups), and a basic knowledge of MSSQL Server and T-SQL. This session will cover technical aspects of directly accessing the Cisco ICM Enterprise and Cisco IPCC Enterprise tables to provide data not available on standard reports.
CON-2003	Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session covers basic scripting techniques with Cisco Intelligent Contact Management (ICM) and Cisco IP Contact Center (IPCC) Enterprise. It includes how to send voice calls and other media tasks to targets such as skill groups, how to queue tasks when no agents are available, how to create and use basic formulas to make routing decisions, and how to create and schedule basic administrative scripts to perform various functions. In addition to scripting, this session will teach attendees how to use Call Tracer to send test calls to the Cisco ICM Enterprise or Cisco IPCC Enterprise routing engines. This session also covers how to use the various real-time monitoring components of Script Editor to monitor some of the many routing statistics that are available.	CON-4002 - Advanced Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for customers who have limited experience with Cisco ICM Enterprise and Cisco IPCC Enterprise and the Cisco ICM Script Editor for these solutions.
CON-4002	Advanced Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session covers advanced scripting techniques, including: how to dynamically control Web callers while in queue for collaboration or blended collaboration; how to predict queue times in Cisco ICM Enterprise and Cisco IPCC Enterprise scripts; how to overflow emails in Cisco ICM Enterprise and Cisco IPCC Enterprise scripts to Cisco E-Mail Manager Option-specific routing skill groups after emails have been queued without resolution; how to implement contingency scripts among several media routing domains providing priority to some media over others; and how to send and queue a task directly to a specific agent using dynamic labels.	CON-2003 - Introduction to Contact Center Scripting with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for customers looking to learn how to route calls and other tasks beyond using basic queuing. Attendees should have a good understanding of basic Cisco ICM Enterprise and Cisco IPCC Enterprise scripting techniques such as call queuing as well as using basic formulas to route calls.
CON-4003	Database Concepts for Cisco ICM Enterprise and Cisco IPCC Enterprise	This session details the architecture, administration and performance of the Cisco Intelligent Contact Management (ICM) Enterprise database. The four type of tables in the Cisco ICM Enterprise database -- Configuration, Historical, RealTime and System -- will be discussed and the three types of databases -- Logger, Admin Workstation (AW) and Historical Data Server (HDS) will be compared. Where data resides, when it is updated and how it is purged will be covered. A focus will be placed on the three areas of database administration that are the customer's responsibility -- disk space management, database backup and performance monitoring. Alternative backup strategies will be discussed and compared. The factors that influence disk space usage and system performance will be analyzed, and the tools that can be used to monitor disk space and performance will be discussed.	CON-2001 - Introduction to Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for anyone interested in or involved with Cisco ICM Enterprise database configuration. Attendees should have some familiarity with Cisco ICM Enterprise and its components
CON-1010	What's New in Cisco IPCC Express	This session presents an overview of the features available in Cisco IP Contact Center (IPCC) Express (formerly IP ICD), the Cisco mid-market IP contact center offering. Topics include skills-based routing, new Cisco Agent and Cisco Supervisor desktops, internationalization and localization, and historical and real-time reporting.	CON-2010 - The Future of Cisco IPCC Express - Feedback Session	This session is designed for anyone with a small contact center interested in learning more about the benefits that Cisco IPCC Express can provide, and for existing Cisco IPCC Express customers interested in learning about the latest features of the solution.
CON-4010	Maximizing Your Cisco IPCC Express Deployment	This session covers the architecture and the latest features in Cisco IP Contact Center (IPCC) Express, a mid-market contact center solution meeting formal call center requirements. This session details how companies can realize a substantial return on investment by taking advantage of these features after initial Cisco IPCC Express deployment. Also discussed will be multi-channel functionality with Cisco IPCC Express, available via a Worldwide Voice Practice Custom Engineering offering, enabling Web-initiated requests and queued emails to be routed to agents via Cisco IPCC Express. Agent notification occurs via Cisco Agent Desktop with non-voice contacts automatically displayed in an integrated multi-channel cockpit.	CON-4011 - Contact Center Scripting with Cisco IPCC Express	This session is designed for anyone involved in or considering deployment of Cisco IPCC Express. Attendees should have experience with contact center or self-service IVR applications, and should be familiar with the Cisco IPCC Express feature set.
CON-4011	Contact Center Scripting with Cisco IPCC Express	This session demonstrates best practices for Cisco IP Contact Center (IPCC) Express scripting, including how to create scripts to tailor the complex business rules for several sample companies in different market segments, such as financial, retail, and healthcare. We will use the new product features, such as Automatic Speech Recognition (ASR), Text-to-Speech (TTS), and Voice XML, in the creation of these scripts.	CON-4010 - Maximizing Your Cisco IPCC Express Deployment	This session is designed for anyone involved in developing business rules and writing scripts for a Cisco IPCC Express contact center. Attendees must be familiar with Cisco IPCC Express, and preferably familiar with the Cisco CRA Editor.
CON-2021	Overview of Outbound Agent Functionality for Contact Centers	This session discusses Cisco Outbound Option (formerly Cisco Blended Agent) and its combination of outbound dialing modes, which complements the powerful inbound call-handling capability of Cisco ICM Enterprise and Cisco IPCC Enterprise with a robust outbound call management solution. Combining the power of Cisco ICM Enterprise Edition, Cisco IPCC Enterprise Edition and Cisco Computer Telephony Integration (CTI), the Cisco Outbound Option provides the ability to design complex outbound campaigns, maximize the use of skilled agents, use individual dialing modes, and deliver rich call contact information to a best-in-class CTI desktop.	CON-2001 - Introduction to Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for anyone involved in deploying or looking to deploy an outbound solution within a Cisco ICM Enterprise or Cisco IPCC Enterprise implementation. Attendees should have a good understanding of Cisco ICM Enterprise or Cisco IPCC Enterprise solutions, however no application development experience will be required.
CON-2022	Multichannel Functionality for Contact Centers with Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0	This session covers the multichannel components that are now part of the Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise. These components include Cisco Outbound Option, Cisco Web Collaboration Option, and Cisco E-Mail Manager Option. Among the topics covered will be best practices for outbound campaign strategies, integrated and dedicated agents, universal queue in an Cisco IPCC Enterprise environment, and migration strategies.	CON-2001 - Introduction to Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for existing Web and e-mail contact center customers interested in migration strategies, and for existing Cisco ICM Enterprise customers considering adding multichannel functionality. Attendees should have an understanding of contact center technologies. This session will cover some application configuration, but will mainly focus on theory and technology.

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CON-2004	TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 1	This session presents the concepts of migrating from a traditional TDM ACD environment to an IP contact center using Cisco IP Contact Center (IPCC) Enterprise. The session addresses common myths and misconceptions of how TDM and IP contact centers can be integrated by using the core Cisco ICM Enterprise architecture and powerful multichannel options. Specific topics will include: Pre-, Post- and translation-Routing in a hybrid environment, centralized routing, queuing and reporting for both enterprise and individual contact centers, as well as agent-level reporting. New deployment models will be covered, including using Cisco Internet Service Node (ISN) as an IP-based network IVR for prompting, data collection and queuing across the multi-vendor enterprise as a migration to IP-based communications.	CON-4004 - TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 2	This session is designed for current Cisco ICM Enterprise customers who want an understanding of what is involved to migrate from their existing TDM-based ACD environments to Cisco IPCC Enterprise. This session continues with greater technical detail in the CON-4004 session - TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 2.
CON-4004	TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 2	This session builds upon the concepts presented in CON-2004, presenting technical concepts of migrating from a traditional TDM ACD environment to an IP contact center using Cisco IP Contact Center (IPCC) Enterprise. Sample configuration and call flow scripts will be used to illustrate blending of TDM and IP-based contact centers with multi-channel interactions. Specific tips on configuration differences in migration to IP contact centers from TDM will be presented to help experienced TDM customers understand how they can leverage the flexibility of IP. Migration strategies using Cisco Internet Service Node (ISN) to tie TDM and IP environments will also be illustrated with specific call flows and configuration examples.	CON-2004 - TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 1	This session is designed for current Cisco ICM Enterprise customers who want a more detailed level of understanding of what is involved to migrate from an existing TDM-based ACD environment to a Cisco IP Contact Center Enterprise solution. This session is a continuation of the CON-2004 session - TDM to IP Contact Center Migration with Cisco ICM Enterprise and Cisco IPCC Enterprise - Part 1, and attendees to this session should have first attended CON-2004.
CON-2005	Upgrade Planning for Cisco ICM Enterprise and Cisco IPCC Enterprise	This session covers the necessary planning elements for successful migration from earlier versions to Version 4.6.2 and Version 5.0 of Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise, including readiness reviews in the areas of hardware, third-party software (Windows 2000, SQL7, SQL 2000, for example), and peripherals (automatic call distributor [ACD] and voice response unit [VRU]). A multiphase project approach will be described in terms of risk mitigation and more effective troubleshooting. Note: The upgrade path to Cisco ICM Enterprise Version 5.0 and Cisco IPCC Enterprise Version 5.0 is from a baseline of Windows 2000, Cisco ICM/IPCC Enterprise Version 4.6.2 and SQL 7. The session will cover both getting to that baseline from Cisco ICM/IPCC Enterprise Version 4.X as well as the upgrade from Cisco ICM/IPCC Enterprise Version 4.6.2 to Cisco ICM/IPCC Enterprise Version 5.0.	CON-2001 - Introduction to Core Functionality and Routing with Cisco ICM Enterprise and Cisco IPCC Enterprise	This session is designed for customers currently on a Cisco ICM Enterprise or Cisco IPCC Enterprise release prior to 5.0, who want an understanding of what is involved in an upgrade to Cisco ICM Enterprise Version 5.0 or Cisco IPCC Enterprise Version 5.0.
CON-1030	Contact Center Planning - Effective Creation of Business Rules	This session provides real-world solutions addressing common business requirements for contact center routing and scripting using Cisco Intelligent Contact Management (ICM) Enterprise and Cisco IP Contact Center (IPCC) Enterprise. Examples include: controlling call flows to outsourcers with and without a Peripheral Gateway (PG); enterprise routing with Cisco ICM and Cisco IPCC; and dealing with small agent groups and abnormal handle times--creating custom Minimum Expected Delay calculations.	CON-201 - Introduction to Core Functionality & Routing with Cisco ICM/IPCC Enterprise, CON-203 - Introduction to Contact Center Scripting with Cisco ICM/IPCC Enterprise, CON-400 - Advanced Core Functionality & Routing with Cisco ICM/IPCC Enterprise, CON-402 - Advanced Contact Center Scripting with Cisco ICM/IPCC Enterprise	This session is designed for business users who want to have a better understanding of how to more effectively use routing and scripting rules in a contact center enterprise. Attendees should have a basic understanding of Cisco ICM Enterprise and Cisco IPCC Enterprise scripting and routing as well as basic configuration tools.
CON-1040	Hosted IP Contact Center Solutions	This session covers the current state of Cisco IP Contact Center (IPCC) Hosted Edition, near term future deliverables for this product, the advantages both for hosting organizations and their subscribers, and the rapidly expanding market and demand for hosted IP contact center services. Attendees will leave the session with an understanding of various technical aspects of Cisco IPCC Hosted Edition, including multitenancy and shared resource usage, as well as go-to-market plans, including a new licensing model. This session will primarily focus on the contact center applications of the solution.	CON-2040 - Cisco Interactive Voice Response (IVR) Solutions for Service Providers, CON-2041 - Service Provider Migration Strategies for Cisco ICM Hosted Edition, CON-1041 - What's New with Cisco ICM Hosted Edition	This session is designed for anyone involved in, or considering getting involved in either the offering or delivery of hosted contact center services, or implementing, marketing or utilizing hosted contact center services.
CON-2040	Cisco IP Interactive Voice Response (IVR) Solutions for Service Providers	This session provides an update on the Cisco Interactive Voice Response (IVR) solution for service providers. Attendees will be provided an overview of the product, implementation options, deployment methodologies for time-division multiplexing (TDM) and voice over IP (VoIP) networks, successes in the market space, and future plans. Included in the session will be a discussion of the difference between the service provider IVR and the standard IP IVR, an overview of success in the industry, and deployment guidelines.	CON-1040 - Hosted IP Contact Center Solutions, CON-2041 - Service Provider Migration Strategies for Cisco ICM Hosted Edition, CON-1041 - What's New with Cisco ICM Hosted Edition	This session is designed for service providers interested in network IVR solutions. Attendees should have some experience with Cisco ICM Enterprise and Cisco ICM Hosted applications. This session will cover some deployment guidelines, but will mainly focus on product features and technology.
CON-2041	Hosting Cisco ICM Services in the Network	This session provides an update on hosting Cisco ICM services in the UK & Off Shore for service providers. Attendees will be provided an overview of the UK service provider market focussing on options for the implementation & deployment of domestic & offshore Cisco ICM solutions. The session will cover key successes for Cable & Wireless in the market place, how it has achieved differentiation & the roadmap for the future. This will also include a discussion of the specific challenges that service providers face around licencing, upgrades & platform management as well as how service providers can communicate the Cisco roadmap through their service provider channel.	CON-1040 - Hosted IP Contact Center Solutions, CON-2041 - Service Provider Migration Strategies for Cisco ICM Hosted Edition, CON-1041 - What's New with Cisco ICM Hosted Edition	This session is for service providers and other companies interested in learning about how to provide hosted/managed contact center services using Cisco ICM Hosted Edition.
CON-1041	What's New in Cisco ICM Hosted Edition	This session focuses on new capabilities found in Cisco Intelligent Contact Management (ICM) Hosted Edition (previously called Cisco NAM). It will focus primarily on features and capabilities for that are of interest to service providers, including using Cisco ICM Hosted to offer managed services (it will not cover all the new Cisco ICM 5.0 capabilities presented in CON-1000). Topics include Script Editor improvements, feature control, use of Cisco WebView and Internet Script Editor using shared central servers, network event reporting, use of Cisco ICM Hosted Edition in a mixed IP/time-division multiplexing (TDM) environment, and offering managed services as a migration strategy from TDM to IP-based contact centers. This presentation will also provide a preview of features in the next release of Cisco ICM Hosted.	CON-1040 - Hosted IP Contact Center Solutions, CON-2040 - Cisco Interactive Voice Response (IVR) Solutions for Service Providers, CON-2041 - Service Provider Migration Strategies for Cisco ICM Hosted Edition	This session is designed for service provider marketing and technical design personnel involved in or planning to offering managed services based on Cisco ICM Hosted.

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CON-1031	Maximizing Your Enterprise with India-based Outsourced Contact Centers	India is a growing destination from where most Fortune companies manage their customer interactions. Organizations worldwide have begun entrusting this key business process, along with their back-end office work, to be delivered by a third-party provider of services based in India. The drivers for this movement include the desire to take advantage of cost efficiencies linked with the availability of skilled work forces and lower infrastructure costs prevailing in India. This session will cover the concepts, design, challenges and implementation of the Cisco IP Contact Center (IPCC) Enterprise solution to organizations considering to setting up outsourced India-based contact centers. Participants would also be able to network with a focused team from Cisco India that can provide valuable insight into the business and infrastructure climate, success stories, challenges and support infrastructure available within the country.		This session is designed for technology and business decision makers and influencers who are interested in learning how Cisco IPCC Enterprise technology and expertise can be leveraged to generate business benefits to their organizations by using India-based outsourced contact centers.
CON-1032	Cisco IP Contact Center Version 5.0 at YHD Foxtons: A Case Study	This session provides an overview of how real estate provider YHD Foxtons has deployed Cisco IPCC version 5.0 and has gained flexibility and scalability in their environment, and has seen cost savings and increased agent productivity as a result.		This session is designed for technology and business decision makers interesting in hearing more about how Cisco IPCC version 5.0 can be leveraged in multi-channel contact center deployments.
CON-1034	Cisco IPCC Enterprise: A Contact Center Administrator's Dream? A Case Study by vCustomer	You know that IP-based contact centers are cool but do they work, do they scale, and are they dependable? In this session, you'll hear from vCustomer, a Seattle-based provider of outsourced contact center solutions, who will discuss how they used Cisco IPCC Enterprise to build a contact center that started with 25 agents in Seattle in September of 2000, and scaled to 1800 seats currently between Seattle and New Delhi, India. Talk about virtual expansion, they are exactly 12,000 miles from their core switch, take more than 80,000 calls per day, and by the end of 2003, they will have expanded their Cisco IPCC Enterprise solution to support 3000 seats. Their enterprise-class deployment uses built-in call monitoring, extensive CTI integration, and features and benefits that TDM solutions only dream about. The Cisco IP Phones are not only cool to look at, but powerful too, with Java-enabled CTI applications running directly on the phones. If you're looking to save considerable costs and gain productivity, they're confident that the low cost of administering the system will convince your boss to give you a big raise. Plan to attend this session to learn more!		This session is designed for technology and business decision makers interesting in hearing more about how Cisco IPCC Enterprise and how it can be used in large deployments, and in overseas, outsourced deployments.
VVT-2014	Centralized and Distributed Deployment Models for IP Contact Centers	This session focuses on planning and deploying the Cisco IP Contact Center (IPCC) solution (Express and Enterprise) for small, medium-sized, and large deployments. Specific centralized and distributed deployment models and configurations will be presented. Attendees will gain an in-depth understanding of Cisco IPCC interworking components, their functions, and the decisions needed while planning a Cisco IPCC deployment. Topics include configuration overview, scripting overview (business logic), call flows, call routing, call transfers, Cisco interactive voice response (IVR) queuing, and single- and multi-site deployments. Attendees will receive recommendations for a successful deployment and implementation.	VVT-2015 - Designing IP Contact Centers: Resources, Servers, and Bandwidth Provisioning	This session is designed to be particularly useful for enterprise network managers, engineers and call-center teams that need to plan and deploy the Cisco IP Contact Center (IPCC) solution. Attendees should have a basic understanding of IPCC concepts prior to attending this session.
VVT-2015	Designing IP Contact Centers: Resources, Servers, and Bandwidth Provisioning	The session reviews traffic engineering principles and the use of traffic Erlang models and other methods to determine required call center resources, server capacities, and bandwidth requirements. Attendees will learn how to determine the required number of agents (inbound and outbound), interactive voice response (IVR) ports, and gateway ports (PSTN trunks) using traffic calculators to meet required service levels. Topics include sizing capacity rules for determining the number of Cisco CallManager and Cisco IP Contact Center (IPCC) servers required. This session will highlight the Cisco IPCC application/real-time traffic flows; network quality of service (QoS), and bandwidth requirements between remote Cisco IPCC components deployed over a WAN.	VVT-2014 - Centralized and Distributed Deployment Models for IP Contact Centers	This session is designed to be particularly useful for enterprise network managers, engineers and call-center teams that need to plan and deploy the Cisco IP Contact Center (IPCC) solution. Attendees should have a basic understanding of IPCC interworking concepts and deployment models prior to attending this session.