



Technical Track

Tuesday 21 Sept 2010
10:10-11:30

Eric van Sommeren
Manager Customer Interaction Solution Sales
European Markets



Technical Track - Topics to choose from

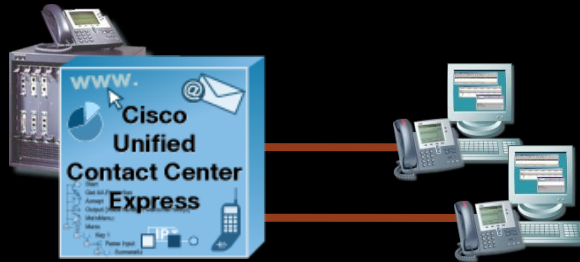
- An introduction : Solution Positioning
- User Interfaces and Functionality
- Social Media integration
- Knowledge worker integration
- Workforce Management
- Recording
- High Availability



Solution Positioning

Cisco Unified Contact Center Editions

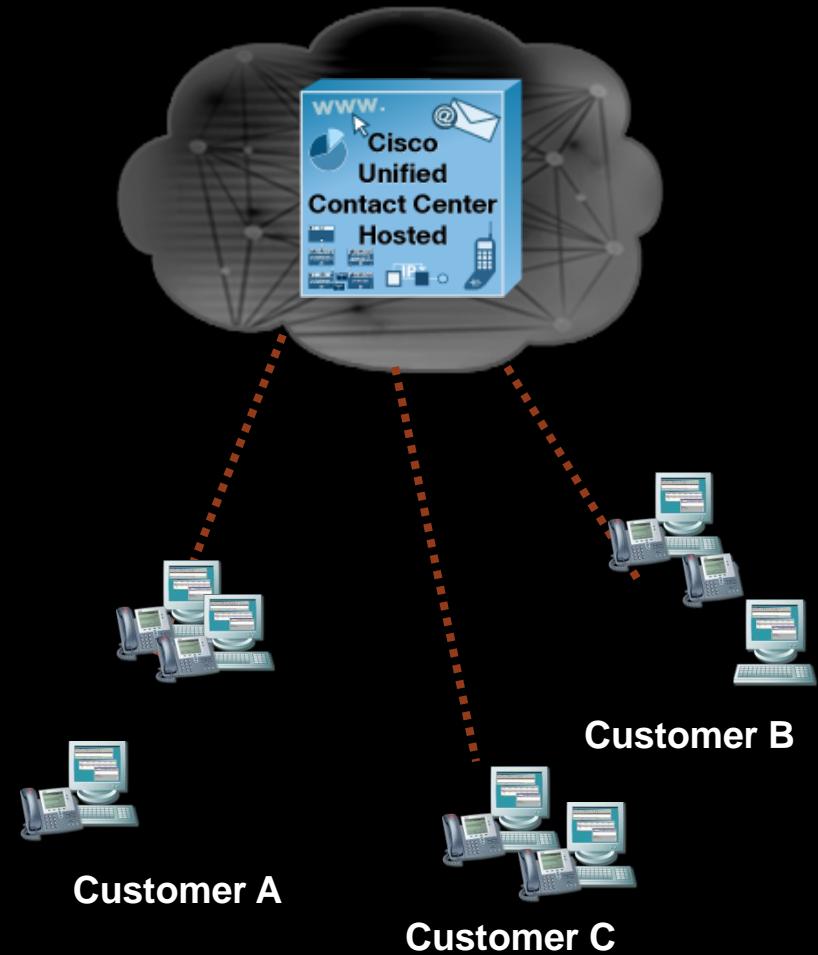
Single Site ACD



Multi-site / Virtual ACD



Hosted ACD Solution



Cisco Unified Customer Care Portfolio

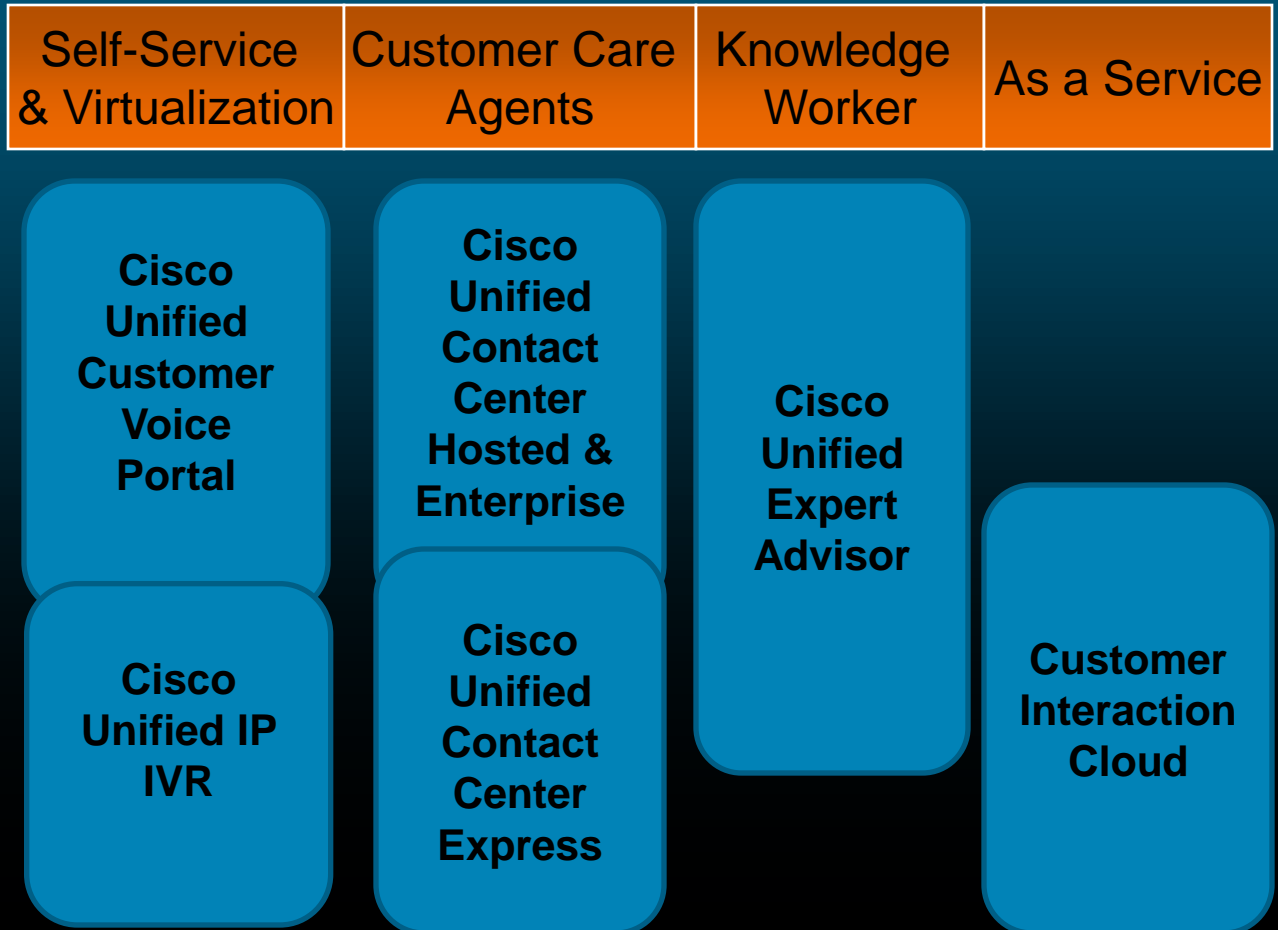
Target Markets

Service
Provider

Enterprise

SMB

Cisco Unified Customer Care Solutions



Cisco Unified Contact Center Express

- All-in-one customer service solution
- Tightly coupled to Cisco Unified Communications Manager
- Easy to manage and maintain
- Fast implementation with minimum disruption to the business

- Feature functionality
 - Skills-based routing
 - Real-time and historical reporting
 - Built-in IVR capability
 - Multichannel
 - Outbound
 - Integrated workforce optimization suite



Positioning Unified Contact Center Express

Sophisticated



Simple

- PREMIUM
 - Formal contact centers
 - Integration with customer's database to provide CTI integration and/or driven routing
 - Self service
 - Inbound and/or outbound voice
 - Email, web, chat
 - Quality and workforce management
- Enhanced
 - Formal/informal inbound voice contact centers requiring skills based routing
 - ... but not requiring integration with customer's database
- Standard
 - Informal contact centers requiring skills based routing with simple Cisco IP Phone only based agent interface



Cisco Unified Contact Center Enterprise

- Cisco's mid to large market contact center solution
- Highly scalable architecture
- Fault tolerant design
- Unique support for distributed contact center deployment models
- Feature functionality

ACD with scriptable routing environment

Web-based contact center reporting

Embedded CTI platform with development toolkits

Outbound campaign management and predictive dialer

Multichannel with universal queuing

Queuing and self service with CVP or IP IVR



Cisco Unified Contact Center Hosted

- Cisco's Hosted Market Contact Center Solution
- Intelligent network integration to leverage service provider assets
- Designed and packaged for service providers
- Carrier-class deployment model

- Feature functionality

Core feature set of Contact Center Enterprise plus
Multi-tenancy and partitioning of core components



Cisco Unified ICM Enterprise and Hosted

- Intelligent Contact Management for multi-site contact centers
- Enterprise and carrier deployment models
- High scalable architecture
- Fault tolerant design
- Platform to easy migration from traditional-voice to IP-based Unified Communications solutions
- Feature Functionality

Integration with all major ACD/IVR platforms

Scriptable multi-site routing

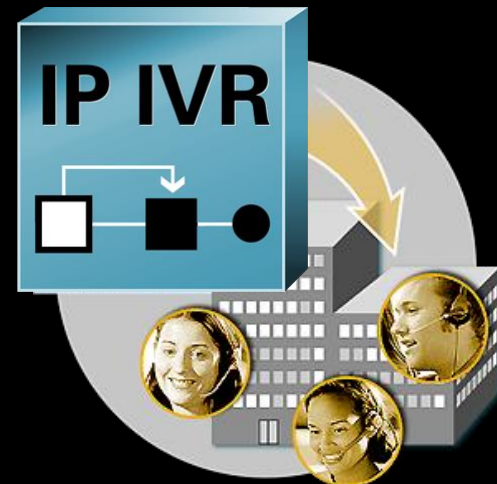
Web-based enterprise reporting application

CTI platform with development toolkits



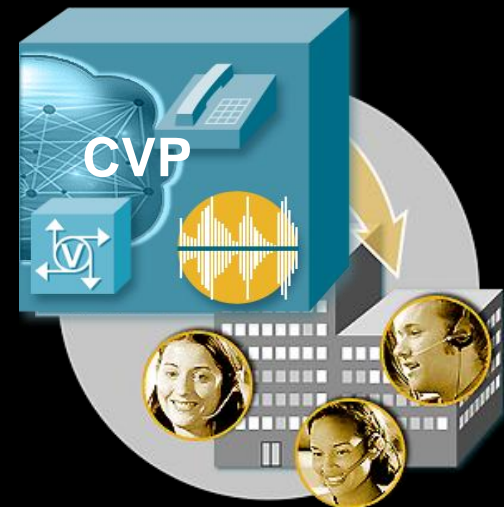
Cisco Unified IP IVR

- All-in-One Interactive Voice Response (IVR) solution
- Tightly coupled with Cisco Unified Communications Manager
- Embedded in Contact Center Express, integrated as an optional component of Contact Center Enterprise and Hosted
- Feature functionality
 - Call treatment, Prompt and Collect
 - Backend database integration for transactional IVR
 - Optional Automatic Speech Recognition (ASR)
 - Optional Text to Speech (TTS)
 - Historical Reporting
 - Multi-lingual support



Cisco Unified Customer Voice Portal

- A new approach to contact center self service and call treatment
- Combined self-service and call control platform
- Leverages Cisco voice gateways to provide network queuing and IP network switching
- Available standalone or as integrated component of an ICM, Contact Center Enterprise, or Contact Center Hosted
- Valuable in both TDM and IP contact center environments
- Feature Functionality
 - IVR with VoiceXML, ASR, TTS
 - Visual eclipse-based service creation environment
 - Call control vial SIP B2BUA and H.323 for network queuing
 - Cradle to grave data repository for reporting
 - Centralized OAM&P
 - Interoperability with leading ACDs and IVRs





User Interfaces and Functionality

Cisco Agent Desktop Core Capabilities

Agent State &
Call Control

Collaboration &
Presence

CRM & 3rd Party
Application Integration



Configurable
Work Flows

Outbound
Support



Real-time
Displays & Alerts

Monitoring &
Recording

Integrated
Agent E-Mail

**All work together in fully-packaged and
configurable composite application.**

Cisco Agent Desktop Modules



- Rich, Windows-based Client
- Browser Edition
- IP Phone Agent



- Rich, Windows-based Client



- Rich, Windows-based Client (Work Flow)
- Web Based Administration (System Configuration)

Cisco IP Phone Agent

- Agent State Control
- Caller Data
- Queue Statistics
- Hot Seating via Extension
- Mobility
- Work Wrap-Up Codes*
- Agent Initiated Recording*



Powerful Features
Independent of
a PC

View Caller Data, Change Agent State,
and Initiate Recording

* Enhanced and Premium only

Cisco Agent Desktop Flexible GUI

The screenshot displays the Cisco Agent Desktop interface. At the top, a window titled "Reserved - Cisco Agent Desktop" contains a toolbar with various icons. Below the toolbar is a call log table with columns: State, Calling#, Called#, Alerting#, Original Calling#, Original Called#, and Duration. The first row shows a call in "Offering" state with a duration of 00:00:35.

State	Calling#	Called#	Alerting#	Original Calling#	Original Called#	Duration
Offering	<Unavailable>	x6401	6401	<Unavailable>	6401	00:00:35

Below the call log is a table with columns: Field, Data, Device, Type, Description, and Duration. The "Device" column shows a red 'X' icon next to the number 6401.

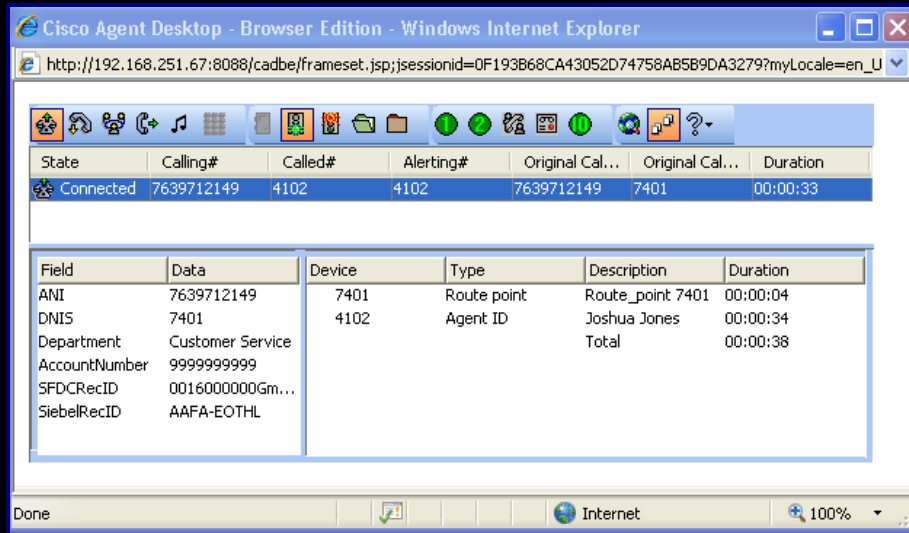
Field	Data	Device	Type	Description	Duration
Layout	OODefault	6401	Agent	Ewert David	00:00:36
BAStatus	DO			Total	00:00:36

The main content area shows the "Account: Bubba Gump Shrimp Co. ~ Salesforce - Personal Edition" interface. It includes a search bar, a navigation menu with "Accounts" selected, and a detailed view of the account. The account details table is as follows:

Account Name	Account Site	Parent Account	Account Number	Rating	Phone	Website	Employees
Bubba Gump Shrimp Co. View Hierarchy	Tuscaloosa, AL		8888888888	Hot	(205) 348-8010	http://www.bubbaqump.com/	8,765

A red callout box at the bottom of the screenshot contains the text: "Toolbar, Contact Management Pane, Integrated Browser".

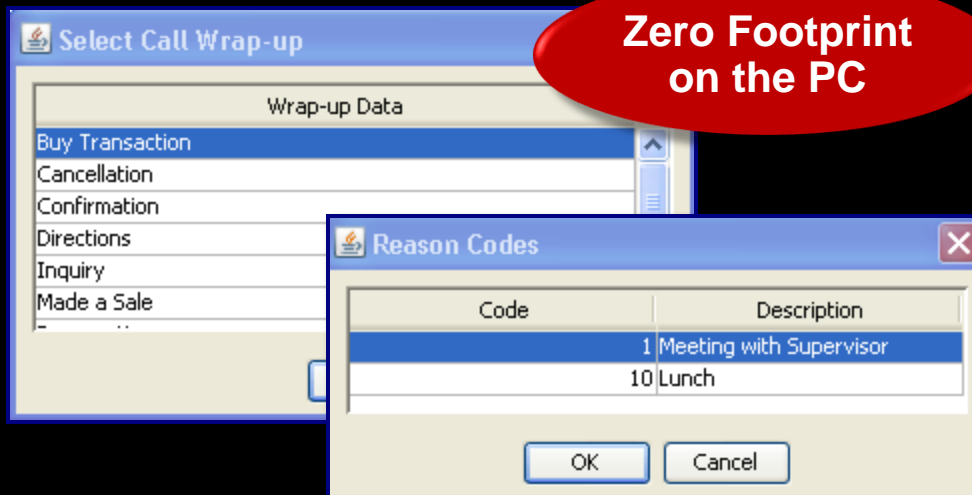
Cisco Agent Desktop – Browser Edition



- Browser Edition client can operate on Windows and Linux operating systems
 - Firefox and Internet Explorer
- Support Reason / Wrap-Up Codes
- Coordinated screens pops via http into external browser
- Reduced feature set from the Windows based client

Excludes Chat and Collaboration, Agent E-Mail, and Phone Directory Support among others

Zero Footprint on the PC



Cisco Agent Desktop Outbound Support

The screenshot shows the Cisco Agent Desktop interface. At the top, a call log table is visible with columns: State, Calling#, Called#, Alerting#, Original Calling#, Original Called#, and Duration. Below this is a detailed view of a call with fields like Device, Type, Description, and Duration. The main part of the interface is a Salesforce account page for 'Bubba Gump Shrimp Co.' with navigation tabs for Home, Accounts, Contacts, Opportunities, Reports, and Documents. A 'Recent Items' list is on the left, and a 'Field Data' table is overlaid in the bottom left.

Field	Data
ANI	2091
DNIS	2101
Layout	default
BAAccountNumber	216577463
BABuddyName	Ted
BACampaign	T01228
BADialedListID	101G
BAStatus	DB

- Cisco Unified Outbound Preview Dialer*

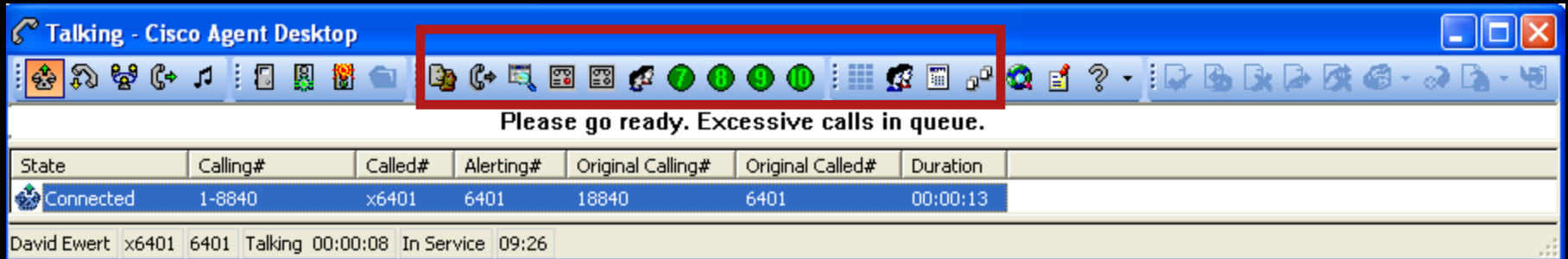
The 'Callback Properties' dialog box is shown, containing the following fields:

- Customer's Current Time: 03:12 PM
- Customer Number: 612-555-1212
- Schedule Callback section:
 - Customer's Time: 08:30 AM
 - Date: 05/30/2003

Buttons at the bottom: OK, Clear Callback, Cancel.

* Premium only

Cisco Agent Desktop Task Automation



Talking - Cisco Agent Desktop

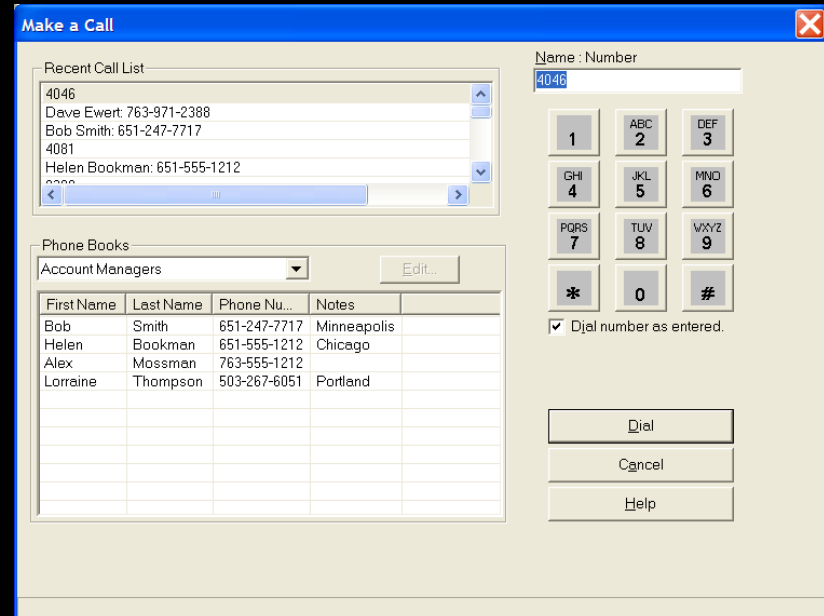
Please go ready. Excessive calls in queue.

State	Calling#	Called#	Alerting#	Original Calling#	Original Called#	Duration
Connected	1-8840	x6401	6401	18840	6401	00:00:13

David Ewert x6401 6401 Talking 00:00:08 In Service 09:26

- Buttons speed call processing, complete frequently performed operations, and after call work functions

Speeds Processing



Make a Call

Recent Call List

- 4046
- Dave Ewert: 763-971-2388
- Bob Smith: 651-247-7717
- 4081
- Helen Bookman: 651-555-1212

Name: Number
4046

Phone Books
Account Managers Edit...

First Name	Last Name	Phone Nu...	Notes
Bob	Smith	651-247-7717	Minneapolis
Helen	Bookman	651-555-1212	Chicago
Alex	Mossman	763-555-1212	
Lorraine	Thompson	503-267-6051	Portland

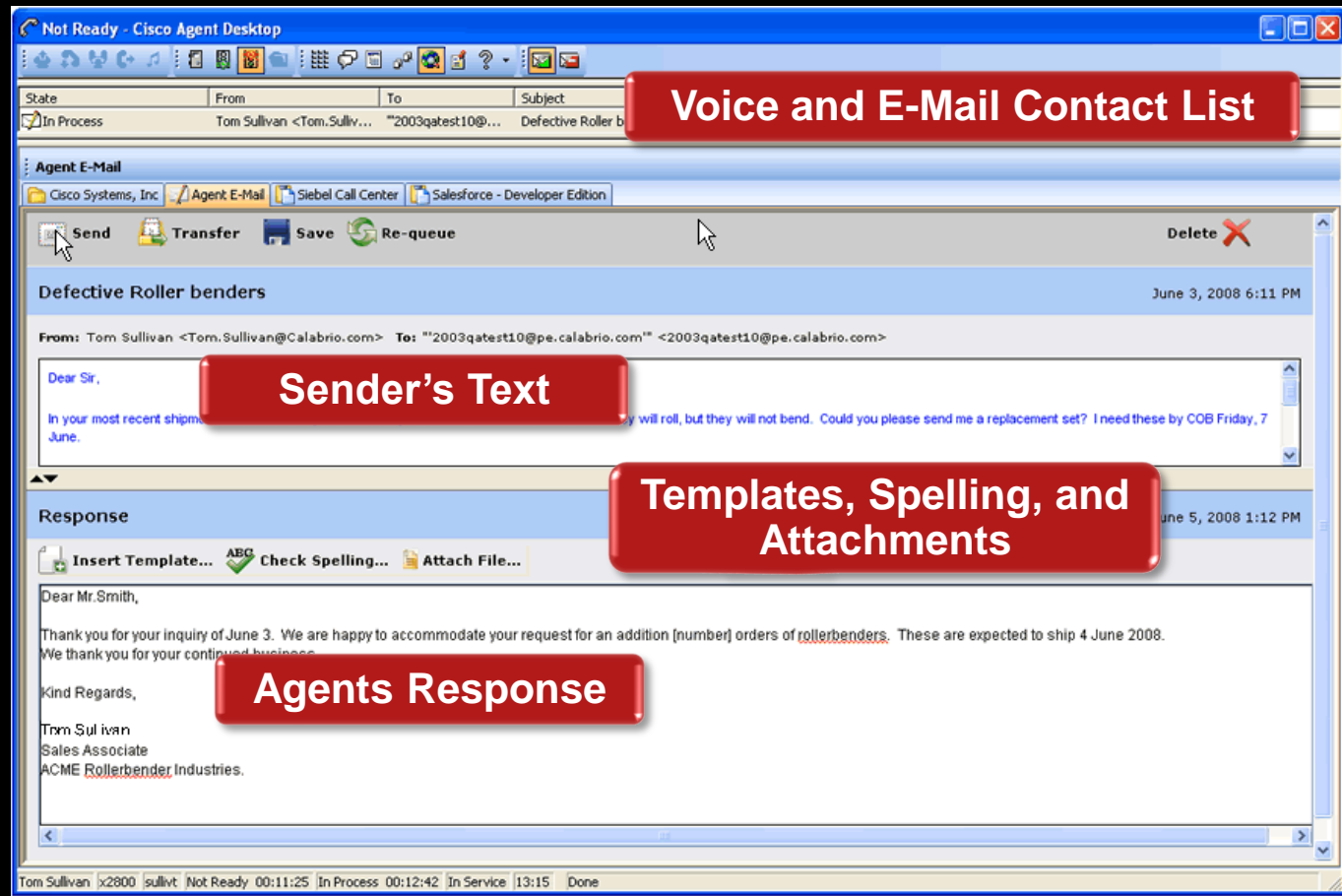
1 ABC DEF
2
3
4 GHI 5 JKL MNO 6
7 PQRS 8 TUV VXYZ 9
* 0 #

Dial number as entered.

Dial
Cancel
Help

Cisco Agent Desktop - Agent E-Mail

- Core feature set for managing contact center e-mails
 - Distributes e-mails to agents
 - Sends responses from the contact center to the customer
 - Reports on e-mail activity
- Tightly integrated into Agent and Supervisor Desktop GUIs



Packaged with every Premium Seat

Cisco Agent Desktop Voice ACD and E-Mail States



Mix and match voice and Agent E-Mail states, as desired

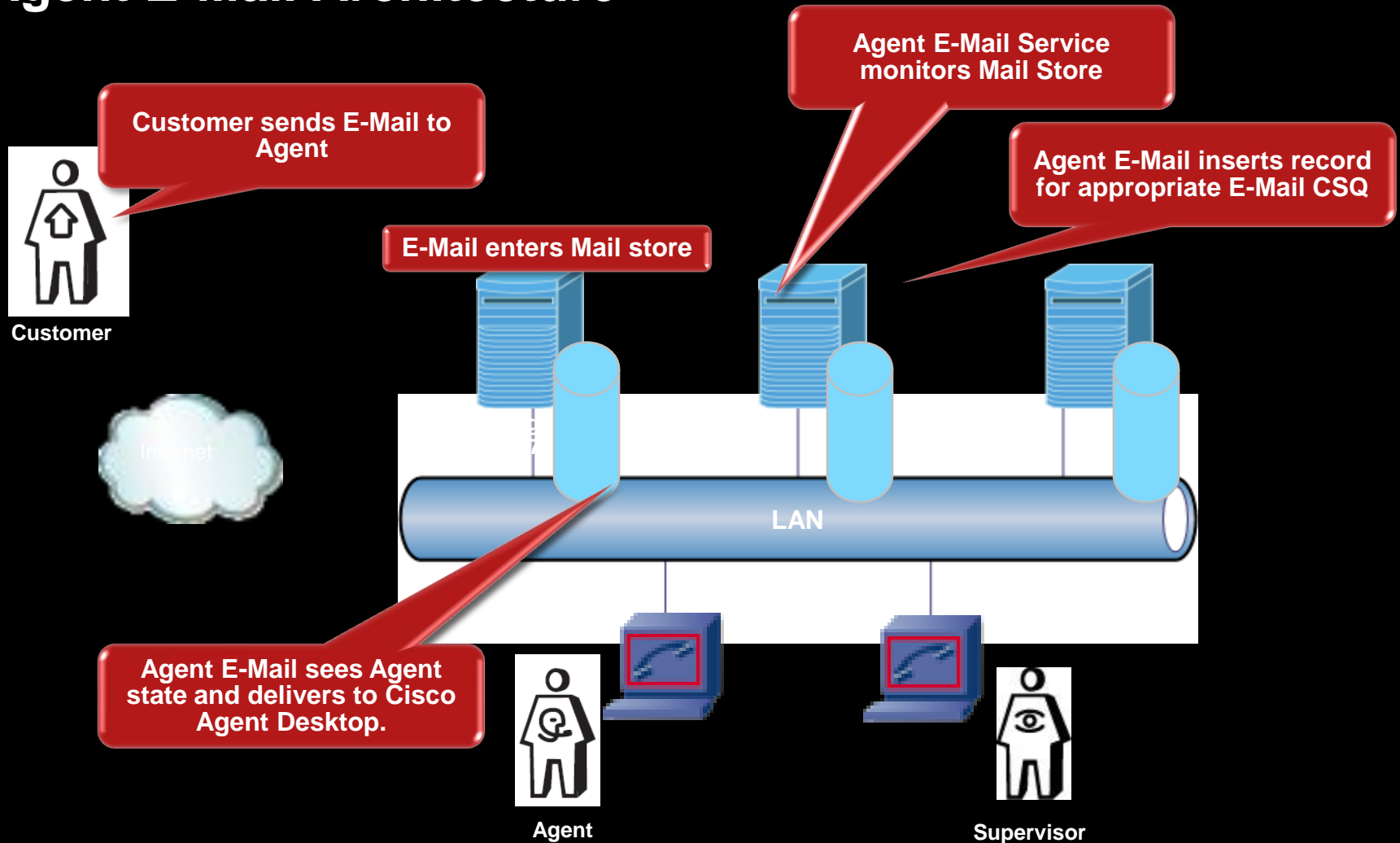
If voice state is “Ready,” then e-mail processing can be interrupted by an ACD voice call

Cisco Agent Desktop auto saves e-mail to “Draft” and places agent in Agent E-Mail “Not Ready” state

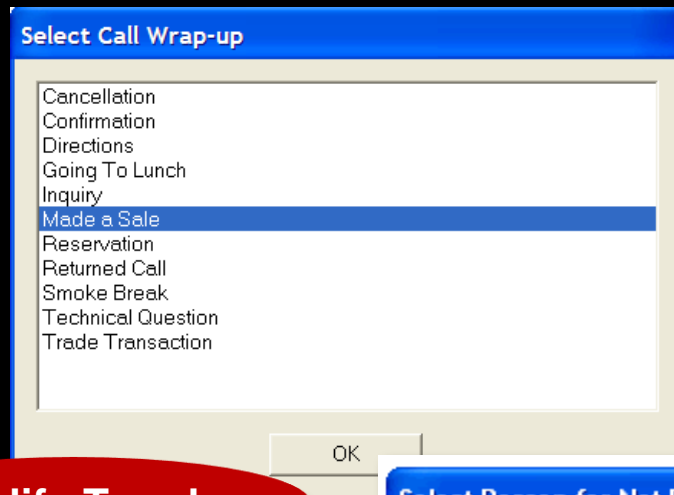
Desktop focus automatically changes to voice display

Agent can resume Agent E-Mail processing at any time

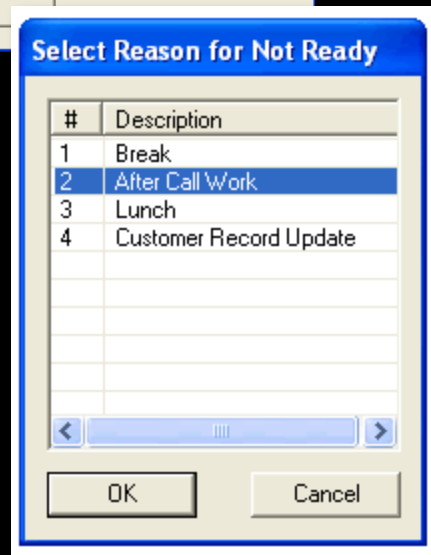
Cisco Agent Desktop Agent E-Mail Architecture



Cisco Agent Desktop Reason and Wrap Up Codes



Qualify Trends

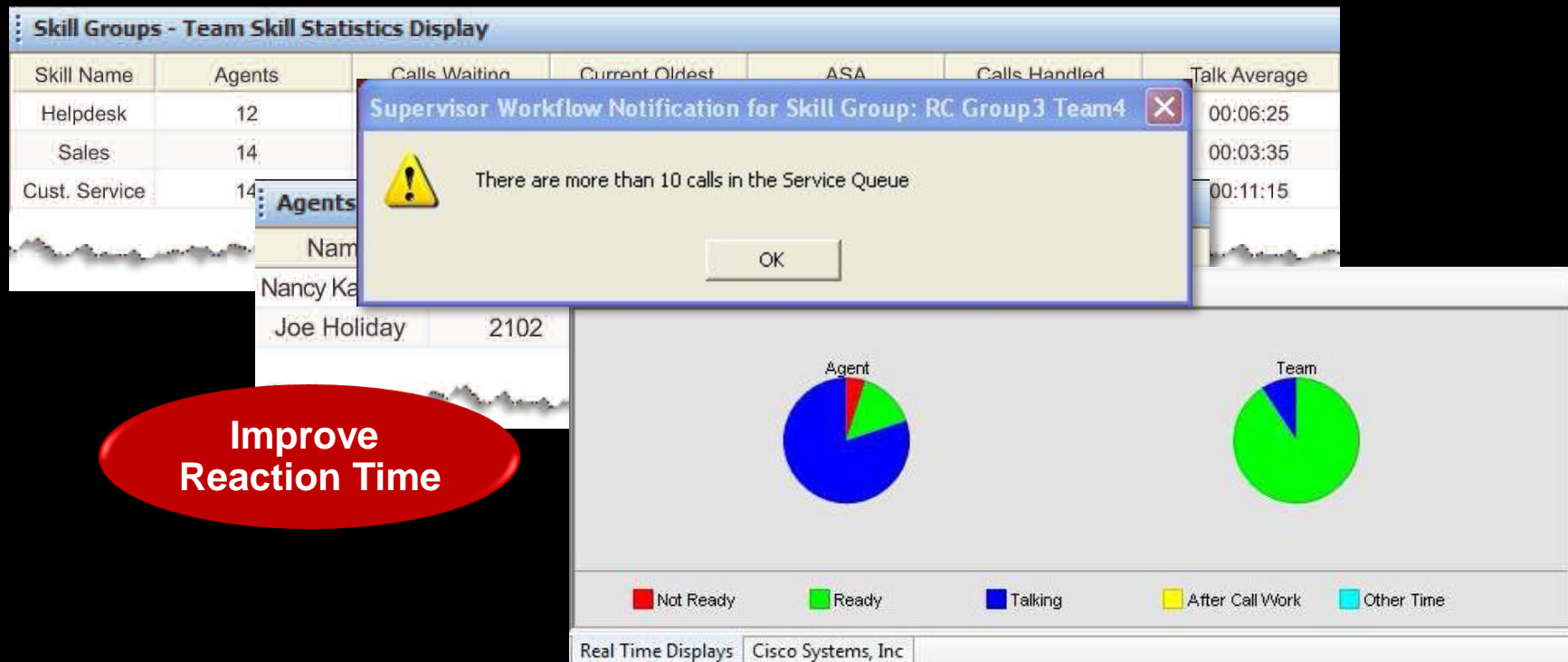


- Wrap up data*
On call completion, wrap-up data selection dialog appears
- Reason Codes
On agent state change to Not Ready or Logout, the dialog appears

Monitor Performance

Cisco Agent Desktop Real-time Displays

- Real-time Queue and Performance Metrics – keep agents and supervisors informed of status of contact center environment.



Cisco Desktop Administration

The screenshot displays the Cisco Desktop Work Flow Administrator interface. On the left, a tree view shows the 'Call Center 1' configuration, including 'Work Flow Configuration', 'Dial Strings', 'Phone Book', 'Reason Codes', 'Wrap-up Data', 'Record / Monitor Notif', and 'Work Flow Groups'. The main area shows a list of tasks (Task1 to Task10) with their respective hints. Task1 is selected, and its configuration is shown in the 'Task1' panel, including a 'Visible' checkbox and a 'Hint' of 'Transfer (Alt+1)'. An 'HTTP Action Setup' dialog is open, showing the configuration for an 'Action Name' of 'Post to CRM'. The dialog includes fields for 'URL', 'Protocol' (http), 'Method' (GET), 'Host' (192.163.10.41), 'Port' (80), and 'Path' (/crm/agent). A 'Request Data' table is also visible, with columns for Name, Value, Value Type, and Test Data. The table contains one row: Caller ID | [ENTERPRISE FIELD:Account Num... | DataField | 1234512345. The dialog also features 'Add', 'Edit', and 'Delete' buttons for request data, and 'Preview' and 'Test' buttons at the bottom.

Reduce Total Cost of Ownership

- Easy administration helps eliminate IT Dependency

Cisco Supervisor Desktop

Supervisor tools reinforce consistent agent behavior and manage environment:

- Collaboration
- Communication
- Queue status
- Agent state

The screenshot shows the Cisco Supervisor Desktop interface with several callout boxes pointing to specific features:

- Control Agent States**: Points to the 'Agents' section in the left-hand navigation pane.
- Barge-In & Intercept**: Points to the 'Intervention' menu in the top toolbar.
- Team Messaging & Chat**: Points to the 'Team Messaging & Chat' icon in the top toolbar.
- Recording & Silent Monitoring**: Points to the 'Recording & Silent Monitoring' icon in the top toolbar.
- Integrated Browser**: Points to the 'Real Time Displays' section in the top navigation pane.
- Alerts to breached thresholds**: Points to a warning icon next to 'RC Group1 Team4' in the 'Skill Groups' section.
- At-a-Glance Agent State**: Points to the 'Agents' section in the left-hand navigation pane.
- Real-time Graphic Displays***: Points to the 'Agent - Agent vs. Team Percent Time in State Display' section at the bottom of the interface.

The interface displays several data panels:

- Real Time Displays**: A table showing 'Voice CSOs - Team Summary' with columns for 'Contact Service Queue', 'Agents Logged In', and 'Agents in Talking'.
- Voice CSOs - Team Summary**: A table with the following data:

Contact Service Queue	Agents Logged In	Agents in Talking
RC Group1 Team1	0	0
RC Group1 Team2	0	0
RC Group1 Team3	0	0
RC Group1 Team4	1	0
RC Group1 Team5	0	0
RC Group1 Team6	3	1
- Voice CSQs - Total Calls**: A horizontal bar chart showing call volume for different teams.
- Agent - Agent vs. Team Percent Time in State Display**: Two pie charts showing the percentage of time agents and teams spend in different states: Not Ready (red), Ready (green), Talking (blue), After Call Work (yellow), and Other Time (cyan).

Cisco Supervisor Desktop Integrated Browser

Shanelle Macks vegas1 In Service 09:37

▪ Browser-based contact center management applications:

- Workforce Management
- Quality Management
- Historical Reporting
- Unified CCX Administration
- Others

Cisco Mobile Supervisor

iPhone Screenshots



Real-Time Monitoring

- Turn Tabular Data into Graphs (CCX Premium)

The screenshot displays the Cisco Supervisor Desktop interface for GT_Team2. The main area is divided into several sections:

- Skill Groups - Skill Agent Statistics Display:** A table showing agent status for skill groups.
- Skill Groups - Agents per state per skill Display:** A horizontal bar chart showing agent counts across different states (Work Not Ready, Work Ready, Talking, Ready, Not Ready).
- Skill Groups - Skill Summary Statistics Display:** A table summarizing team performance.
- Agents - Agent vs. Team Statistics Display:** A table comparing individual agent and team metrics.
- Agents - Agent vs. Team Percent Time in State Display:** Two pie charts showing the percentage of time spent in different states for an agent and the team.

Legend for Percent Time in State Display:

- Not Ready (Red)
- Ready (Green)
- Talking (Blue)
- After Call Work (Yellow)
- Other Time (Cyan)

Historical Reports: Feature Rich, User Friendly

Multiple Report Generation, Viewing, & Data Output Options

- Multiple Report Generation Options

Summary, Detail, Preferred Interval
Graphical & Tabular

- Multiple Report Viewing Options

Sorting

Filtering

Searching

Scaling

- Multiple Report Output Options

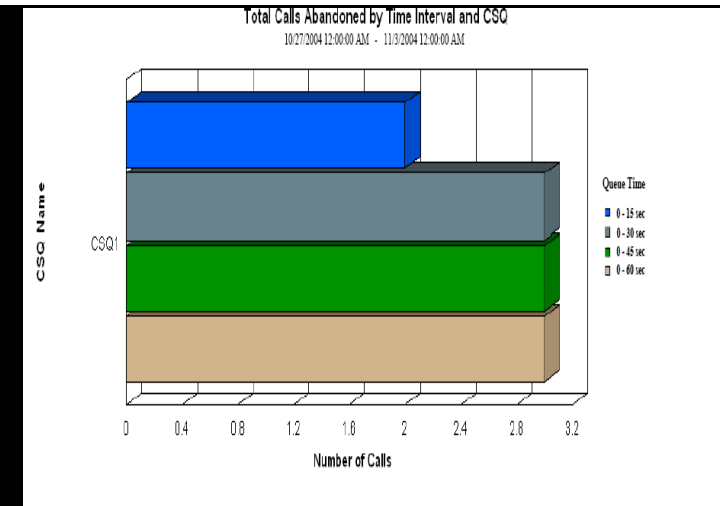
Scheduled Reports for Printing or Saving

Export Report Data to PDF, RTF, Excel, or CSV for further data manipulation or sharing

- Create customer reports

Contact Service Queue Call Distribution Summary Report
10/27/2004 12:00:00 AM - 11/3/2004 12:00:00 AM Time Interval Length T = 15 sec

CSQ Name (Call Skills)	Calls Handled	Total / Percentage Calls Handled With Queue Time				Calls Abandoned	Total / Percentage Calls Abandoned With Queue Time			
		0 - 15 sec	0 - 30 sec	0 - 45 sec	0 - 60 sec		0 - 15 sec	0 - 30 sec	0 - 45 sec	0 - 60 sec
CSQ1 (Drummer, Guitarist)	13	10	10	12	13	0	0	0	0	0
CSQ1 (Drummer, Guitarist)	26	24	26	26	26	3	2	3	3	3
		76.90%	76.90%	92.30%	100.00%		0.00%	0.00%	0.00%	0.00%
		92.30%	100.00%	100.00%	100.00%		66.70%	100.00%	100.00%	100.00%





Social Media integration

Social Media Customer Care

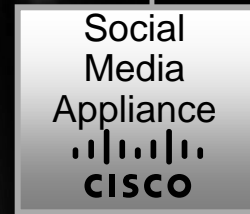
twitter



facebook



Customer



Social Media Customer Care

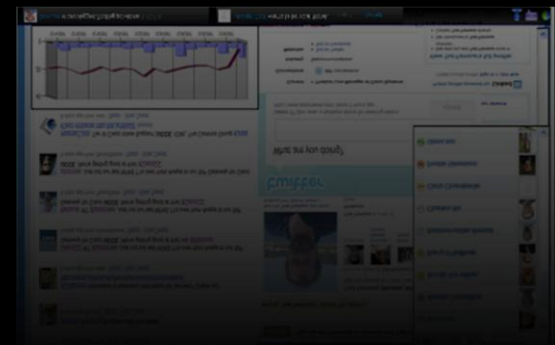
Social Media Customer Care

Overview

- Enable proactive customer service by queuing and assigning customer posts to appropriate staff
- Complement brand monitoring dashboards

Features

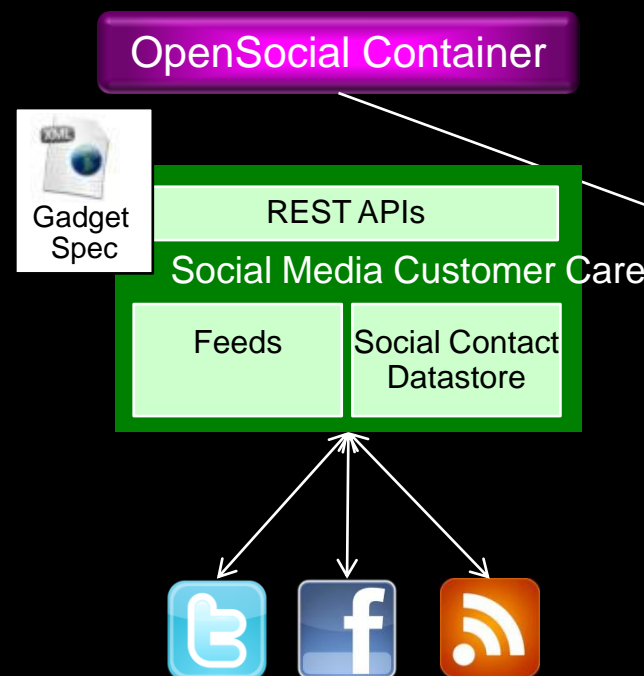
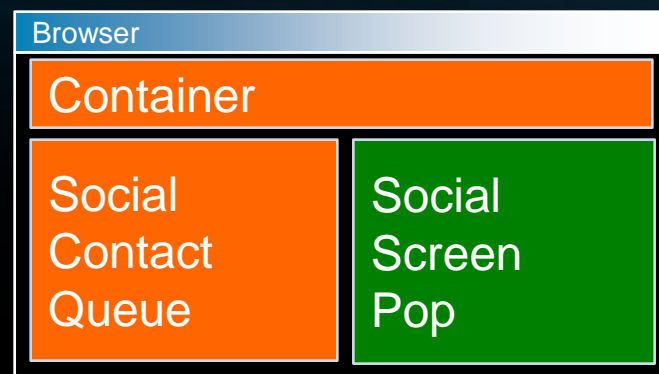
- Real-time capture of social media postings
- Social media campaign management
- Route and queue contacts to experts
- Tagging
- Social Screen Pop
- Conversation history
- Social media customer care metrics
- Optional Integration with full suite of Cisco Enterprise social software systems



Social Media Appliance Architecture

References:

- OpenSocial Gadgets
- REST API's



Social Media Campaign Management

■ Features

Configure feeds from various sources of user generated contact web sites

Group feeds into “campaigns” to monitor social contacts

Trainable filters to sort social contacts

■ Benefits

Consolidated list of prioritized opportunities for engagement across all social media sites

Distinct campaigns for different products/purposes

Product A, Product B, Product C

Customer Service, Sales

Customers, Partners, Analysts



Route and Queue Contacts to Experts

■ Features

Easy-to-use web gadget to reserve and dispatch work

Pick style work assignment

State management for social contacts

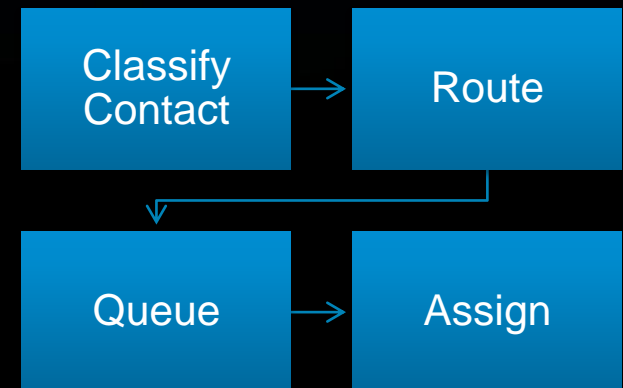
*Push (ACD-style) assignment with Cisco Unified Contact Center Enterprise universal queue**

■ Benefits

Scale social media team activities

Automated distribution of work improves efficiency and effectiveness of social media engagement

Flexible assignment models and approval queues expands participation



**Future release*

Application Programming Interfaces

- Features

 - OpenSocial compliant gadgets

 - REST API's for nearly all appliance configuration and features

- Benefits

 - Flexible user interface options

 - Extensive opportunities for customization



Social Media Customer Care Metrics

- Feature

Detailed metrics on social media customer care activities

Campaign reports

Team reports

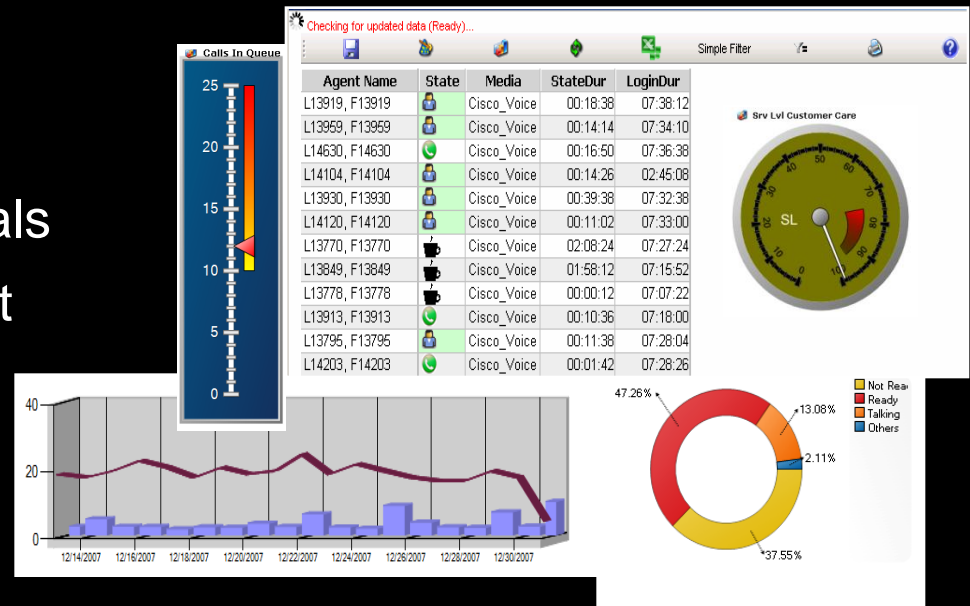
- Benefit

Measure work and results

Manage to service level goals

Support brand management

Optimize staffing



Integration with Full Suite of Cisco Collaboration Tools

■ Features

Integration with Quad, Show and Share, Pulse, and Cisco unified communications solutions

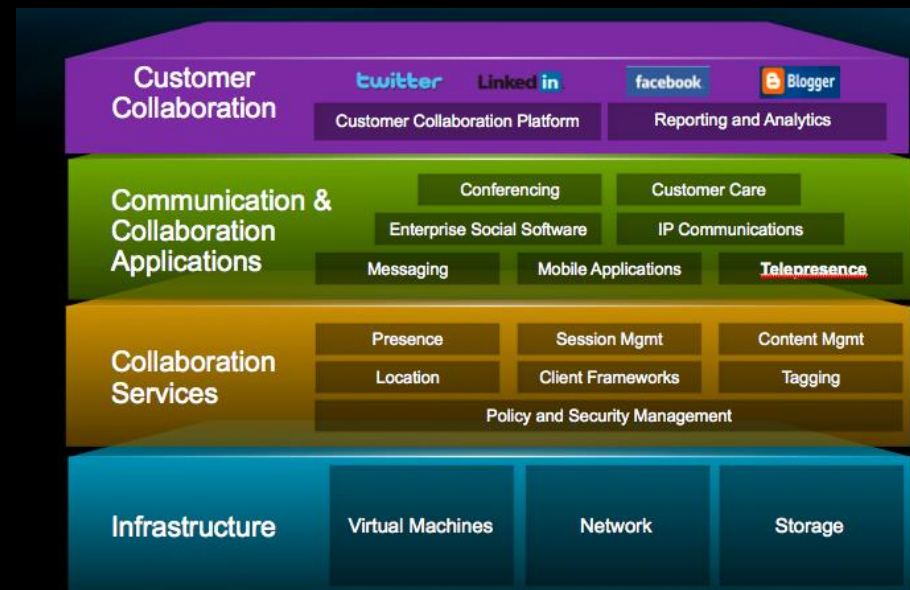
Lower cost of ownership with out-of-the-box integration between collaboration technologies

Consistent user and administration experience

■ Benefits

Access to efficient and effective internal collaboration tools help agents serve customers better

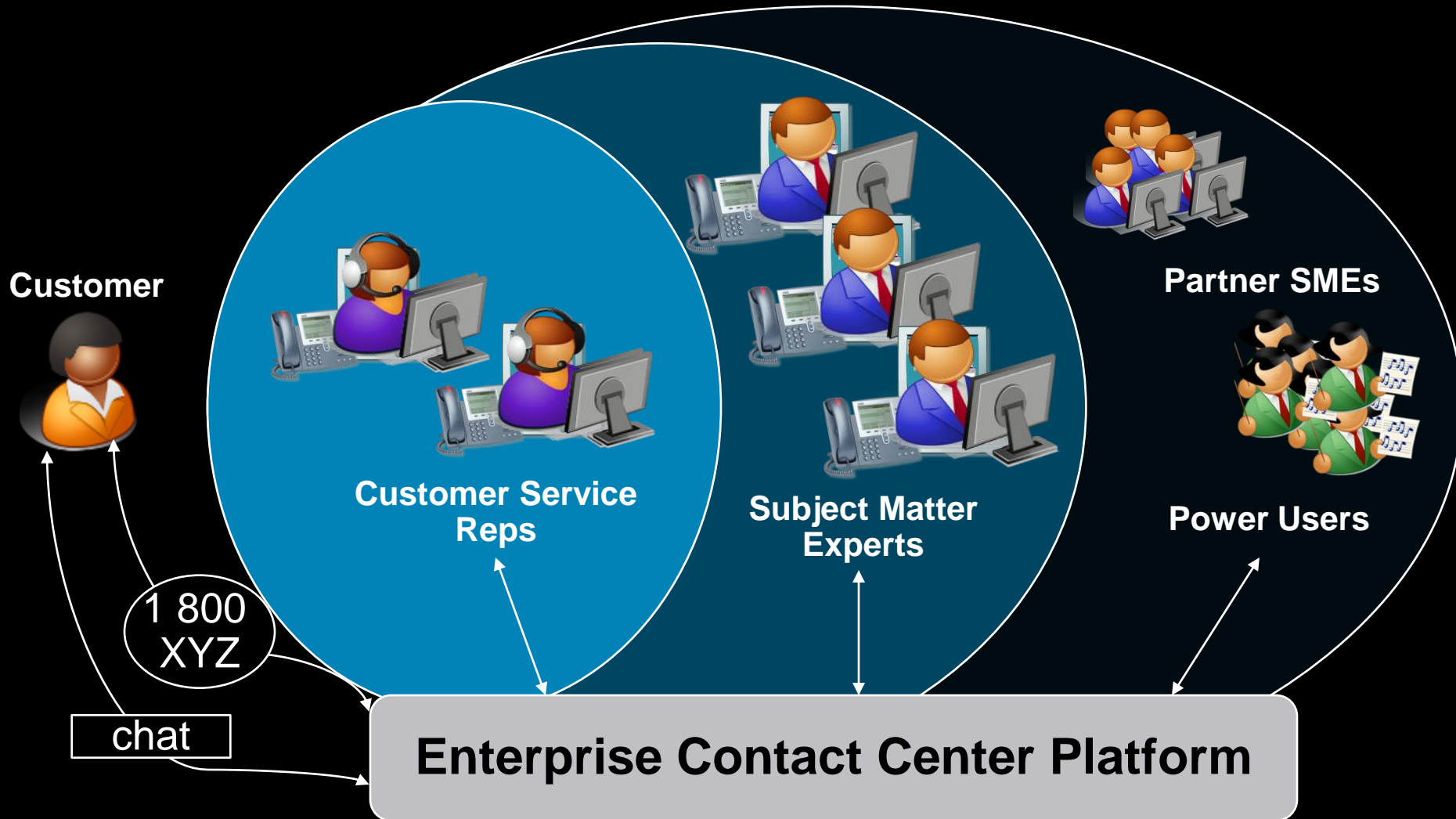
Easy to maintain with existing IT personnel





Knowledge worker integration

Agents, knowledge workers and community members become a seamless support team



Cisco Agent Desktop / Cisco Unified Communicator Integration

Customer places call to 1-800-Help and gets Agent.



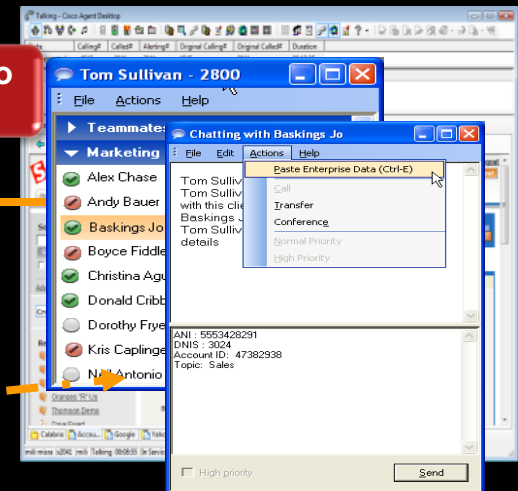
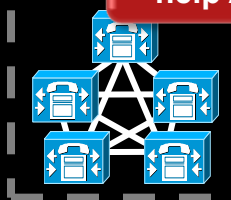
Cisco Unified Contact Center routes the call to an Agent.



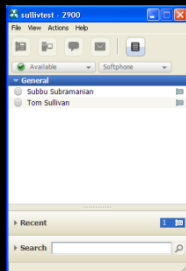
Agent needs an expert's assistance. Launches Cisco Agent Desktop's Chat Window to locate Expert.



CUPS indicates an Expert is available to help Agent with Customer's question.



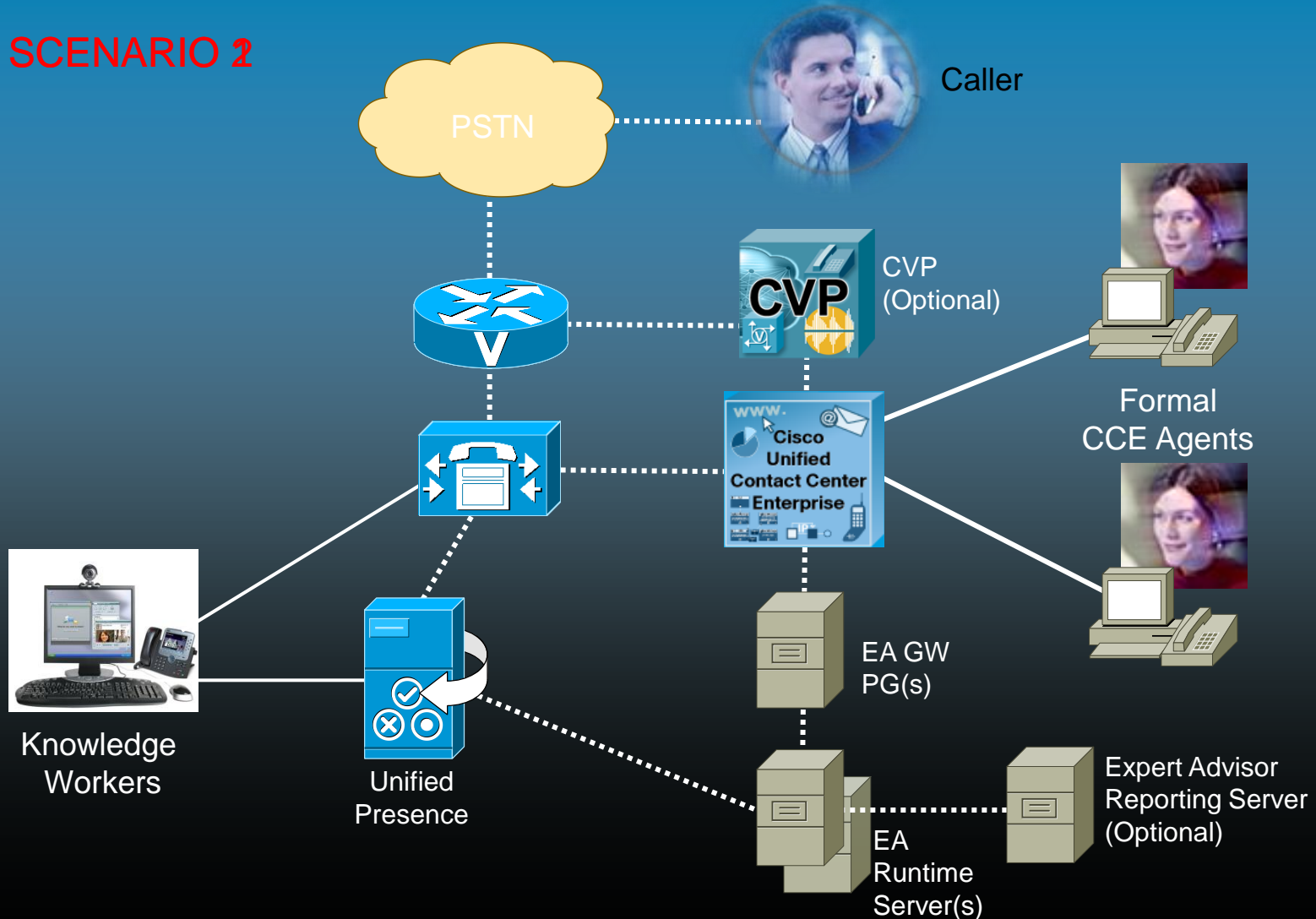
Expert



Agent and Expert Chat. The Agent can also transfer, conference and deliver call information to the SME.

Deploying Unified ICM or CCE with Expert Advisor

SCENARIO 2



Description

- Unified Expert Advisor is an application which performs presence-enabled, competency based routing utilizing IM to extend caller data to a knowledge worker without any required interaction by a contact center agent
- Unified EA integrates with ICM, CVP, CM, CUP, & select IM Clients to allow knowledge workers (or experts) to receive intelligently routed calls
- Experts are automatically selected by the system based on contact and expert attributes and/or assigned skills (including skill levels)
- Calls directed by the EA system to CUPC/MOC or IPPM enabled experts
 - can initiate in the contact center (as a transfer or conference from a formal agent to a skill group) or,
 - can be directly routed to an expert from a self-service application or queue point
 - may first prompt the expert with a call offer (in the form of an IM) while the caller is in queue

Key Capabilities

- Support for Presence/IM enabled Knowledge Workers/enterprise users
 - Supports CUPC, MOC, IPPM
 - Future support of CUMC & Sametime
 - Future IM/Presence Widget for embedding screen pop
- Presence-enabled Automatic Call Distribution
 - No formal cc agent interaction is required, transfer/consult/conference optional
- Advanced (n-dimensional) Routing methods to connect contact with expert using Voice & Video:
 - Longest Available
 - Most or Least Skilled
 - Spatial (closest match) Routing
 - Task offer & Broadcast Routing
- Granular Real-time & Historical Reporting
 - ICM Agent Real-time Reports & Historical Crystal Templates
 - Future integration with Unified Intelligence Center/Suite

Expert Advisor Overview

- **What Expert Advisor does:**

- Works with other Cisco Unified Communications components to allow knowledge workers (or EXPERTS) to receive intelligently-routed voice and video calls

- **How it works:**

- Expert availability is tracked by a standards-based Presence server-- Cisco Unified Presence

- Expert presence information is combined with Expert Advisor's advanced routing logic to select the right expert(s) for each call

- Experts are offered calls and receive caller data via an IM client--including Cisco Unified Personal Communicator and Microsoft Office Client

- Multiple experts can be simultaneously offered an incoming call, shortening the caller's wait time

- **Flexible, powerful solutions:**

- Can be deployed without a formal contact center

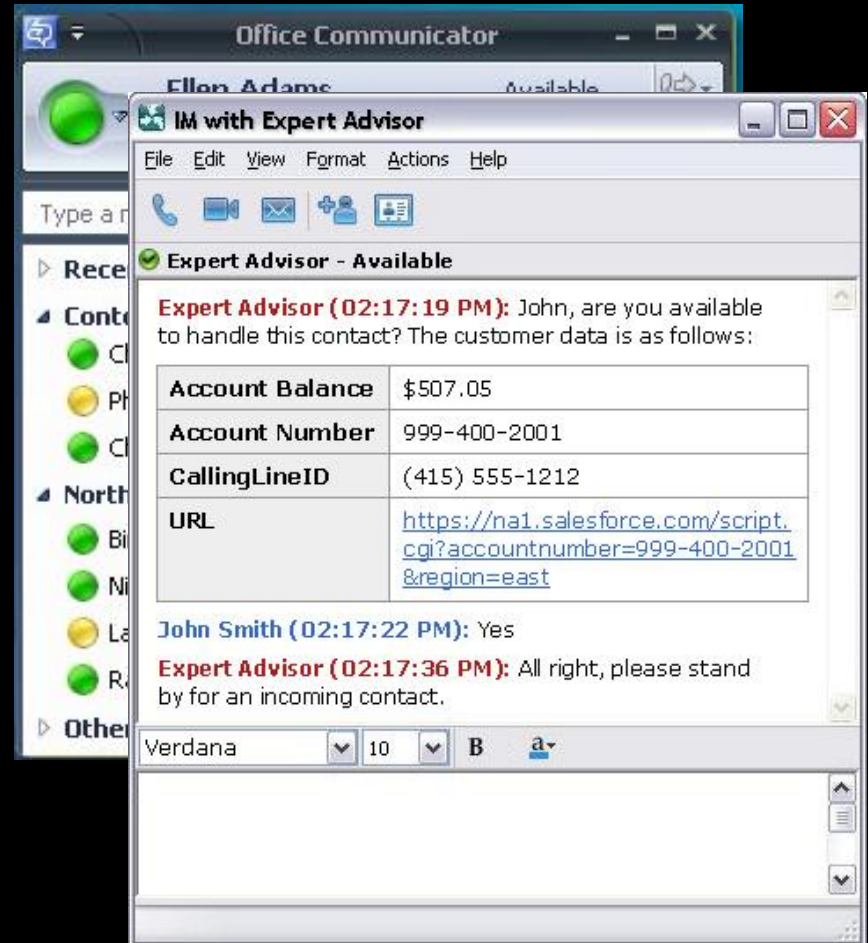
- However, when deployed with a formal contact center, Expert Advisor allows formal agents to request expert help with the click of a button

- Real time and historical reports allow you to keep track of everything

Expert Advisor in Operation

Call Flow Options:

- Route directly to an Expert from an IVR or a queue point (formal agents are not needed)
- Formal agent initiates a transfer to a skill group; agent can have a 3-way conference with caller and expert, or simply consult with the expert
- Experts can be offered the call while caller is in queue



Expert Advisor Call Flow- **with** Agents

Candidate experts picked by skills/attributes and presence state



Expert automatically brought into the call



Customer calls contact center and speaks to an agent

The screenshot shows a software window titled "IM with Expert Advisor". It contains a menu bar (File, Edit, View, Format, Actions, Help) and a toolbar with icons for phone, video, email, and other functions. The main content area displays a message from "Expert Advisor - Available" asking "John, are you available to handle this contact?". Below the question is a table with contact details:

Account Balance	\$507.05
Account Number	999-400-2001
CallingLineID	(415) 555-1212
URL	https://na1.salesforce.com/script.cgi?accountnumber=999-400-2001&region=east

Below the table, the response "John Smith: Yes" is shown, followed by another message from "Expert Advisor: Pls standby for call". At the bottom, there is a text input field with "Verdana" font and "10" size selected, and a "B" bold button.



Expert Advisor Call Flow- **without** Agents

Candidate experts picked by skills/attributes and presence state



Expert automatically brought into the call



Customer calls and interacts with an IVR system

“Used car loan”
“New car loan”
“Second mortgage”
“Refinance”

The screenshot shows a window titled "IM with Expert Advisor" with a menu bar (File, Edit, View, Format, Actions, Help) and a toolbar with icons for chat, video, and other functions. The main content area displays a message from the "Expert Advisor - Available" bot:

Expert Advisor: John, are you available to handle this contact?

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URL	https://na1.salesforce.com/script.cgi?accountnumber=999-400-2001&region=east

John Smith: Yes

Expert Advisor: Pls standby for call

At the bottom, there is a text input field with "Verdana" font and "10" size selected, and a "B" bold button.





Workforce Management

Why Workforce Management?

■ Problem:

Contact centers need to efficiently manage staffing levels to match actual contact volume in order to consistently meet service level goals

■ Solution:

Leverage historical contact volume data to forecast future contact volumes and trends

Match contact forecasts with actual staff availability to create optimum contact center schedules automatically

Present dashboards and reports to track staff efficiency and allow for intraday adjustments

■ Benefit:

Consistent customer service levels improve customer loyalty and increase revenue

More efficient staff utilization improves contact quality while extending service hours and reducing labor costs

Contact Center Goal: Consistent Quality and Process

Consistent Process



Unified Desktops

- Workflow Automation
- Best Practices
- Process Optimization
- Actionable Intelligence
- Real-time Collaboration

Consistent Quality



Workforce Optimization

- Quality Management
- Workforce Management
- Performance Management
- eLearning
- Process Analysis

Integration Can Be a Science Project

Agent Role: Schedule

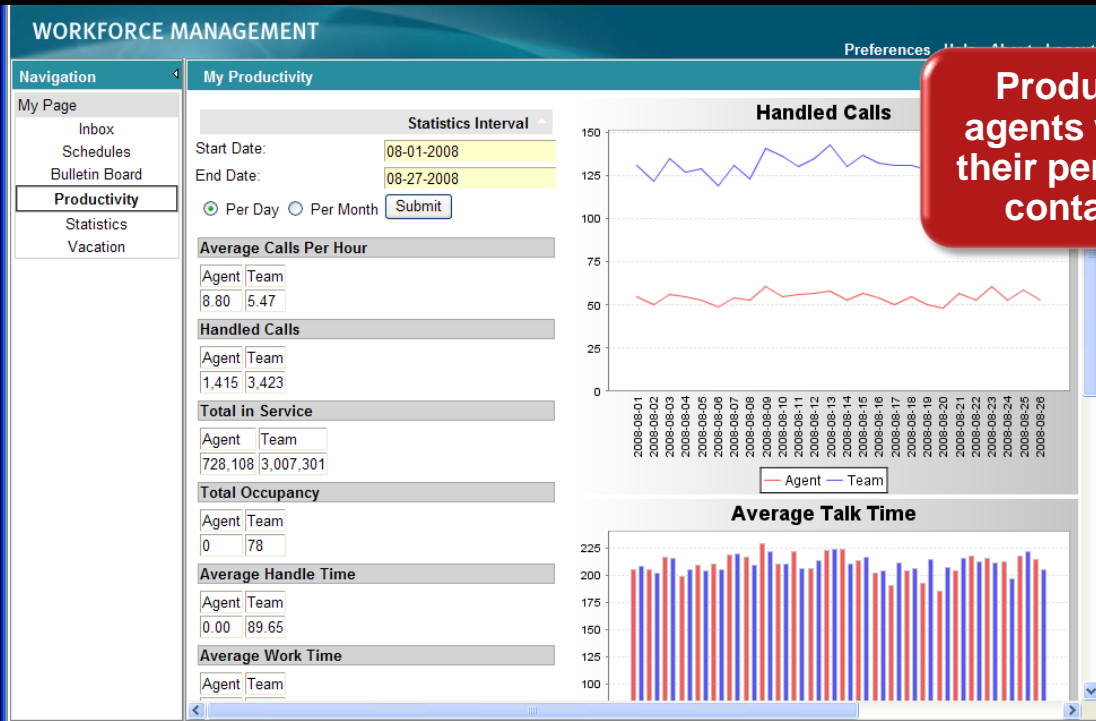
The screenshot displays the Workforce Management interface in a Windows Internet Explorer browser. The main window shows a 'Schedule Viewer' for August 2008, with a navigation sidebar on the left containing 'My Page', 'Inbox', 'Schedules', 'Bulletin Board', 'Productivity', 'Statistics', and 'Vacation'. A red callout box on the right states: "Agents can view their own schedule".

The 'Detailed Schedules' window is open, showing a daily view for Wednesday, August 27, 2008. It includes a color-coded timeline from 00:00 to 20:00. A second red callout box at the bottom points to this window, stating: "Drill down to daily details".

day	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	
Wednesday 27																						

Detail	Date
00:00 - 02:30 = Available	2008-08-27
02:30 - 12:00 = Not Available	2008-08-27
12:00 - 13:30 = Available	2008-08-27
13:30 - 15:45 = In service	2008-08-27
15:45 - 16:00 = Break	2008-08-27
16:00 - 18:45 = In service	2008-08-27
18:45 - 19:15 = Lunch	2008-08-27
19:15 - 20:30 = In service	2008-08-27
20:30 - 20:45 = Break	2008-08-27
20:45 - 22:00 = In service	2008-08-27
22:00 - 22:30 = eLearning	2008-08-27
22:30 - 23:59 = In service	2008-08-27
In service:	9hrs
Overtime:	0hrs
Available:	4hrs
Break:	0.5hrs
Lunch:	0.5hrs
Exception:	0hrs
Assignment:	0hrs
Project:	0.5hrs
Not Available:	9.5hrs
Paid/Unpaid:	10 / 14hrs

Agent Role: Productivity & Statistics



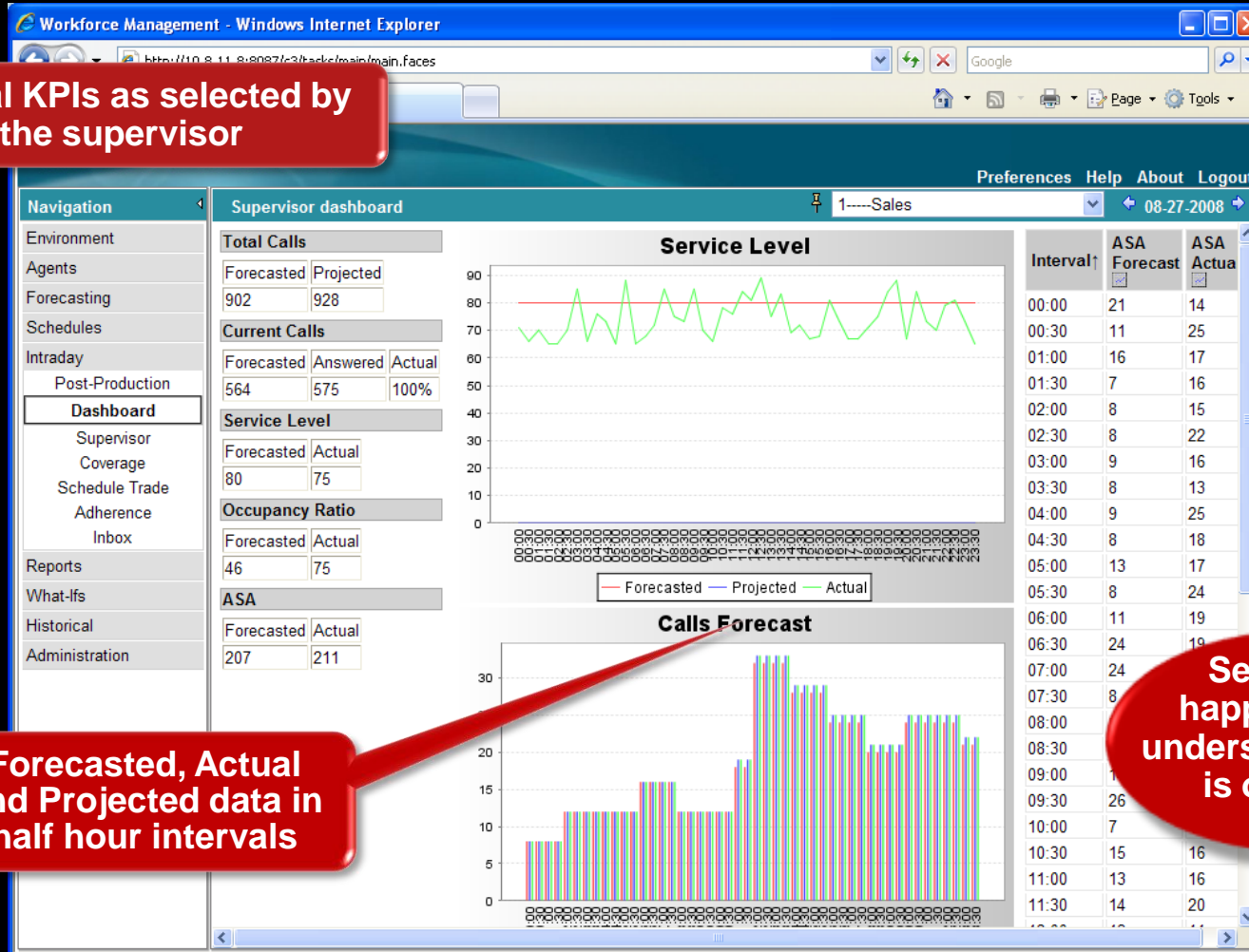
Productivity provides agents with visibility into their performance against contact center goals

	Average handle time	Average On Hold	Average Absence	Total in Session	Total Talk Time	Total Wait Time	Total Work Time	Total in Service	Total Occupancy			
02/16/2009	200	0	29	0	0	0	0	0	0	1	7	0
02/17/2009	217	0	30	0	0	0	0	0	0	1	8	0
02/18/2009	199	0	27	0	0	0	0	0	0	1	7	0
02/19/2009	214	0	31	0	0	0	0	0	0	1	8	0
02/20/2009	211	0	27	0	0	0	0	0	0	1	8	0
02/21/2009	195	0	27	0	0	0	0	0	0	1	8	0
02/22/2009	190	0	27	0	0	0	0	0	0	1	7	0
02/23/2009	203	0	28	0	0	0	0	0	0	1	8	0
02/24/2009	201	0	31	0	0	0	0	0	0	1	8	0
02/25/2009	217	0										
02/26/2009	200	0										
02/27/2009	216	0										
02/28/2009	209	0										
03/01/2009	201	0										

Agent statistics view allows drill down into the source data

Supervisor Role: Dashboard

Critical KPIs as selected by the supervisor



Forecasted, Actual and Projected data in half hour intervals

See what is happening and understand WHY it is occurring

Supervisor Role: Schedules

Coverage of requirements shows if overall staffing needs are being met

WORKFORCE MANAGEMENT

Navigation

- Environment
- Agents
- Forecasting
- Schedules
- Schedule Request
- Edit Schedule**
- Schedule Viewer
- Intraday
- Reports
- What-ifs
- Historical
- Administration

Schedule Maintenance

February 2009

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

CSQ TE

Number	Description
0	All
1	Sales
3	eSupport
	Combined S...

Sort by Sequence

	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30
Coverage of Requirements																		

Agent	Count	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30
MacNeil Rita	1																		
Agopian Nellie	1																		
Pierre Rougeau	1																		
Guerrero Juan	1																		
Nidias Leo	1																		
Yates Marcella	1																		
Hegarty Crofton	1																		
Bickerson Todd	1																		
Fryert David	1																		
Wiercioch Patrick	1																		
White Matt	1																		
Archwald Kendall	1																		
Binjay Zachary	1																		

Navigation

- Schedules
- Edit Schedule**
- Schedule Viewer
- Intraday
- Reports
- What-ifs

Papa , Tom 06-30-2008

Interval	Service	Activity	Paid	Current Day
00:00	3	Break	Paid	06-29-2008
00:05	3	Break	Paid	06-29-2008
00:10	3	Break	Paid	06-29-2008
00:15	3	In service	Paid	06-29-2008
00:20	3	In service	Paid	06-29-2008
00:25	3	In service	Paid	06-29-2008
00:30	3	In service	Paid	06-29-2008
00:35	3	In service	Paid	06-29-2008
00:40	3	In service	Paid	06-29-2008
00:45	3	Management training	Paid	06-29-2008
00:50	3	Management training	Paid	06-29-2008
00:55	3	Management training	Paid	06-29-2008
01:00	3	Training x	Paid	06-29-2008

Activity

- In service
- Overtime
- Available
- Break
- Lunch
- Exception
- Project
- Not Available
- Closed service
- Assignment
- Paid
- Unpaid
- Overtime
- Previous Day
- Current Day

View daily schedule for team or service

Click on agent name to edit individual schedule

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Scheduler Role: Forecasting

Adjust via seasonal trends

Factor in special events

Forecast future contact volume based upon historical reference period

Feedback loop through comments

Interval	Calls	SL%	SL	ATT	AWT	ASA	Agents Forecasted - Fixed	Agents Scheduled	Agent Gap	Hour Gap	Occupancy Ratio			
00:00	8	80	%	20	sec	218	25	14	3	4.0	1.0	0.5	36	%
00:30	8	80	%	20	sec	223	10	13	3	4.0	1.0	0.5	35	%
01:00	8	80	%	20	sec	219	9	9	3	4.0	1.0	0.5	32	%
01:30	8	80	%	20	sec	219	31	18	3	3.5	0.5	0.5	39	%
02:00	11	80	%	20	sec	231	16	8	4	4.0	0.0	0.0	38	%
02:30	11	80	%	20	sec	190	47	33	3	5.0	2.0	1.0	48	%
03:00	11	80	%	20	sec	232	21	8	4	4.0	0.0	0.0	39	%
03:30	11	80	%	20	sec	218	28	7	4	4.5	0.5	0.5	38	%
04:00	11	80	%	20	sec	211	21	31	3	5.0	2.0	1.0	47	%
04:30	11	80	%	20	sec	200	12	21	3	5.0	2.0	1.0	43	%
05:00	11	80	%	20	sec	218	43	10	4	4.5	0.5	0.5	40	%
05:30	11	80	%	20	sec	212	23	32	3	5.0	2.0	1.0	48	%
06:00	16	80	%	20	sec	204	33	25	4	5.0	1.0	0.5	53	%
06:30	16	80	%	20	sec	215	45	10	5	6.0	1.0	0.5	46	%
07:00	16	80	%	20	sec	220	12	23	4	6.0	2.0	1.0	52	%
07:30	16	80	%	20	sec	221	10	22	4	6.0	2.0	1.0	51	%
08:00	12	80	%	20	sec	190	24	29	3	4.5	1.5	1.0	48	%
08:30	12	80	%	20	sec	203	24	7	4	5.0	1.0	0.5	38	%
09:00	12	80	%	20	sec	230	38	15	4	4.5	0.5	0.5	45	%
09:30	12	80	%	20	sec	215	13	7	4	4.0	0.0	0.0	38	%
10:00	11	80	%	20	sec	202	27	29	3	4.0	1.0	0.5	47	%

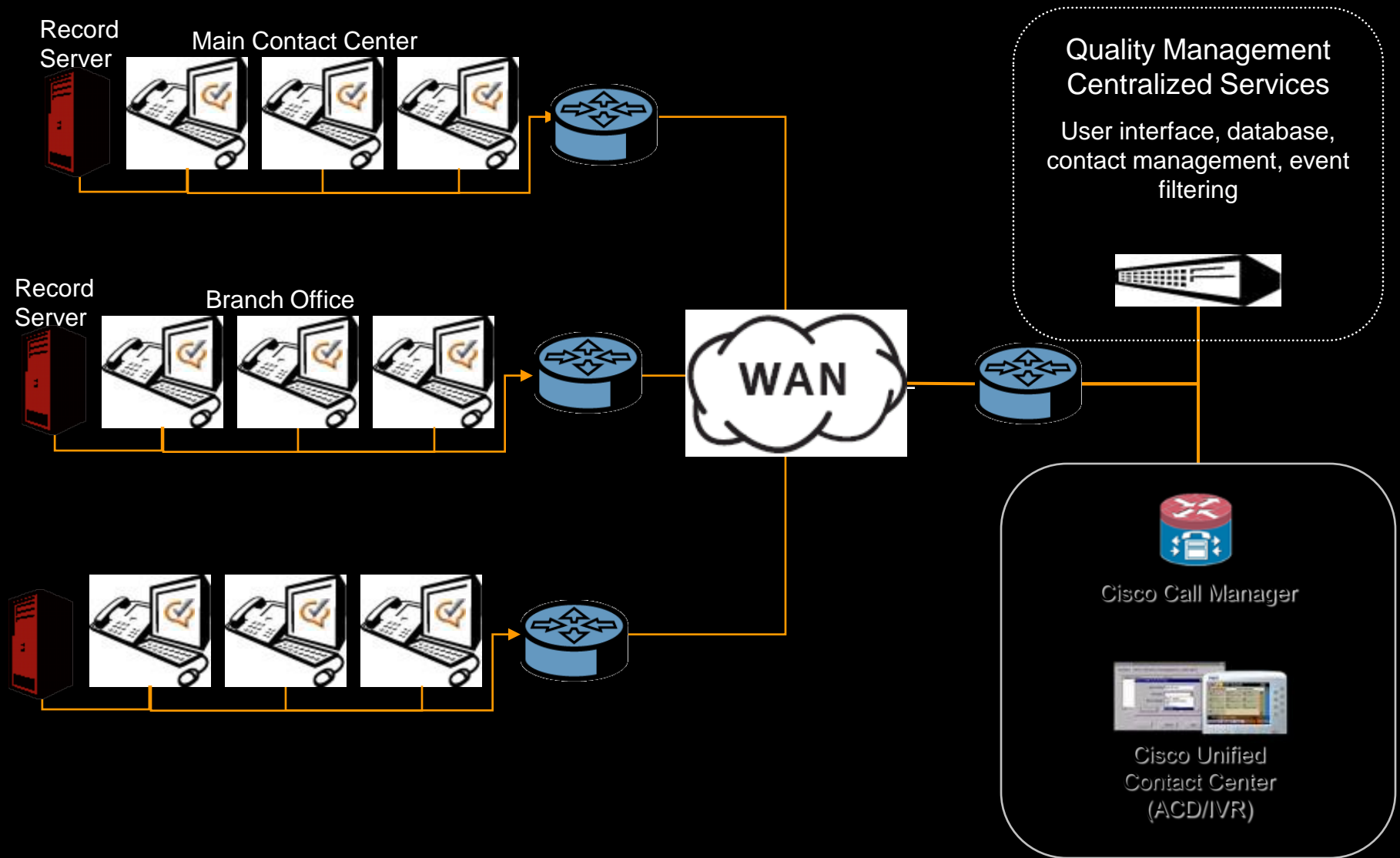


Recording

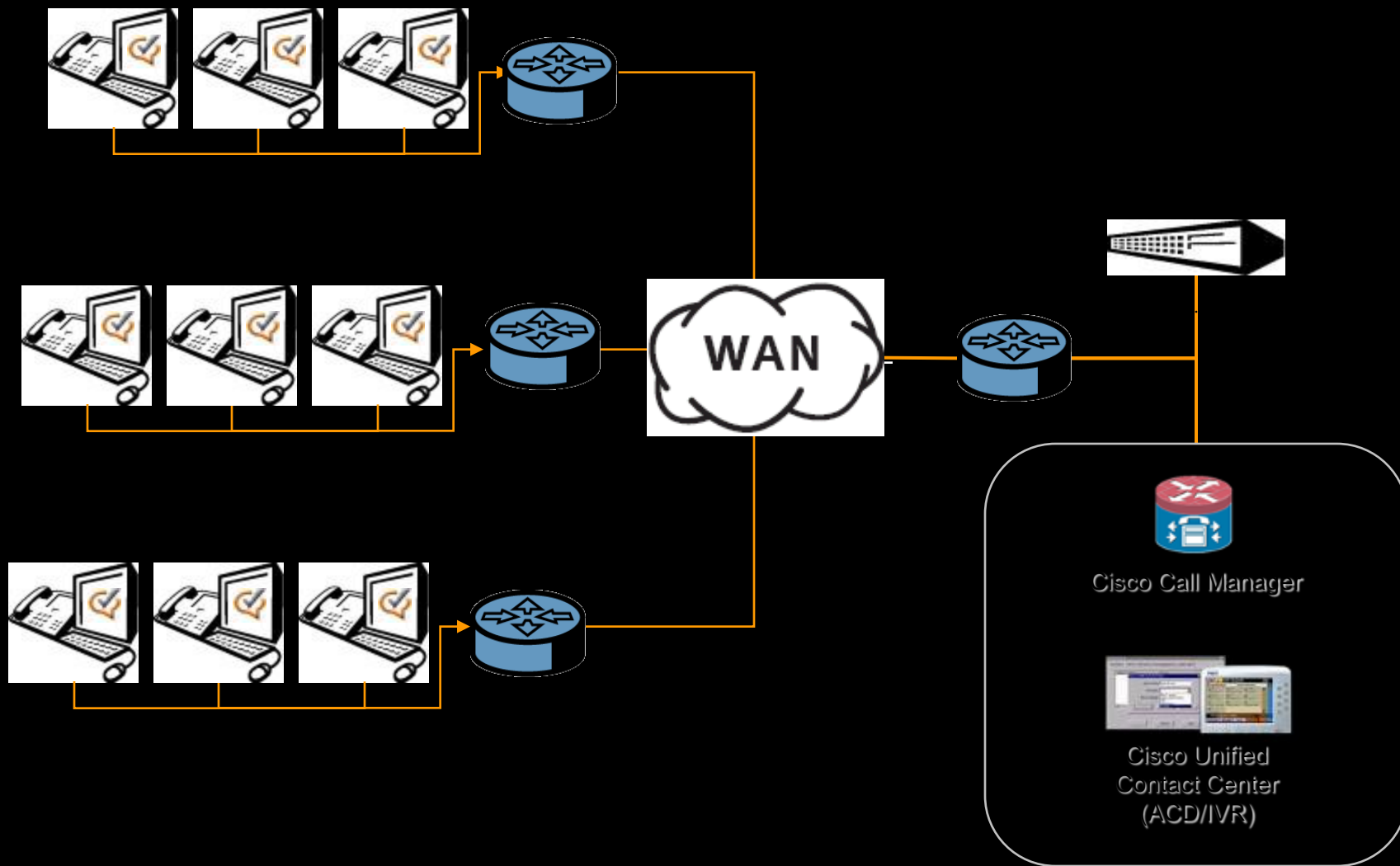
Compliance Recording and Quality Management



Recording Solution Architecture – Server Reduction



Recording Solution Architecture – Server Reduction



Quality Management Desktop: Playback and Evaluation

File Settings Help

QUALITY MANAGEMENT Welcome, vegas1 Role: Supervisor
Log Off | Exit | Change Role or View | Help | About

Dashboard Recordings Archives Reports

Sort by organization

- Recordings
 - Unscored
 - In Progress
 - Needs Approval
 - Scored
 - Las Vegas
 - Crofton Hegarty
 - Katelyn Oneal
 - Shanelle Macks

Evaluation View

Call metadata

Item	Value
Evaluation Form Name	Virtucon Evaluation
Agent Name	Crofton Hegarty
Agent ID	1.1072
Team Name	Las Vegas
Evaluator Name	Eva Luator
Date of Contact	August 1, 2008 2:55:47 PM CDT
Date Evaluated	February 19, 2008 2:55:14 PM CDT
Evaluation Score	100%
Calling Number	7639712000
Called Number	7639712213
Call Duration	00:01:56
Audio Duration	00:01:56

Save Delete

Position 00:00:07

Feedback loop through comments

Evaluation Form

Total: 12 Possible: 12 Percent: 100%

Applications: 25% Greeting: 25% Handling Objections: 25% Closing: 25%

Total: 3 Possible: 3 Percent: 100%

1.1 Efficient and effective utilization of Cisco Agent Desktop?
 No Yes NA

1.2 Opens appropriate company and contact within Salesforce.com?
 No Yes NA

1.3 Creates a new contact entry for any caller not in system?
 No Yes NA

Form Controls

Training HR

Save

Form Comments

Add Read

Section Comments

Add Read

Flag calls for Training and HR

Refresh



High Availability

CCX 8.0 High Availability over the WAN Model



Reminder – Ken Wong’s HAoWAN Deep Dive covers:

- Current HA Deployment Overview

- Unified CCX 8.0 HA Architecture

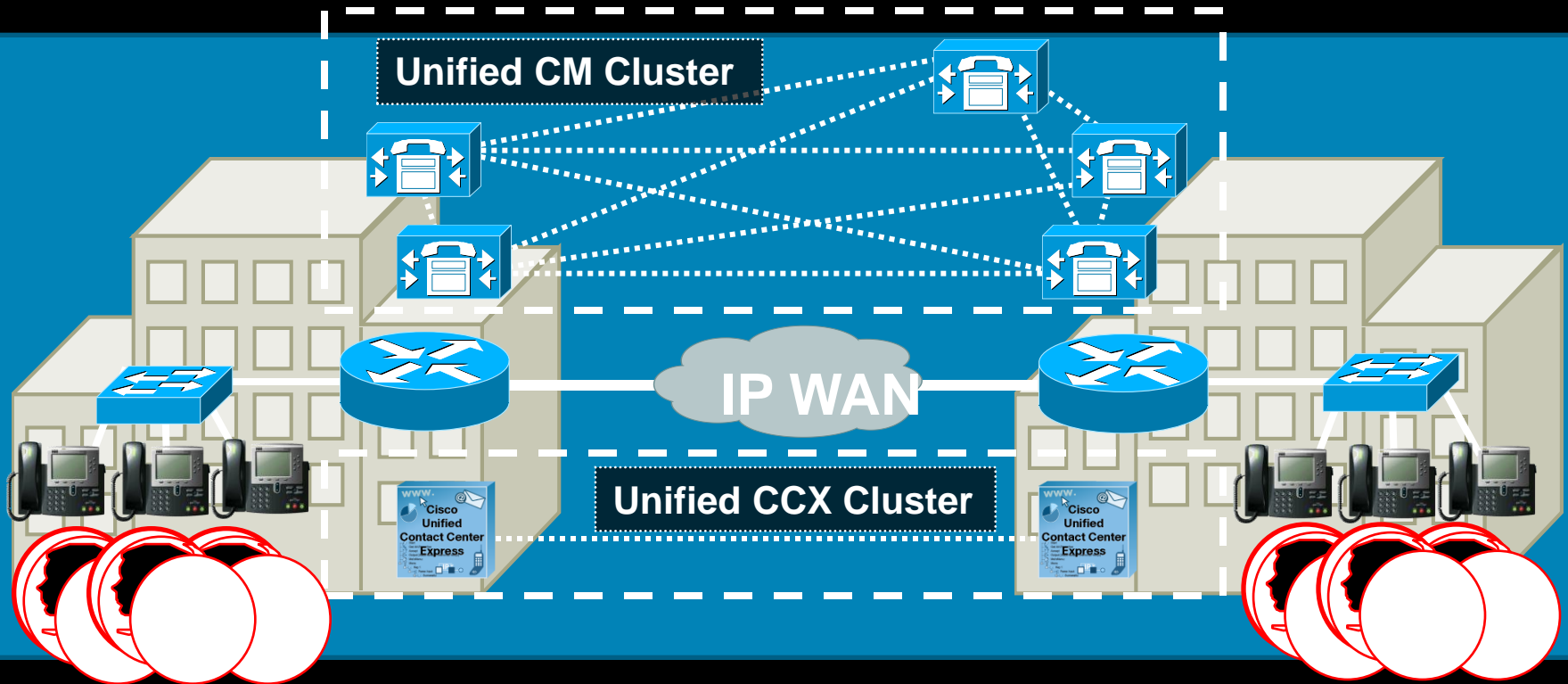
- Deployment Models

- Recommendations/Best Practices *

- WAN Provisioning *

Due to time limitations this presentation will be at a higher level and won't cover topics marked with *

Unified CCX HA over WAN



Provide site redundancy for disaster recovery

Latency: 80 ms RTT between Unified CCX nodes (same as for Unified Communication Manager clusters)

Bandwidth: ~2 xT1 between data centers

Unified CCX 8.0 HA Architecture – Engine Redundancy



- Maximum of 2 Servers
- Active (Master)/Standby Engine
- Primary Engine/Preferred Master
 - First Node in the Cluster
 - Apply to Island Mode Merge and Select Master from AppAdmin
- Separate by LAN or WAN
- Failover detection time based upon deployment type:
 - For LAN, heartbeat is sent every 0.5ms and failover if missing 5 heartbeat
 - For WAN, heartbeat is sent every 1s and failover if missing 10 heartbeat

Unified CCX 8.0 HA Architecture – Database Redundancy



- Publisher/Subscriber

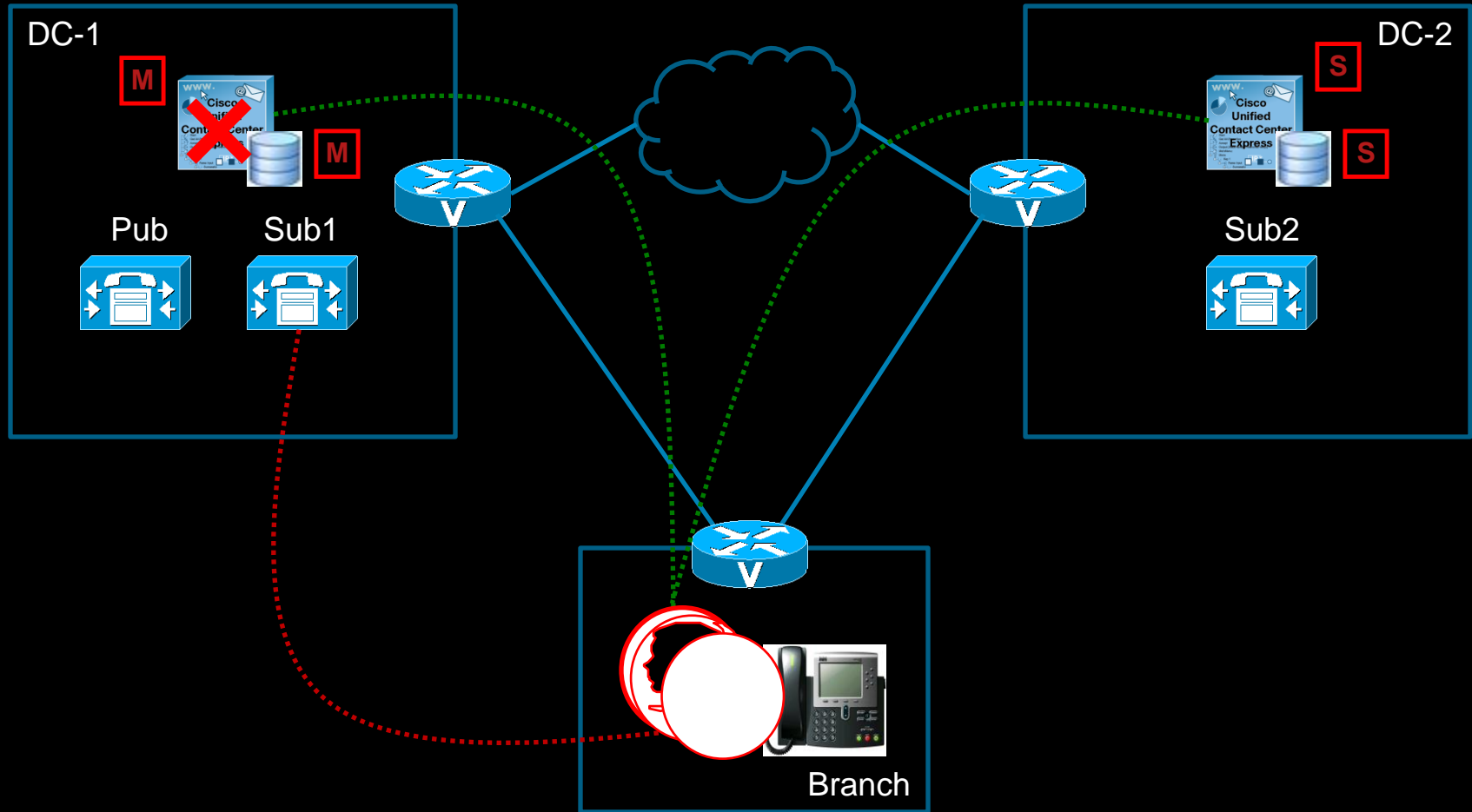
 - Data is written from database master and then replicates to the standby database

 - Database mastership follows the engine master

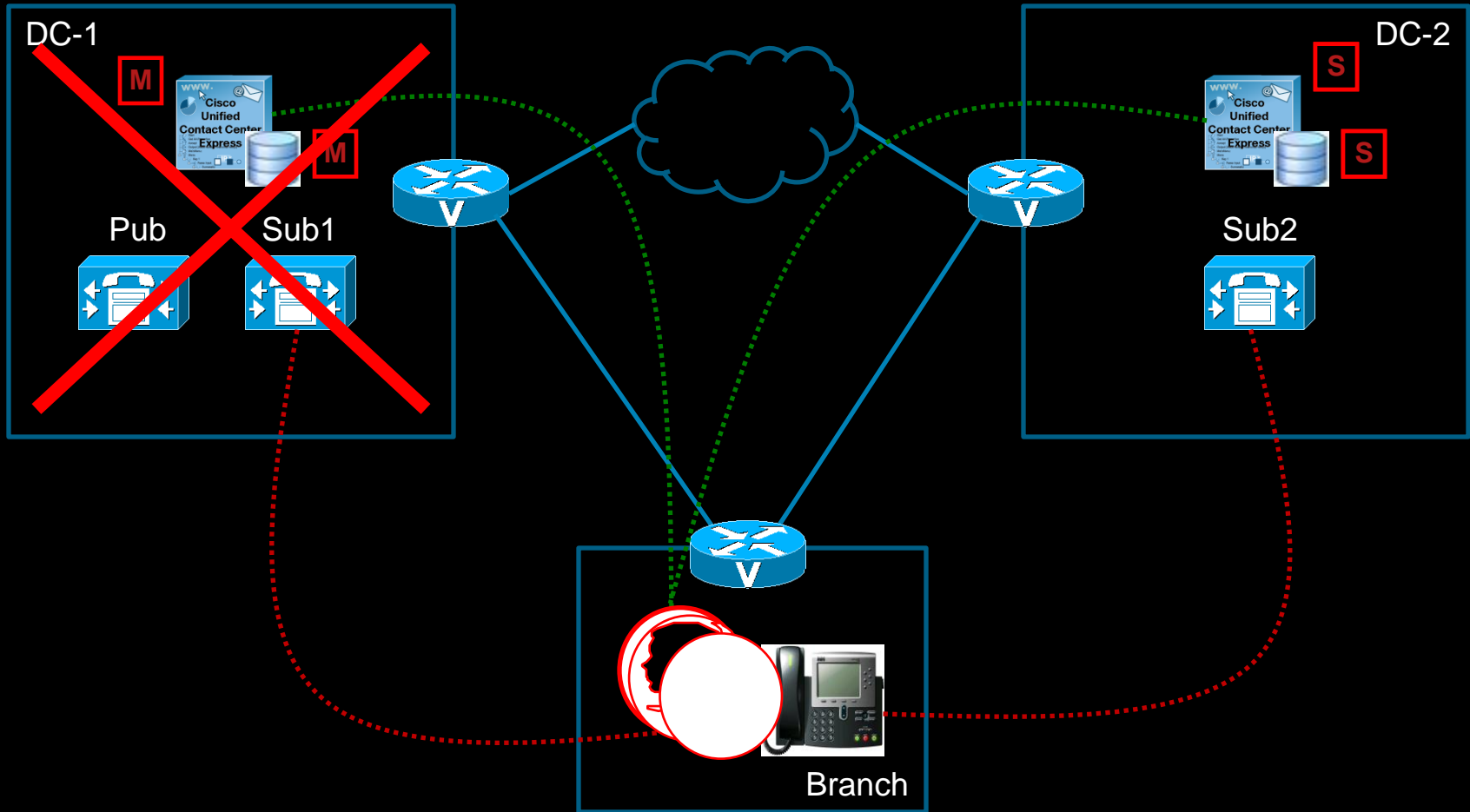
8.0

- If one the database fails, data is written to the surviving database except for CDS
- Data can be written to CDS only if both database publisher and subscriber are up
- HR are generated from database where standby engine located

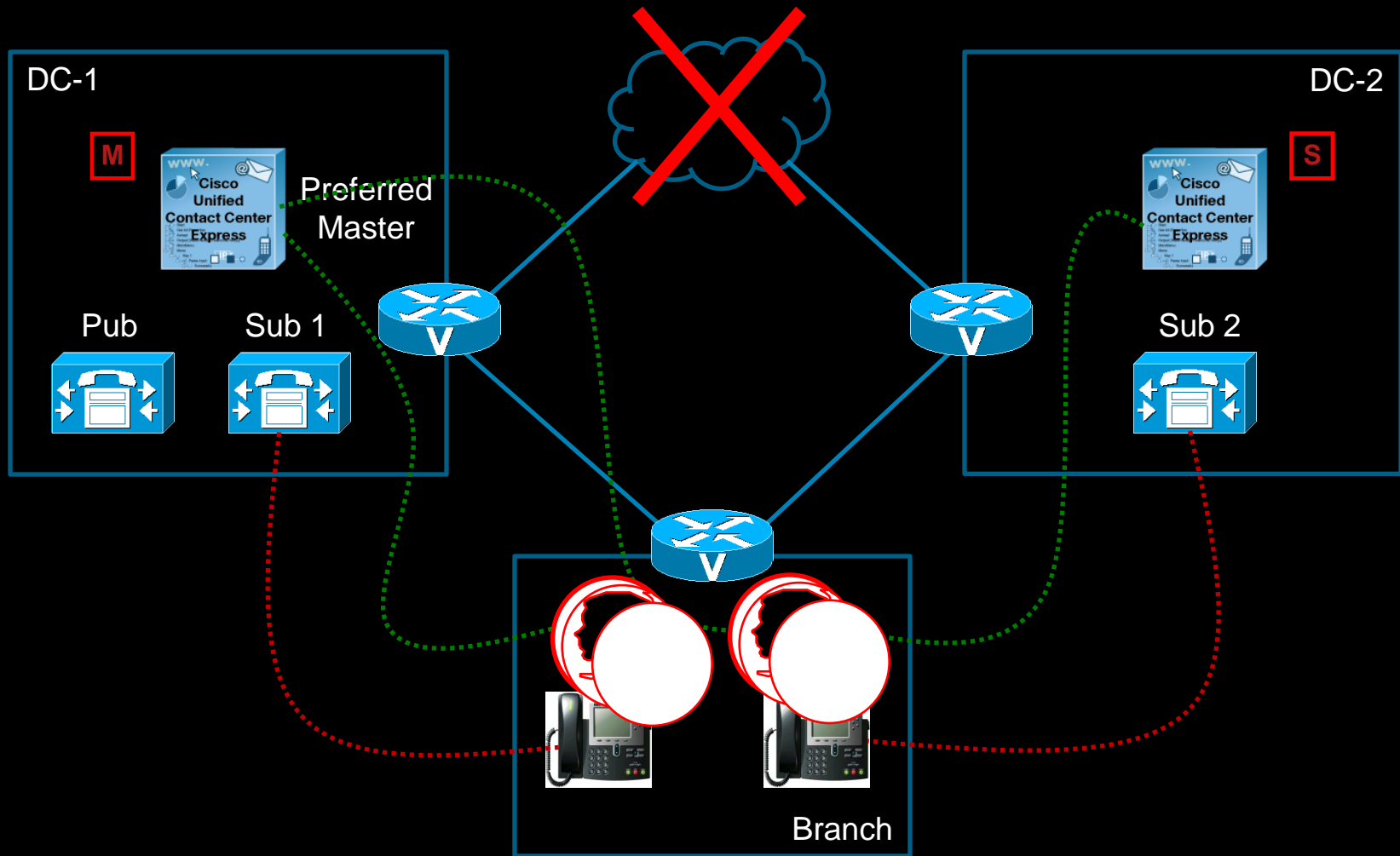
Unified CCX Engine Failover



Data Center Failure



Island Mode





Agenda

9.30 Welcome (room: Amalienborg)

9.35 Contact center trends in the market

10.00 Break - Grab some fruit when going to your breakout session

10.05 Breakout sessions:

=> Business track (this room/Amalienborg)

=> Technical track (go to room: H.C.Andersen)

11.25 Break (go to room: Amalienborg)

11.30 Customer case

=> L'EASY Contact center – Kristian Saouma-Pedersen

11.50 Cisco offers overview

12.00 Lunch – Sandwiches in the lounge

