



Cisco Expo
2009

Winning with Customer Care



Winning with Customer Care - **Joseph Bassali**

Agenda



1. New Contact Center Market Trends
2. Cisco IP Contact Center Architecture
3. Cisco Voice Portal and Video Call Center
4. Expert Advisor
5. Cisco Unified Intelligent Suite

CEOs: Putting Customers First in 2008

Customer Service Top of List of Issues in Recent CEO Report

Executive Summary

The 2008 CEO Report

This is the third annual NYSE CEO Report and in many respects we find the viewpoints and challenges of CEOs around the world have not dramatically changed. That said, however, a number of important themes emerged this year that tell us CEOs are sharpening their focus on growing their business.

The first theme is that this may be a year in which there is renewed vigor around the customer – 2008 may be a year where many CEOs put the customer at the top of the long list of issues on which they must focus. Why? Simply stated – customers are at the core of growth. Here are a few points from this year's study that are the foundation of this theme:

- CEOs are planning greater investment, both budget and time-wise, on customer relationship management.
- The importance of sales growth as a performance measure has increased since the prior study. Customers are the engine of sales growth.
- Brand, reputation, and investments in corporate social responsibility are more important this year – all efforts that are focused on the winning the hearts and minds of the customer.
- While many CEOs say it is easier to attract customers than it used to be, many, particularly outside the United States, say it is getting harder to retain customers. CEOs recognize that losing customers can be costly.

Source: NYSE CEO Report 2008, Opinion Research Corporation, 2007

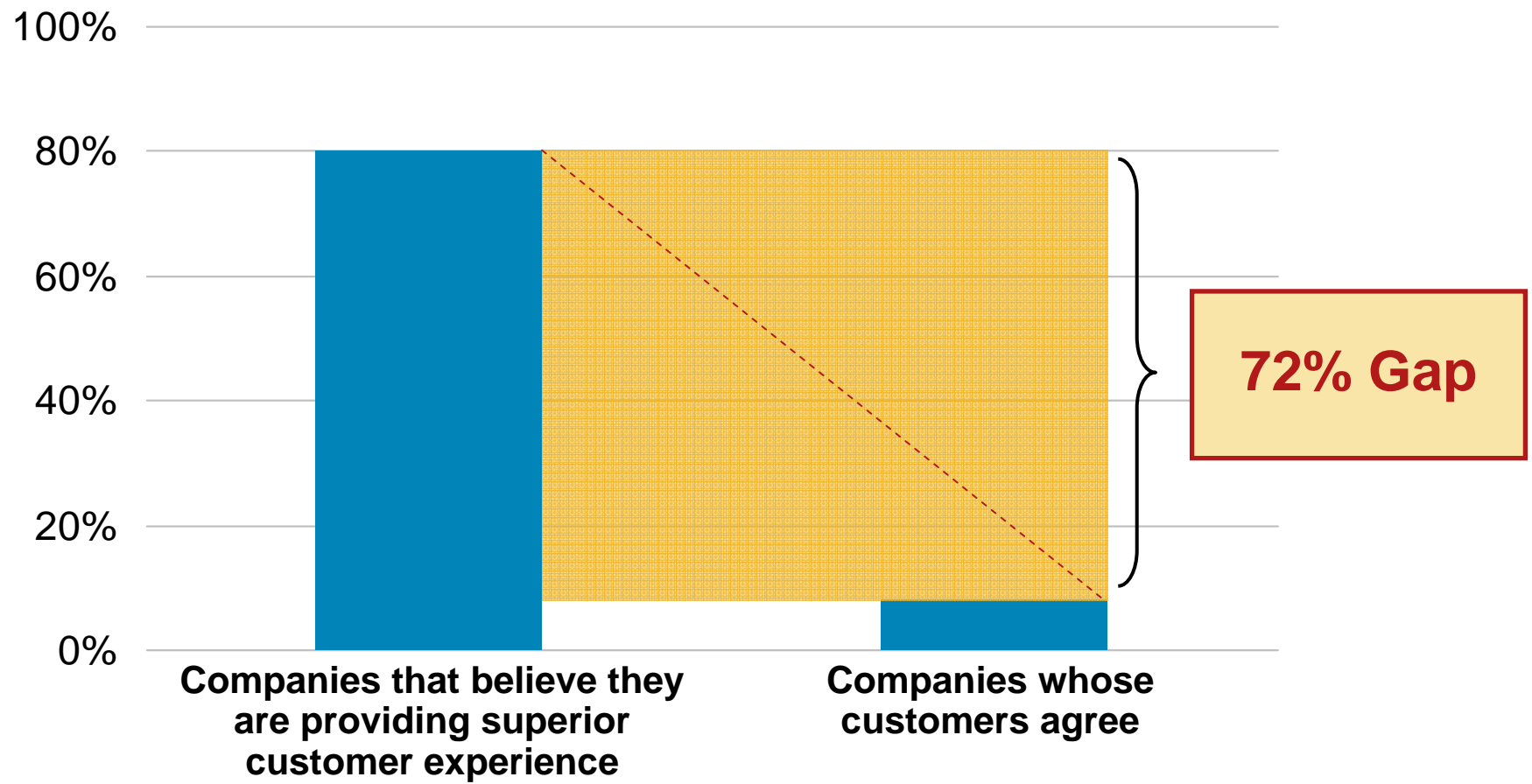
The Phone Often Destroys Customer Trust

Today's typical service experience often **damages goodwill** and challenges customer loyalty.



Most Don't Know the Damage They're Doing

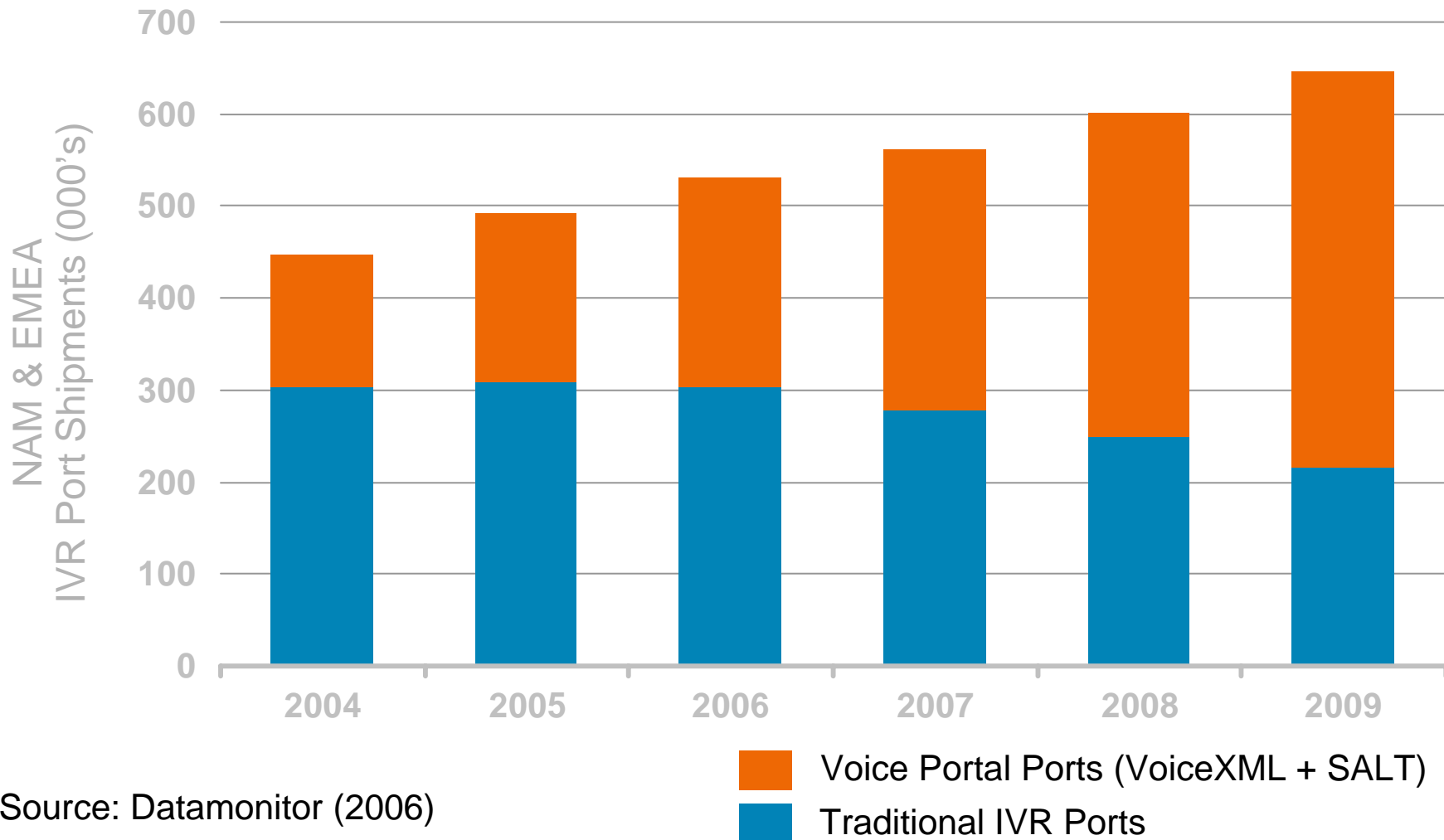
There is a wide gap between **what companies think** they are delivering and **what customers think** they are getting.



Source: James Allen, Bain & Company, October 2005

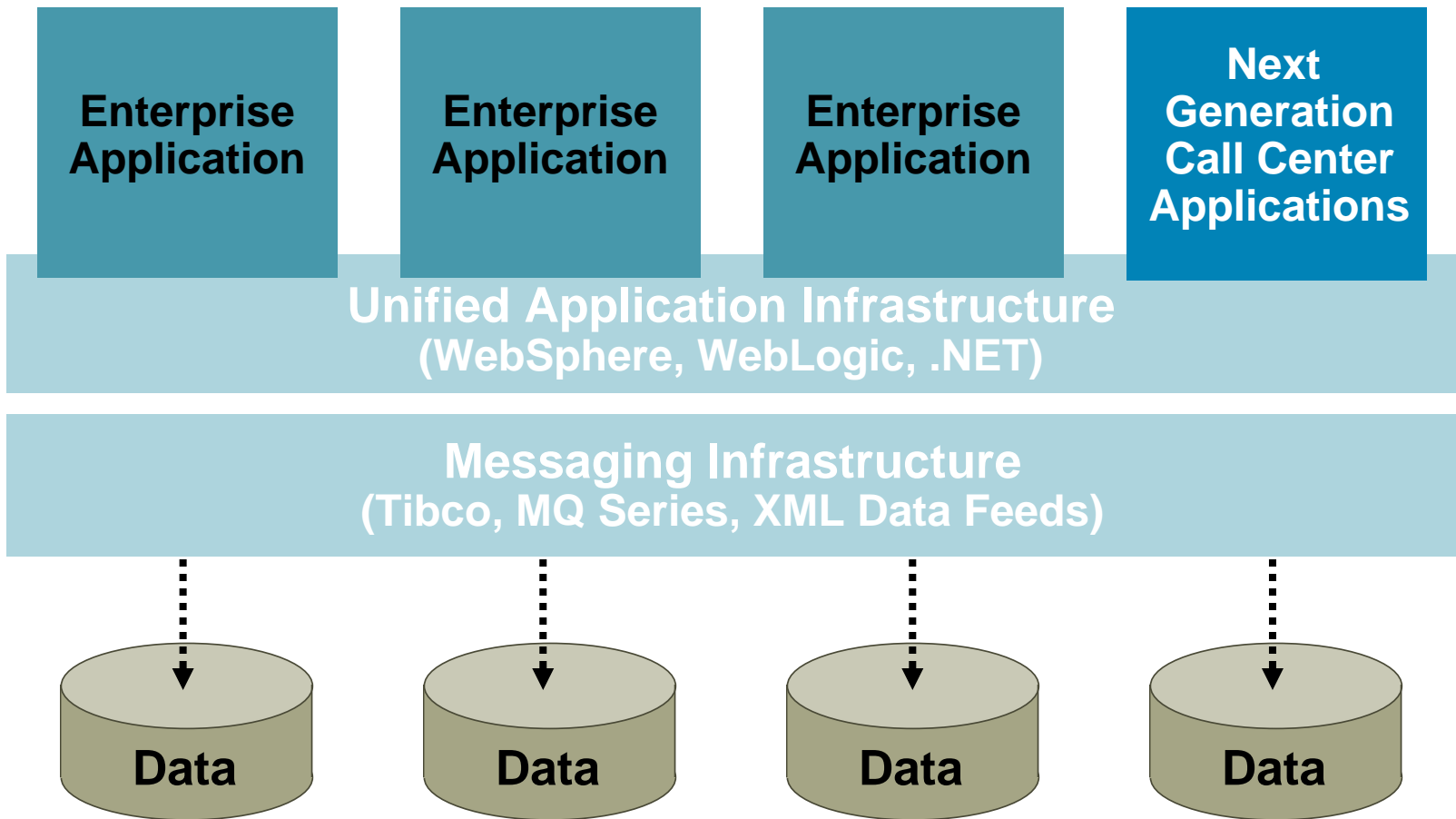
Standards Adoption in Self Service

Voice portal shipments overtake traditional ports by 2007.



Source: Datamonitor (2006)

Application Convergence in Contact Center



Architectural Revolution (not Evolution)

The contact center will look very different in a few years.

Function	Contact Center Architecture	
	Current	Emerging
Scripting	Proprietary	VXML, CCXML
Call Control	ACD, PBX	CCXML, SIP
“Agent” Availability	ACD	Presence Server
Voice / Data Alignment	CTI	VoIP (SIP)
Routing Logic	Proprietary	SOA-based business rules
“Agent” Desktop	Proprietary, fat client	Portal-based, personalized
Reporting	Proprietary	Enterprise BI suites



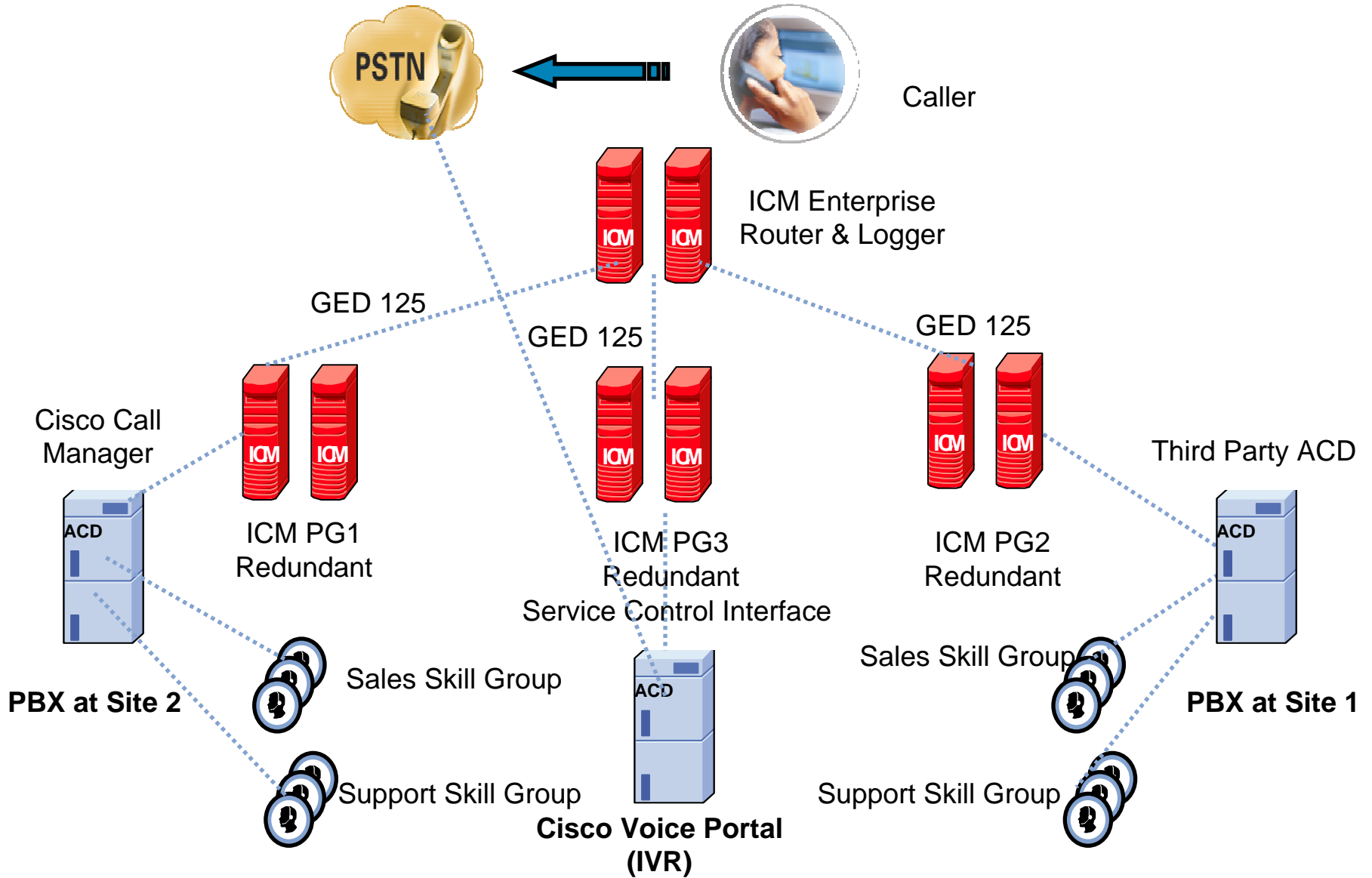
Cisco IP Contact Center Architecture

Cisco IPCC Architecture

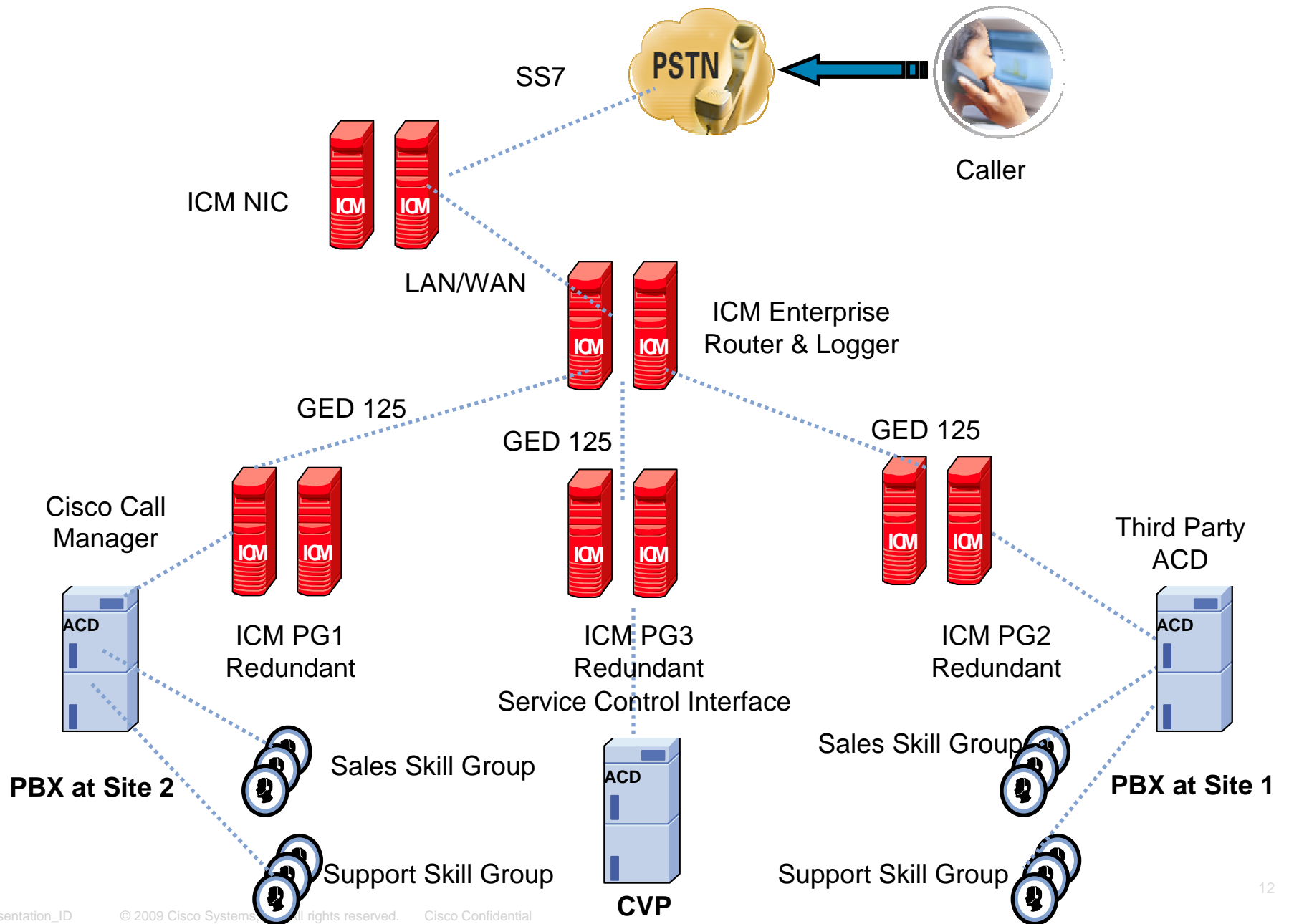


“Consolidating Multi-Vendor Contact Center”

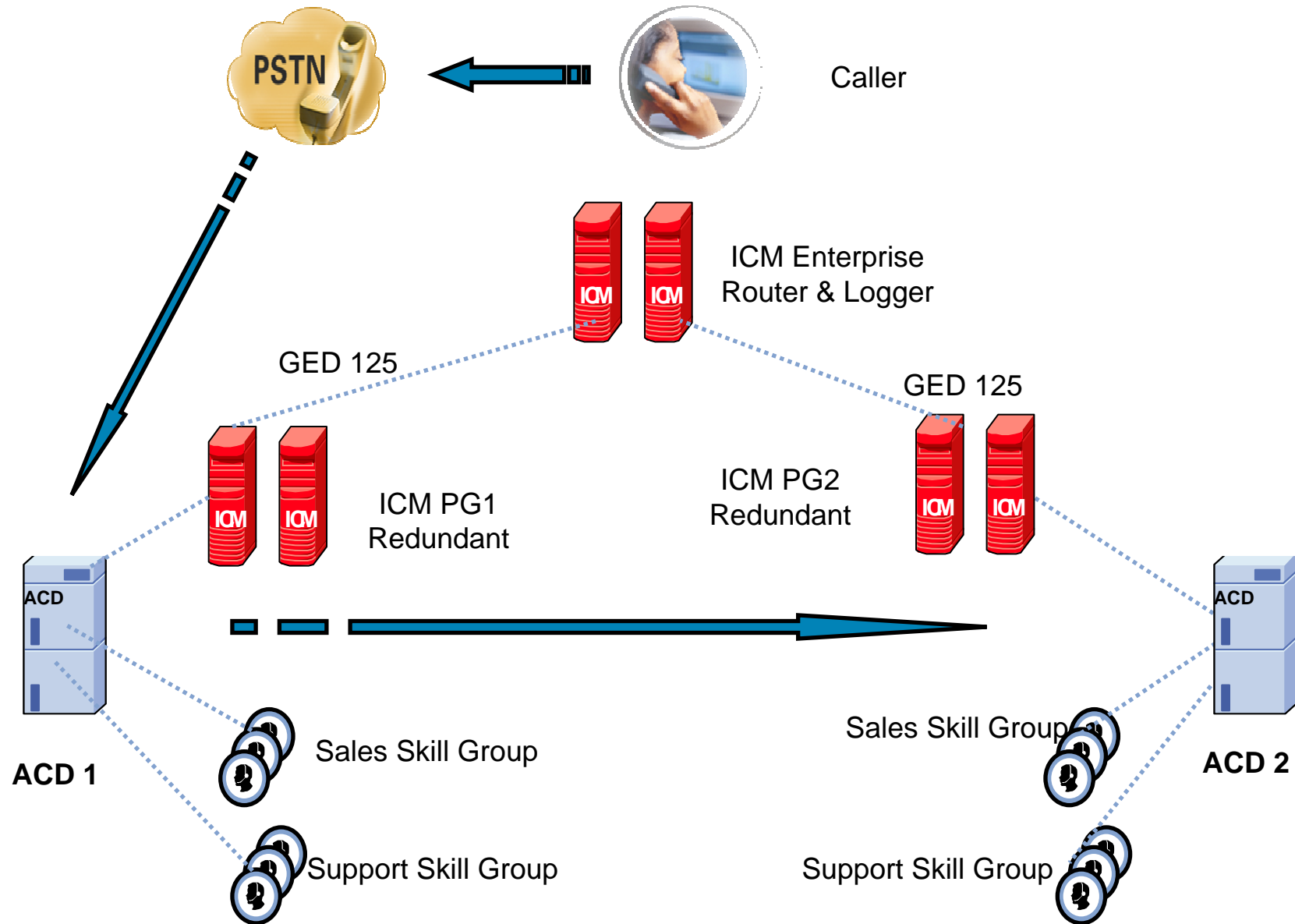
IPCC Post Routing



IPCC Pre-Routing



IPCC and Enterprise Skill Group



Cisco ICM Platform Support

CRM	IVR	ACD/PBX	WFM
Siebel Oracle PeopleSoft AIT Limited Broadbase SW Broad Daylight Call CTI Center Point Sol. Chordiant SW Cicero Tech. eLoyalty E.piphany Graham Tech. Kana Neural Act SW New Channel Pegasystems Point Info Systems Spider Technologies YOUcentric	Lucent Conversant Aspect—VoiceTeck Aumtech Edify Epos Facetime Com. iBasis IBM—Direct Talk Intervoice-Brite Passcom Periphonics Sonexis Spanlink Syntellect Telera TellMe Networks TellnGo Varetis Virtual Hold Tech. Voxtron	Cisco Call Manager Nortel DMS 100 & 500 Nortel SL100 Nortel Meridian Nortel Symposym Alcatel 4400 Aspect App Bridge Aspect Contact Server AVAYA Definity AVAYA S8700 AVAYA S8100 & S8300 AVAYA G600 & G700 Ericsson APC1000 Ericsson MD110 NEC NEAX 2400 IMX NEC APEX 7600 NEC AEX 7400 Rockwell Siemens HICOM 300 Siemens ROLM 9751	Aspect—TCS Blue Pumpkin IEX Newmetrics

Cisco Central Features Across all ACDs and IVRs

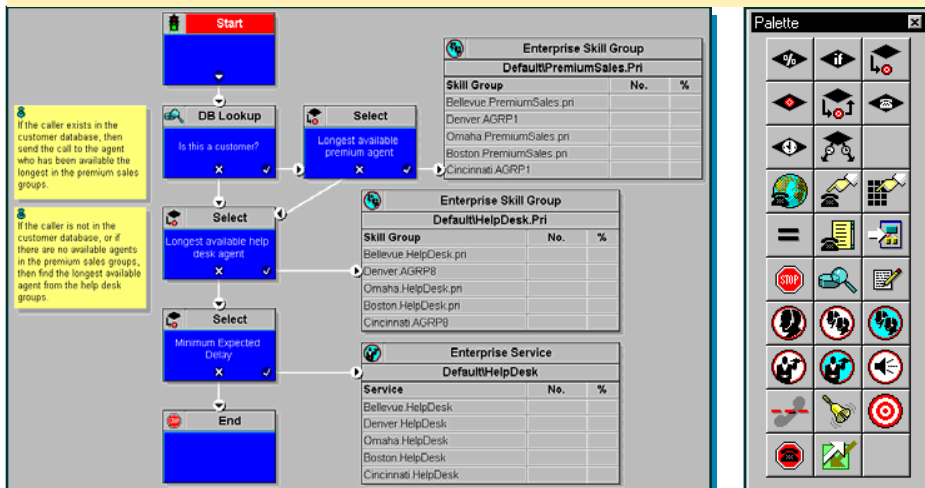
Agent Desktop Integration



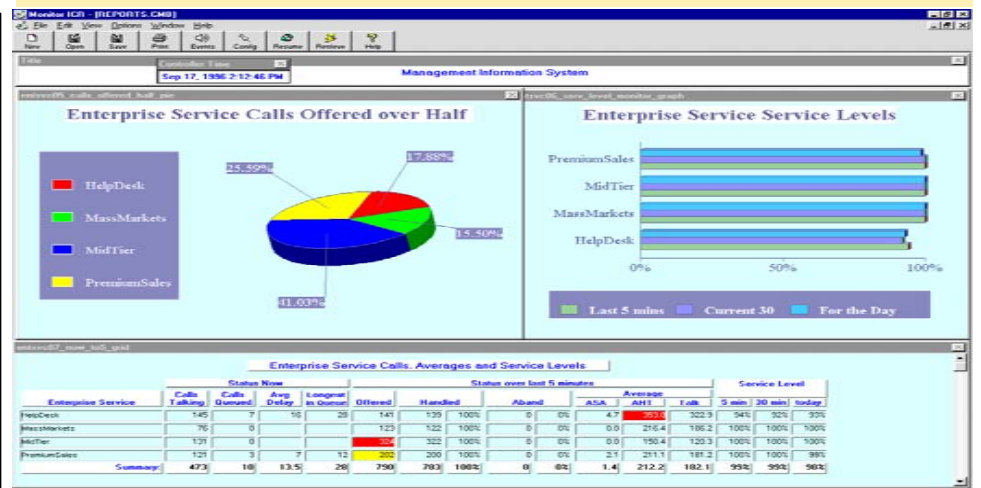
Network Pre and Post Routing



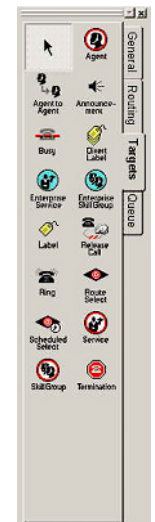
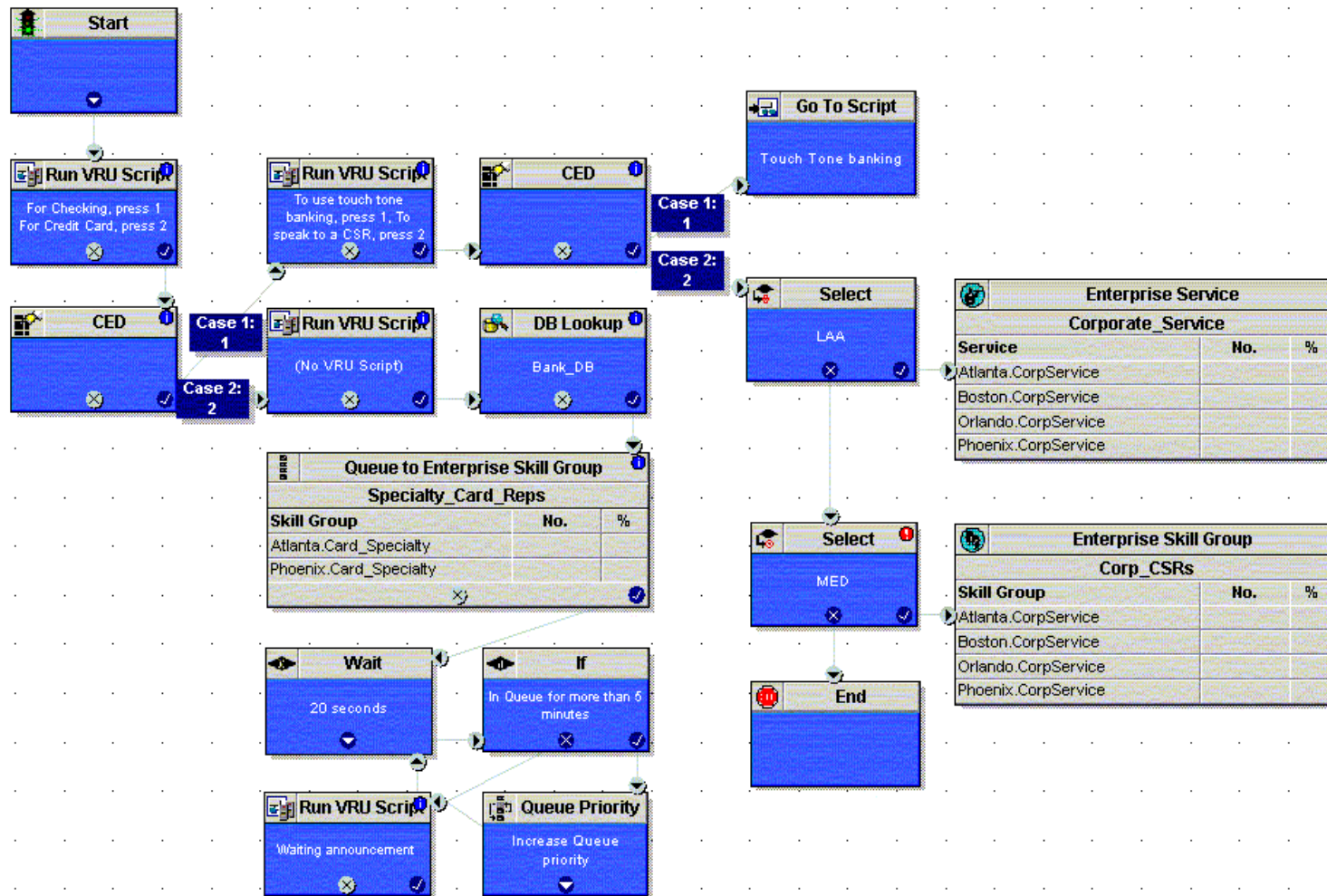
Scripting and Central Management



Real Time and Historical Reporting



IPCC Enterprise Script Editor



Cisco IPCC Enterprise Edition Reporting

1. 100+ standard Cisco IPCC enterprise reports
2. Historical and Real-Time
3. Browser-based
4. Unlimited custom reports
5. DB Schema
6. Multi-Channel

Peripheral Agent Call Summary Daily Report

From: 6/12/02 00:00:00 To: 6/12/02 13:59:00

Agent Name / Skill Group	Incoming Calls							Outgoing Calls				Call Treatment						
	Calls Handled	Direct In	Trans In	Conf In	Re-Direct	Abn Ring	On Hold	Abn Hold	Ext Out	Int Out	Trans Out	Int Hold	Conf Out	Consult Calls	Supp Assat	Emerg Assat	Barge In	Inter-cepted
Agent1506, Settings_2 (5021)																		
PCC_P01_1_Benefits.pri (5062)																		
6/1/02	2	0	0	0	0	0	2	1	0	0	1	1	0	0	0	0	0	0
6/11/02	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0
6/12/02	7	0	0	0	0	0	7	0	0	7	1	0	0	0	6	0	1	0
Skill Group Summary	10	0	0	0	0	0	2	1	0	8	2	0	1	0	6	0	1	0
PCC_P01_1_Default_SML_Gro.pri (5073)																		
6/1/02	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0
6/11/02	0	2	1	0	0	0	0	0	1	7	0	0	0	0	0	0	0	0
6/12/02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Skill Group Summary	0	2	1	0	0	0	0	0	1	7	0	0	0	0	0	0	0	0
Agent Summary	10	2	1	0	0	0	2	1	0	16	2	0	1	0	6	0	1	0
Agent1504, Settings_2 (5022)																		
PCC_P01_1_Benefits.pri (5062)																		
6/1/02	2	3	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6/11/02	1	0	0	0	0	3	1	0	0	1	1	0	0	0	0	0	0	0
6/12/02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Skill Group Summary	3	3	3	0	3	3	1	0	0	1	1	0	0	0	0	0	0	0
PCC_P01_1_Default_SML_Gro.pri (5073)																		
6/1/02	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

- **Agent**

- **Skill group**

- **Services (Application)**

- **Call type**

- **Queue ports**

- **Real time**

- **Half hour**

- **Daily**

- **Single site**

- **Enterprise**

CISCO Agent Desktop Interface, CRM connectors, IP Phone Agent, IP Communicator

IP Phone AGENT



IP Communicator



Logos for CRM connectors: SIEBEL eBusiness, SAP, Microsoft Dynamics, PeopleSoft, ORACLE, and Salesforce.

Original Calling#	Original Called#	Duration
18847	6401	00:01:07

Type	Description	Duration
out...	Route Point 7906	00:00:00
6Q	7906.csq	00:01:47
Agent	Wachholz Kristy	00:00:12
Agent	Ewert David	00:01:07
	Total	00:03:06

top application as primary tool for
ct transactions using:

ory
ory Data

Agent Real Time Displays

File

Real Time Displays Skills Statistics Display

Skill Name	Agents	Calls Handled	Talk Average	Calls Waiting	Current Oldest
00091953050	102	0	00:00:00	0	00:00:00
sk6500	100	0	00:00:00	0	00:00:00
sk9560	102	2,113	00:02:00	0	00:00:00

Real Time Display: Active

6. Skill and Queue Statistics

Cisco Voice Portal – Product Overview

CVP and Video Call Center



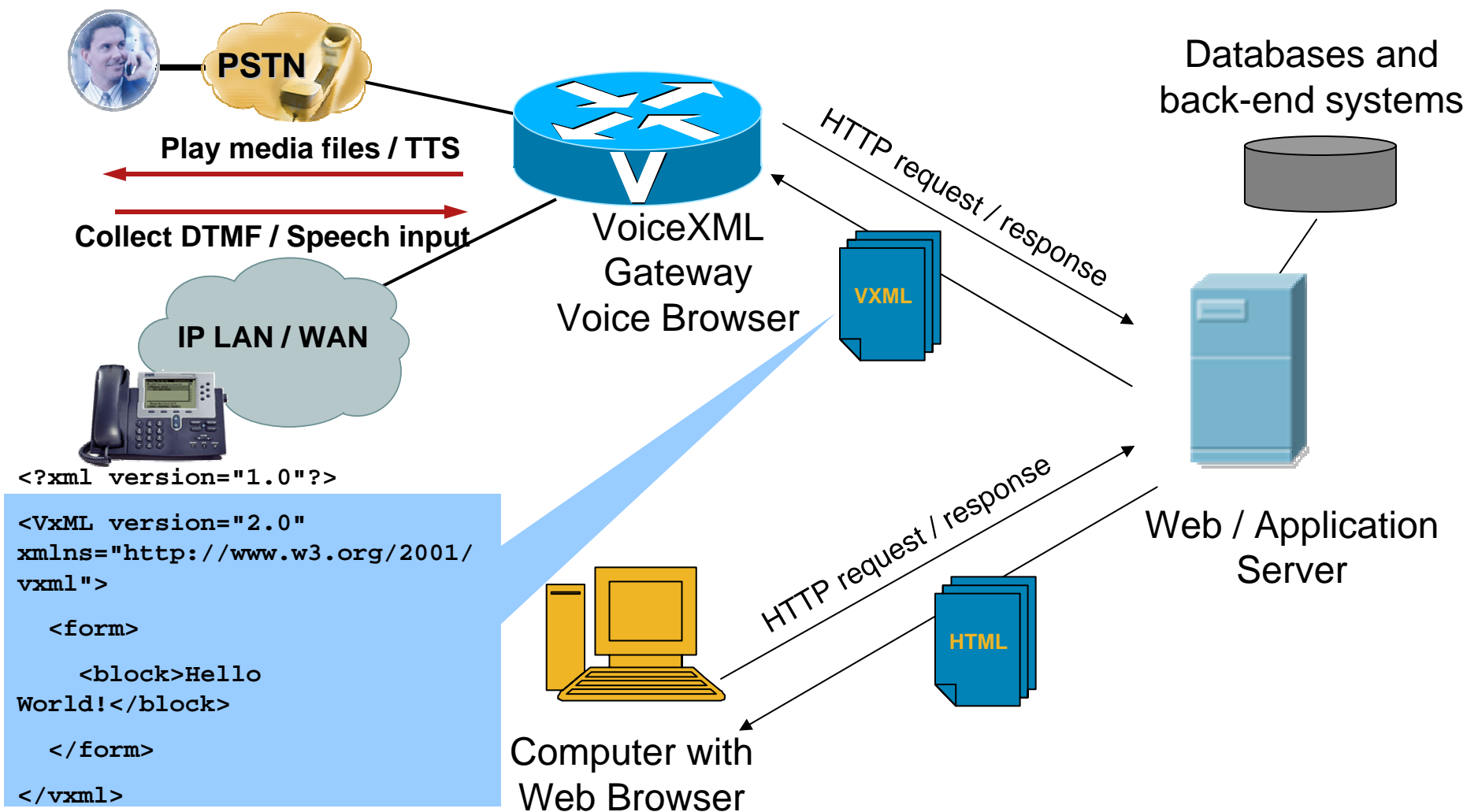
“Queue the Call At the Edge of your Network”

Cisco Unified Customer Voice Portal

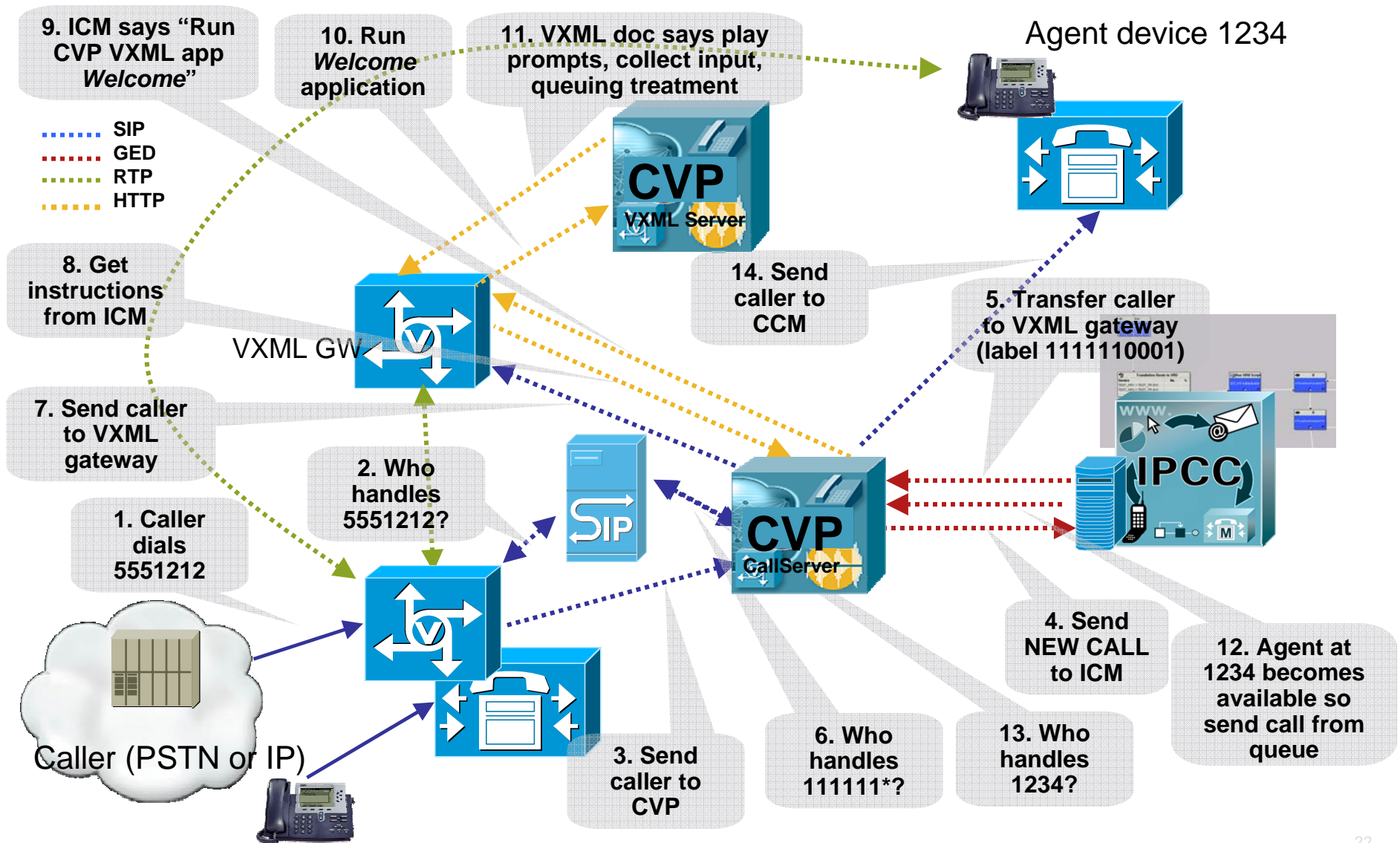


1. Voice XML based IVR
2. Highly scalable and distributed architecture
3. Deployment of speech applications
4. Voice over IP call control using H.323 and SIP

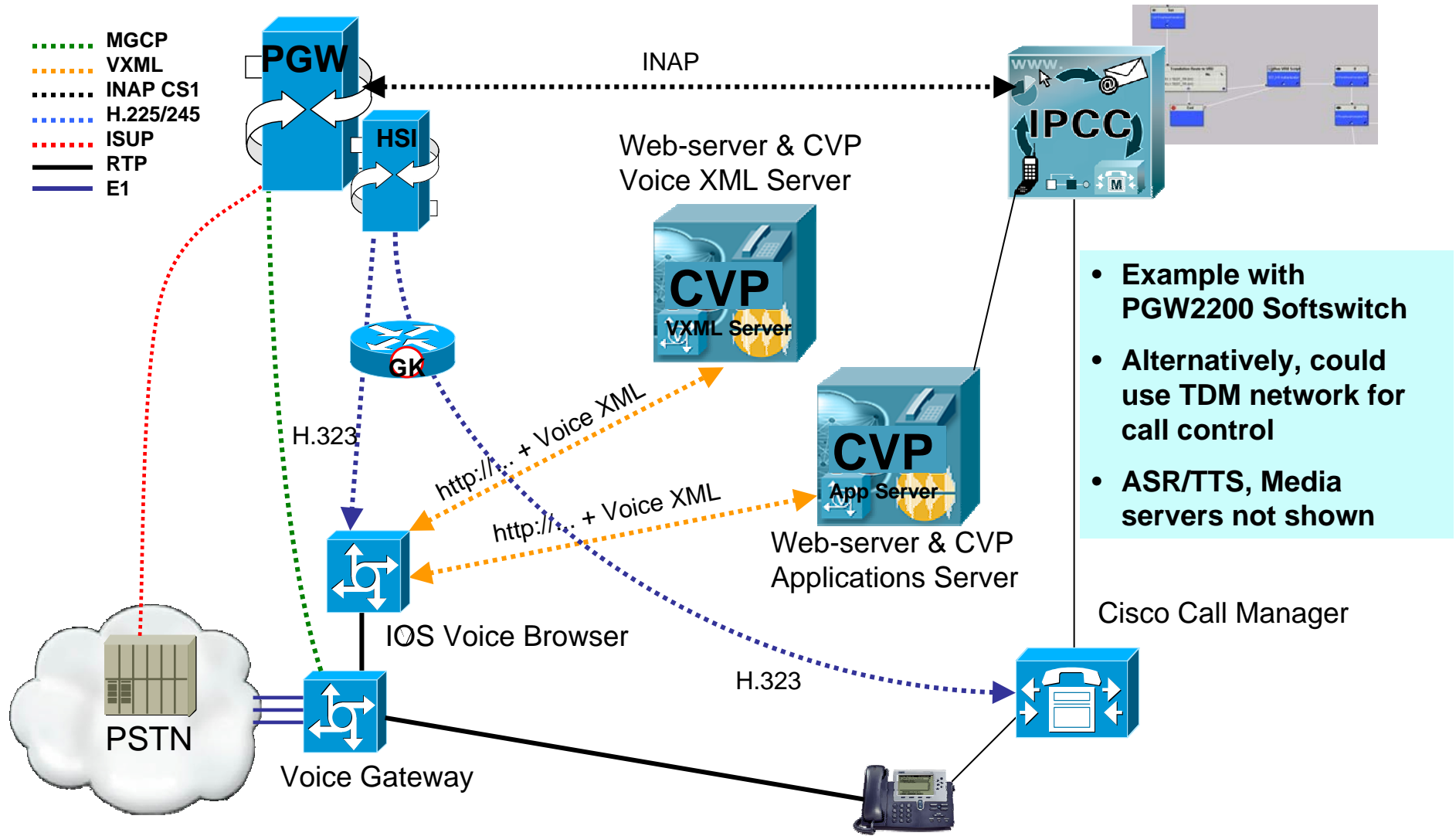
Voice Browsing vs. Web Browsing



Comprehensive Call flow

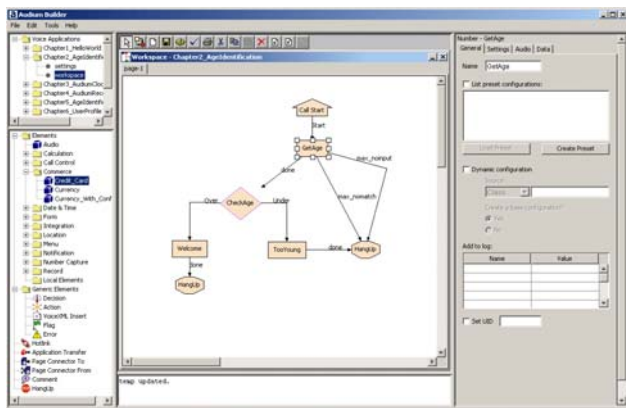


PGW Integration with IPCC

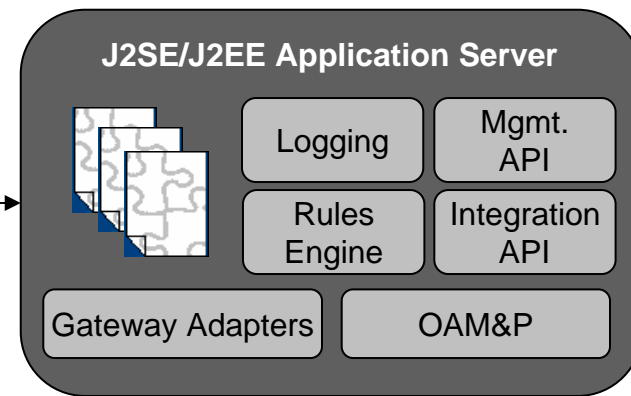


CVP Components: CVP VoiceXML Server

CVP Studio
Service Creation Environment

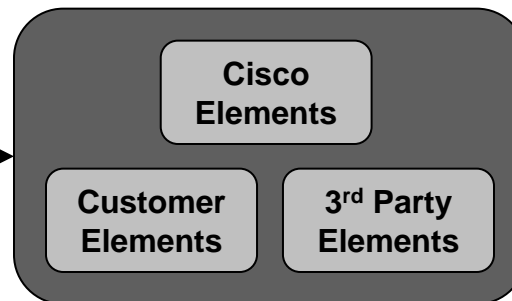


CVP VoiceXML Server
Application Execution

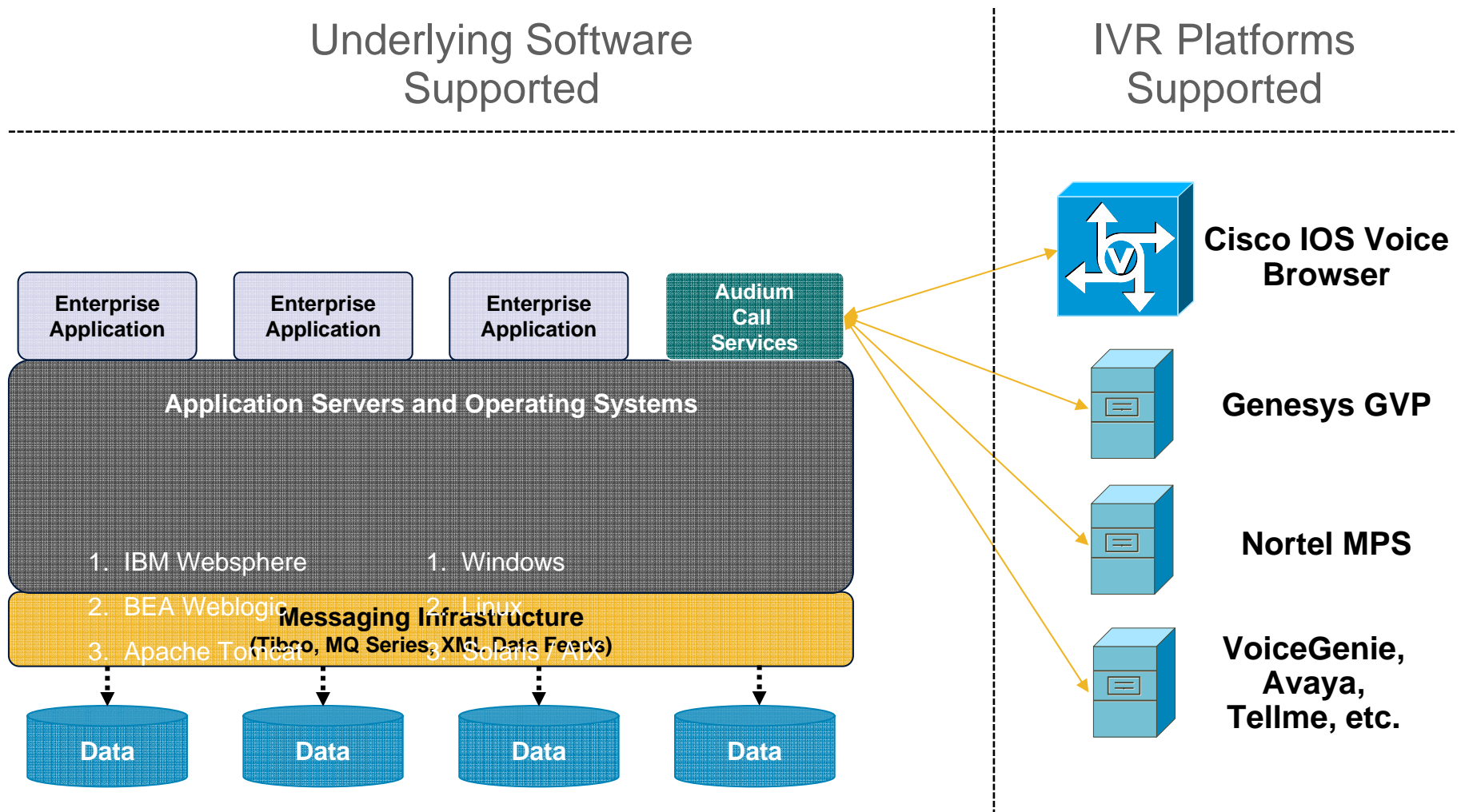


Application

CVP OpenSDK
Reusable Element Repository



Detail: Support for Multiple IVRs, Application Servers and Operating Systems



Cisco VoiceXML Browser Options

Voice Gateway and VXML Sessions

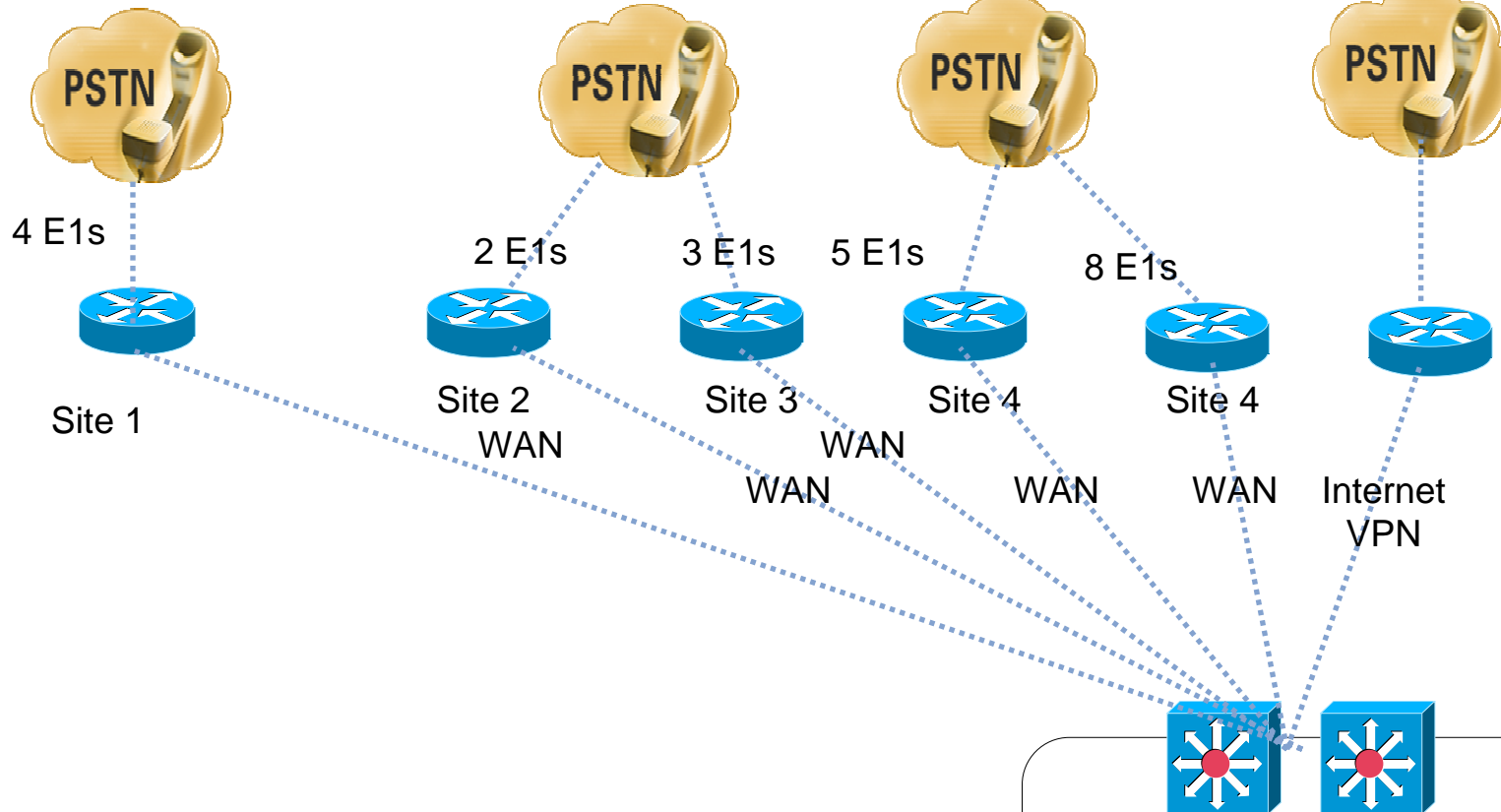
Platform	Dedicated VXML Service		Voice Gateway and VXML		Minimum DRAM Recommended	
	VXML and DTMF	VXML and ASR/TTS	VXML and DTMF	VXML and ASR/TTS		
Cisco 2801	7	6	6	4	256MB	00XM
Cisco 2811	30	24	24	20	256MB	
Cisco 2821	48	36	36	30	256MB	
Cisco 2851	60	56	56	48	512MB	
Cisco 3725	68	50	50	38	512MB	
Cisco 3745	100	80	77	60	512MB	
Cisco 3825	120	96	96	72	512MB	
Cisco 3845	150	144	144	96	512MB	00HPX
AS5400HPX	96	90	90	72	Default	
AS5350XM	240	192	192	192	Default	
AS5400XM	240	192	192	192	Default	

Saudi Arabic

Cairo

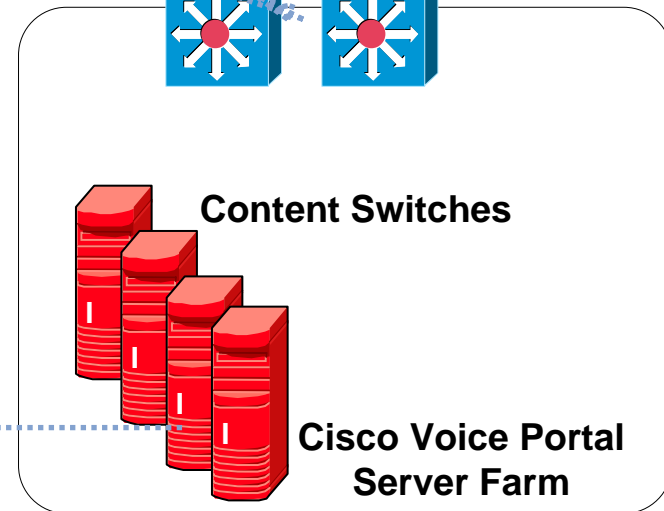
Alexandria

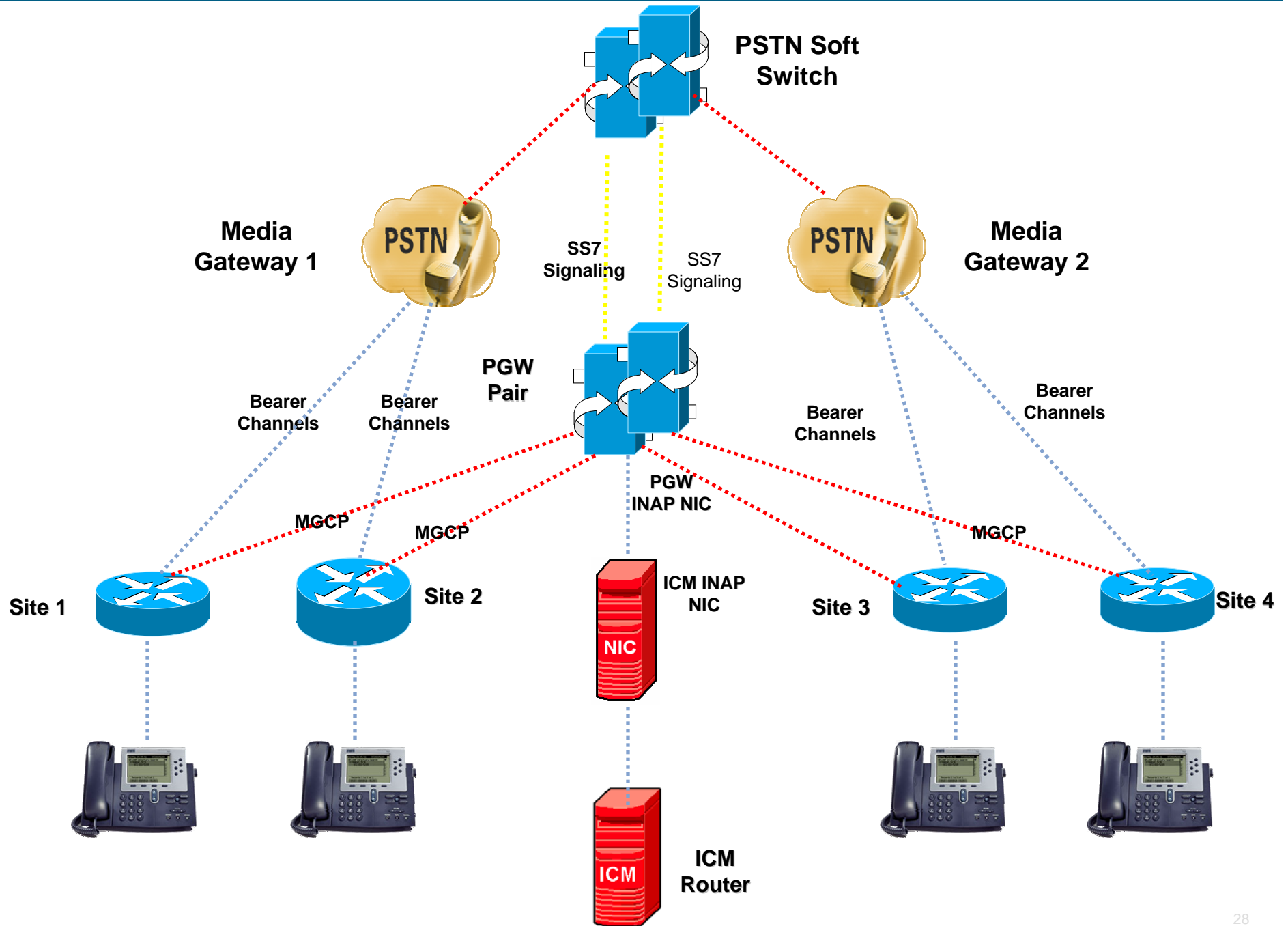
U.A.E



Distributed Contact Center

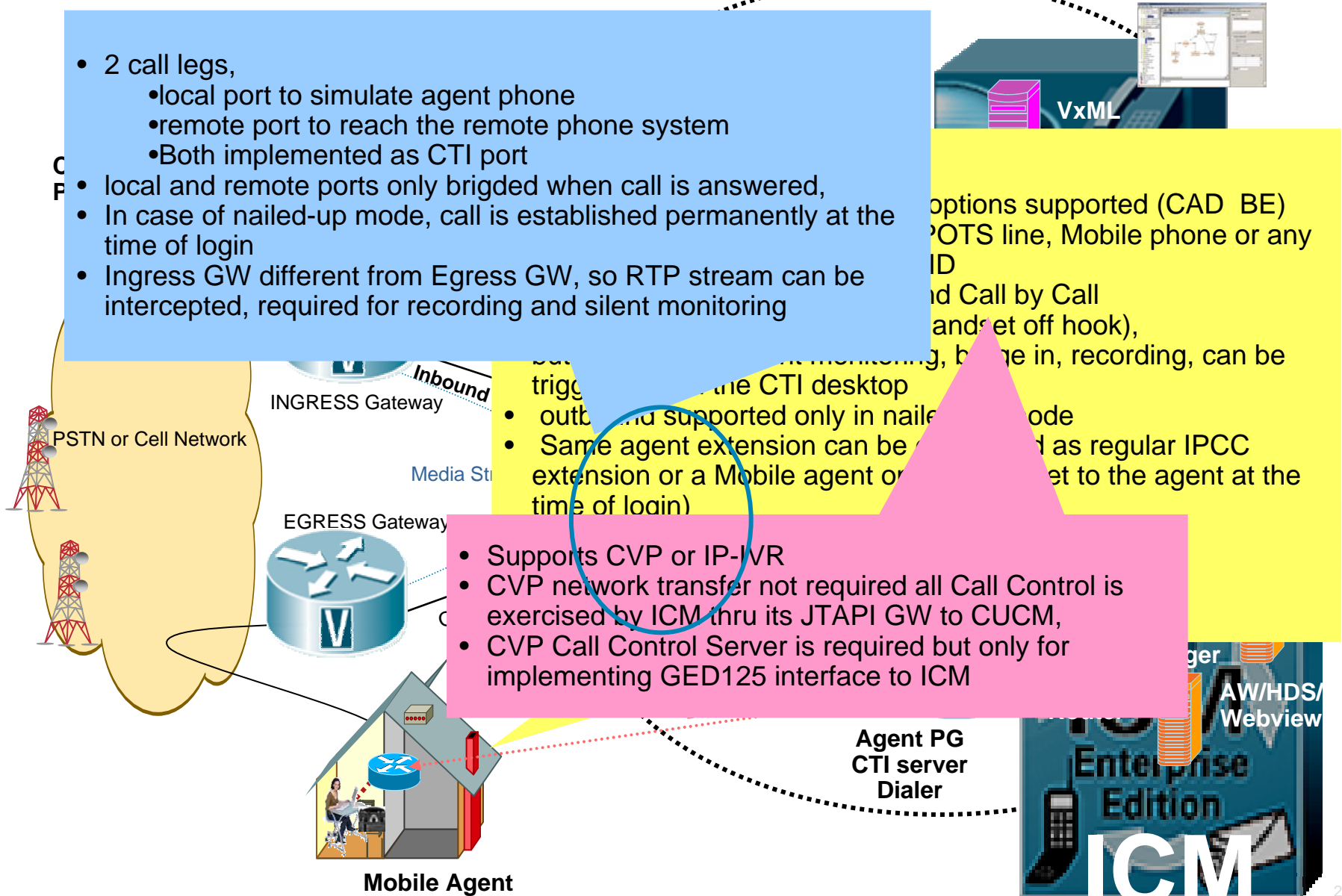
Customer's Core Application





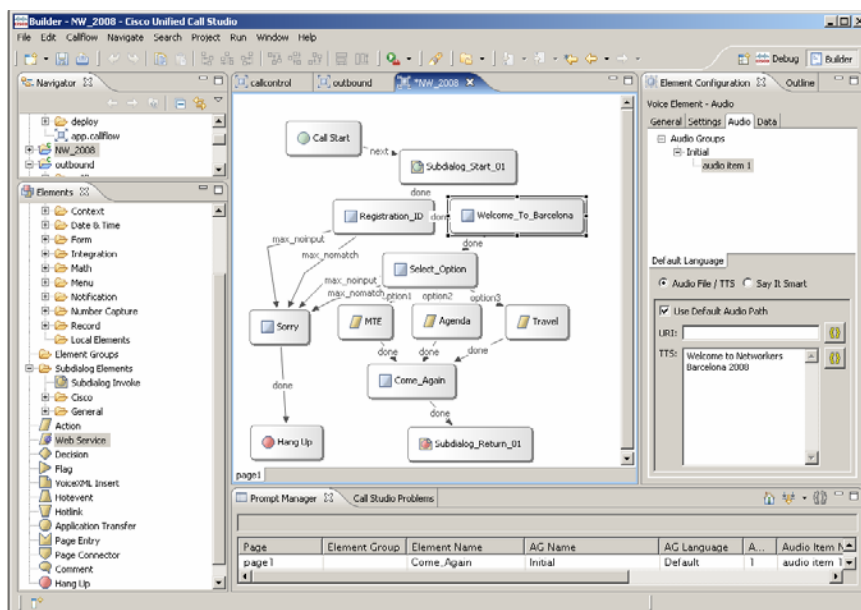
Mobile Agent Option – UCCE Service Node deployment model

- 2 call legs,
 - local port to simulate agent phone
 - remote port to reach the remote phone system
 - Both implemented as CTI port
- local and remote ports only bridged when call is answered,
- In case of nailed-up mode, call is established permanently at the time of login
- Ingress GW different from Egress GW, so RTP stream can be intercepted, required for recording and silent monitoring



Cisco Unified Call Studio

1. Eclipse based development studio for CVP VXML applications
2. Use for full self-service interaction
3. Dynamic VoiceXML at run-time
4. ASR/TTS, n-best results



1. Backend integration
 - Web Services element
 - Databases
 - HTTP / XML
 - Custom Java classes
2. Debugger to simulate calls

Call Studio Development Environment

The screenshot displays the Cisco Unified Call Studio Builder interface. The main workspace shows a call flow diagram with elements like 'Call Start', 'Subdialog_Start_01', 'Registration_ID', 'Welcome_To_Barcelona', 'Select_Option', 'Sorry', 'MTE', 'Agenda', 'Travel', 'Come_Again', 'Hang Up', and 'Subdialog_Return_01'. The interface includes several panels: a Navigator on the left for projects and files, an Elements palette for script elements, an Element Configuration panel for properties and configuration, a Debug/Builder switch, and a Prompt Manager at the bottom.

Projects and files explorer

Application call flow

Script element properties and configuration

Debug / Builder switch

Script element palette

Prompt manager

Page	Element Group	Element Name	AG Name	AG Language	A...	Audio Item
page1		Come_Again	Initial	Default	1	audio item

Perform Database Lookup

Drag and drop Database element from palette

The screenshot shows the Cisco Unified Call Studio Builder interface. On the left, the 'Elements' palette is visible, with the 'Database' category selected. A red arrow points from this category to a 'DB Lookup ID' element in the call flow diagram. The call flow diagram includes elements like 'Start Of Call', 'CVP Subdialog Start_01', 'Welcome To Barcelona', 'Registration Number', and 'Sorry'. A callout box with a white background and black border points to the 'DB Lookup ID' element, containing the text 'Bring up query editor window'. Below the main interface, an 'Element Configuration' window is open, showing the configuration for the 'DB Lookup ID' element. The 'Data' tab is active, displaying a table with the following configuration:

Name	Value
* Type	single
* JNDI Name	nw08db
* SQL Query	select * from attendees where RegID = {Data.Element.Registration Number.valu...

Web Services Element

Drag and drop Web Services element from palette

The screenshot illustrates the configuration process for a Web Service element in Cisco Unified Call Studio. The main workspace shows a call flow diagram with elements like 'Start Of Call', 'CVP Subdialog Start_01', 'Audio_01', and 'CVP Subdialog Return'. The 'Elements' palette on the left shows the 'Web Service' element being added to the call flow.

The 'Element Configuration' window for the 'Get Weather' web service is shown, with the following settings:

- Name: Get Weather
- Load WSDL: URI (http://www.webserviceX.net/global) | Load
- Configure Web Service Call:
 - Service: GlobalWeather (NS: http://www.webserviceX.NE)
 - Port: GlobalWeatherSoap
 - Operation: GetWeather
 - Request: GetWeather | GetCitiesByCountry
 - Response: Configure | Store Full Response XML
- Runtime Settings:
 - Connect Timeout: 3
 - Requires HTTP Auth:
 - Username:
 - Password:
 - Use Proxy:
 - Proxy Host:
 - Proxy Port:

The 'Configure Request Parameters' dialog shows the request structure for the 'GetWeather' operation:

```
GlobalWeather : GetWeather
├── Message: GetWeatherSoapIn
└── Part: parameters
    ├── GetWeather
    │   └── CityName
    │       └── CountryName
```

The 'Configure Selected Parameter' dialog shows the configuration for the 'CityName' parameter:

- Type: string
- Value: Barcelona

Callouts in the image provide instructions: 'Enter WSDL URI or load from file' points to the WSDL URI field; 'Select Web Service operation' points to the 'Operation' dropdown; and 'Configure request/response parameters' points to the 'Configure Request Parameters' dialog.

Generate Documentation

The screenshot shows the Cisco Unified Call Studio Builder interface. The main window displays a call flow diagram with elements like 'Start Of Call', 'Sorry', and 'customer'. A context menu is open over the 'Sorry' element, with the 'Documenter' option selected. The Documenter tool is overlaid on the main window, showing several panes for generating documentation. The panes include 'Application Document Contents' for Call Flow Diagrams, Global Configurations, Element Configurations, and Recording List. The 'Application Document Revision History' pane is also visible, showing a table with columns for Revision number, Change notes, Revised by, and Date.

Auto-generate application documentation

Documenter Sample Pages

Voice Application Specification Page 1 of 23 branch_xfer

Voice Application Specification

Voice Application Specification Page 2 of 23 branch_xfer

Revision History

Revision number	Change notes	Revised by	Date
1.0	For Newworkers Classes 2007	Tundali	6 Jan 2007

Voice Application Specification Page 3 of 23 branch_xfer

Table of Contents

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- 2.1.1. General Settings 7
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- 23
- 23

branch_xfer

Sat, 06-Jan-2007

Voice Application Specification Page 6 of 23 branch_xfer

1.2. Application Call Flow Diagrams

1.2.1. Page: page1

The diagram illustrates the call flow logic for page 1.2.1. It starts with 'Call Start' leading to 'Speak DN'. From 'Speak DN', the flow goes to 'Database_OI'. 'Database_OI' leads to 'CF_NotAvail'. 'CF_NotAvail' has multiple paths: 'phone_error' leads to 'Transfer_Fail', 'busy' leads to 'CF_NotAvail', 'no_answer' leads to 'CF_NotAvail', and 'problem' leads to 'CF_NotAvail'. 'CF_NotAvail' also leads to 'CF_Available'. 'CF_Available' leads to 'Alternative_Number_Field'. 'Alternative_Number_Field' leads to 'Subsequent_Page_OI'. There are also states for 'CF_Closed', 'CF_Open_Queue', and 'CF_Available' with various transitions.

2007-01-06

Voice Application Specification Page 23 of 23 branch_xfer

4. Recording List

4.1. Prompts

4.1.1. Page: page1

Element	Audio Group	File Name	Transcript	Comments
Alternative_Number_Failed	Initial	try_later.wav		
Available	Initial	available.wav		
Available	Initial	trying.wav		
Available	Initial	trying.wav	<say it smart: Digit-By-Digit>	
Available	Busy	busy.wav		
Available	NoAnswer	no_answer.wav		
Available	Phone Error	problem.wav		
CF_Closed	Initial	closed.wav		
CF_NotAvail	Initial	unavailable.wav		
CF_NotAvail	Initial	trying.wav		
CF_NotAvail	Initial	trying.wav	<say it smart: Digit-By-Digit>	
CF_NotAvail	Busy	busy.wav		
CF_NotAvail	NoAnswer	no_answer.wav		
CF_NotAvail	Phone Error	problem.wav		
Speak DN	Initial	failed_number.wav		
Speak DN	Initial	failed_number.wav	<say it smart: Digit-By-Digit>	
Transfer_Fail	Initial	alternate.wav		
Transfer_Fail	Initial	alternate.wav	<say it smart: Digit-By-Digit>	
Transfer_Fail	Busy	busy.wav		
Transfer_Fail	NoAnswer	no_answer.wav		
Transfer_Fail	Phone Error	problem.wav		

2007-01-06

Cisco Voice Portal – Video Integration

CVP and Video Call Center

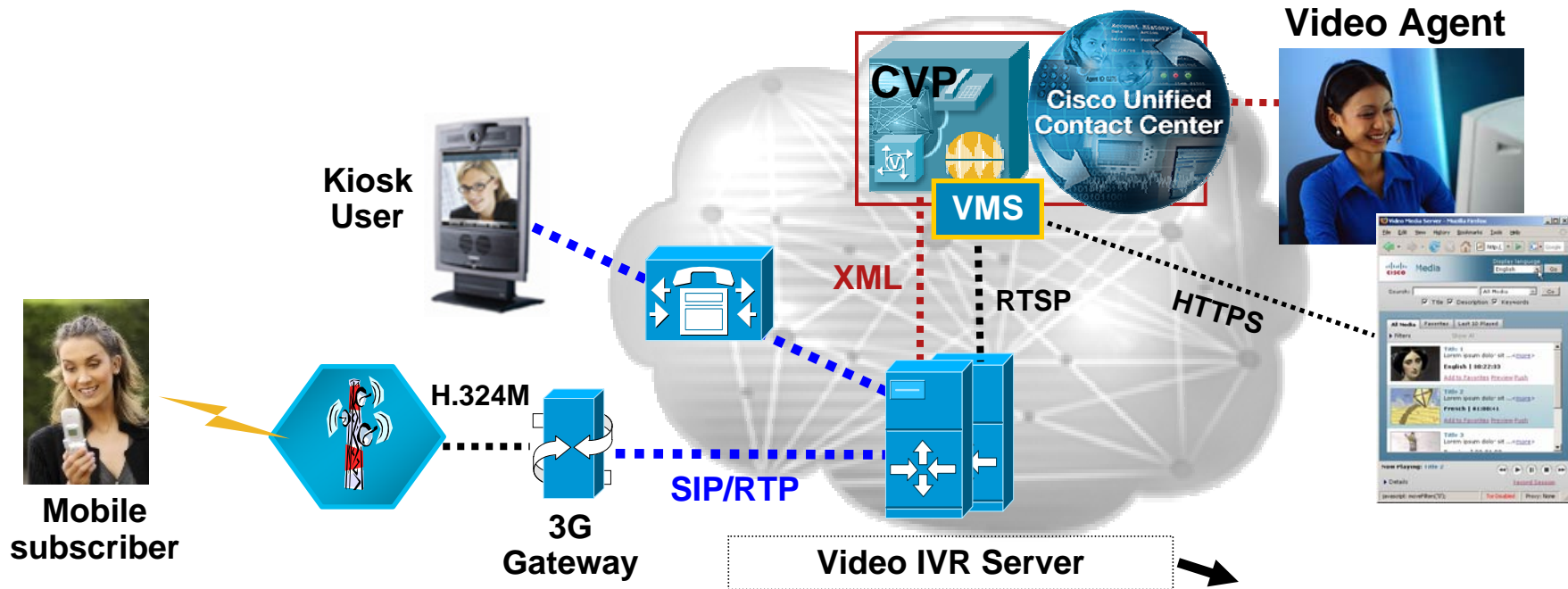


“Bringing Video Agents and Video Self Service to the Contact Center”

CVP 7.0 Full Video Service

Feature	Platform Functionality	Key Benefit
Video Menus	Caller is presented IVR menu via video Caller makes selections via keypad or speech*..	Faster, more intuitive caller experience
Video Self Service	Caller selects pre-recorded or live video to view	Richer caller interactions
Video Queuing	Caller views video while in queue for an agent	Immersive caller engagement

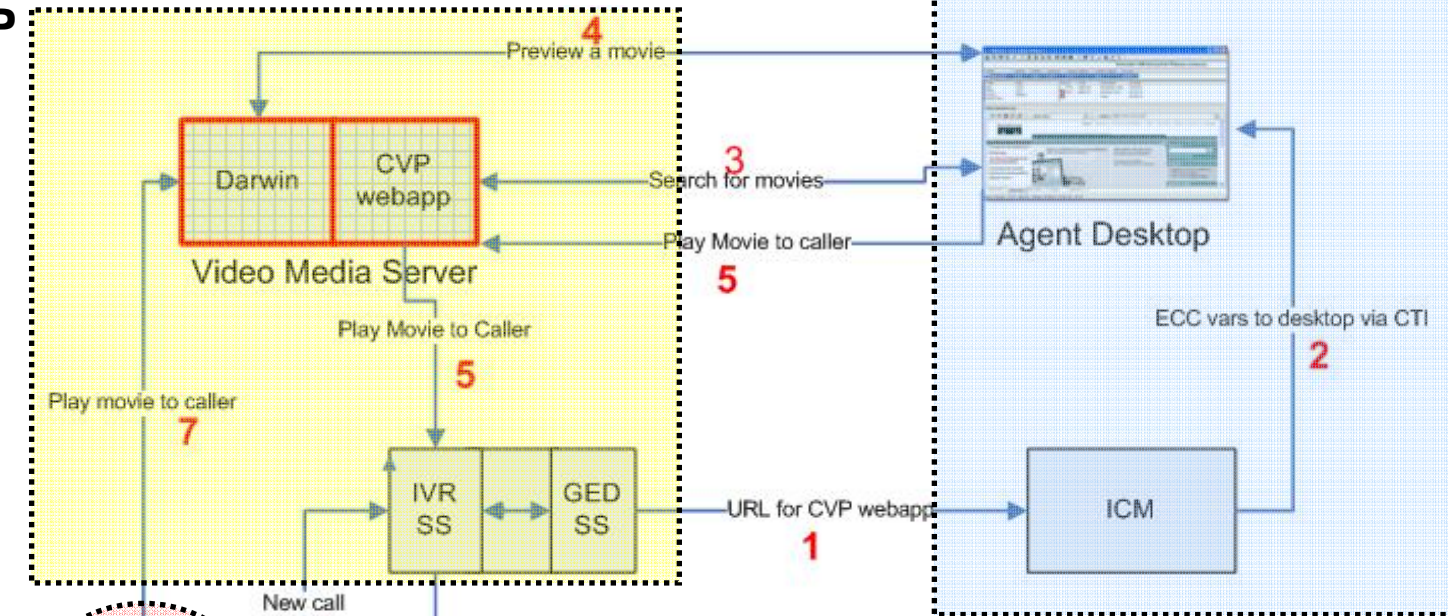
Unified CVP 7.0 Full Video Service



1. Video-equipped mobile subscriber or kiosk user places call
2. Caller navigates **video menus** to make self service or routing selections
3. Caller selects pre-recorded or live/streamed video for **video self-service**
4. Caller views video (pre-recorded or live) while in **queue** for agent
5. Call directed to **video agent** with two or one-way live video connection
6. Agent can push additional video (pre-recorded or live) to the caller;
7. Video session can be **recorded**

Video Media Server (VMS) Callflow

Unified
CVP



Unified
Contact Center
Enterprise

RADVISION

Video Call Center – Video Expert Agent

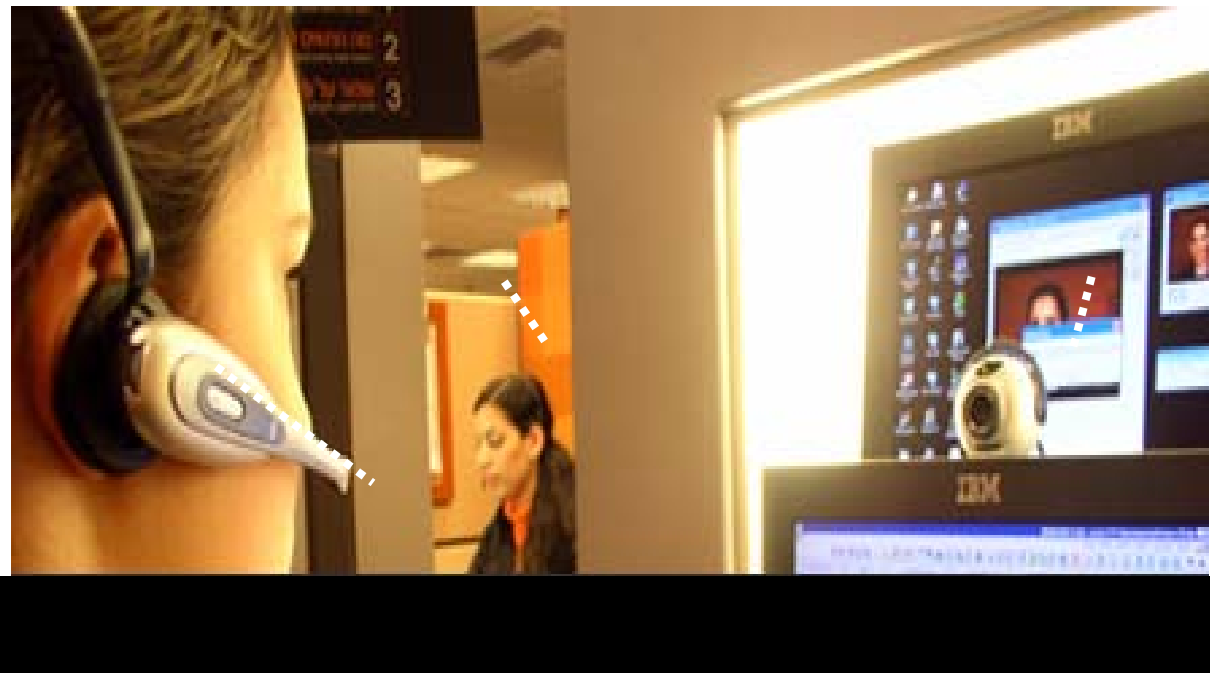


What is a Video Kiosk?

1. A video kiosk is a supported video client with an associated phone on the IP Network
2. Video Kiosk examples:
 - Cisco IP Phone with Cisco Unified Video Advantage (CUVA)
 - Cisco 7985 videophone (supported w/ CUCM 7.0)
3. Kiosk components can be bundled into a third-party hardware chassis that may also include document scanners, card readers, etc.
4. Kiosks could be placed in Enterprise branch locations (e.g., a bank or retail store), or in public places (e.g., an airport or train terminal).



Video Call Center – Video Agent

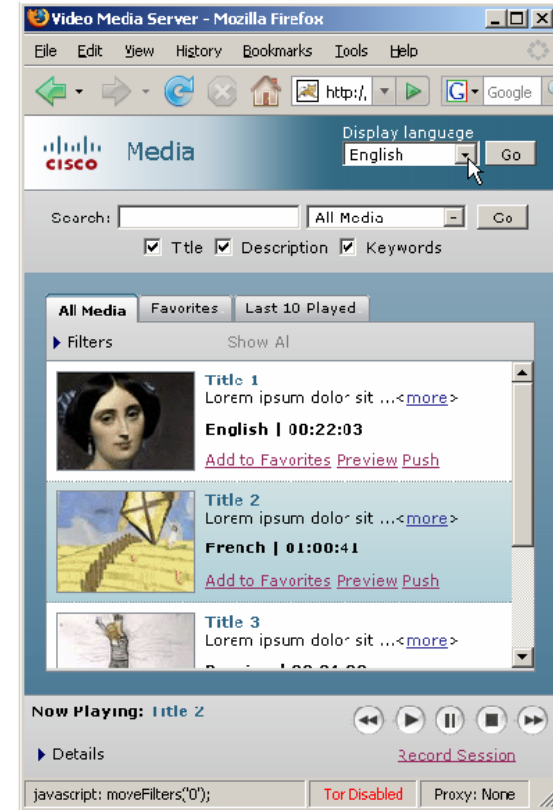


Unified CVP 7.0 Full Video Service Video Agent

Video Agent Interaction

- Point-to-point video between agent and caller
- One-way: Caller sees agent, or agent sees caller
- Two-way: Both parties see each other
- Agent can search/preview video content, and play to caller (with DVD controls)
- Agent can choose to record the video session

Differentiated,
“let me show you” style
of hands-on service



Cisco Video Contact Center-- Demo



Cisco Unified Expert Advisor

Expert Advisor



“Using Subject Matter Experts (SMEs) into the Contact Center”

Business Processes Extending Beyond Internal & External Enterprise Walls

Businesses require a secure, rich, and virtualized ability to collaborate across every workspace



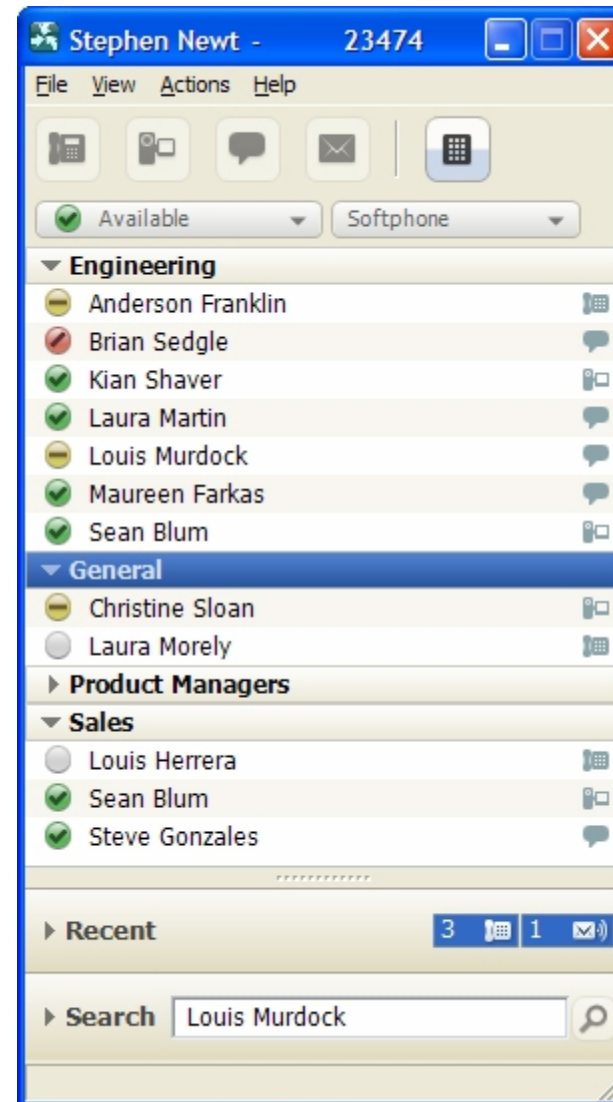
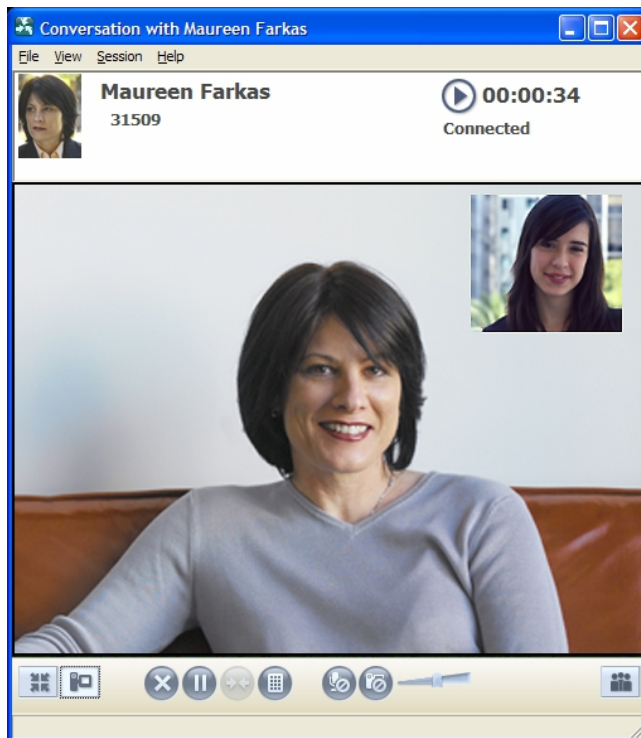
“Datamonitor sees a growing role for **non**-contact center employees providing customer service – Three key types of non-traditional workers have come on stream in recent years, branch/store workers, back office/knowledge workers and home workers.”

Datamonitor

Utilizing SIP And Presence To Enable Contact Center Virtualization

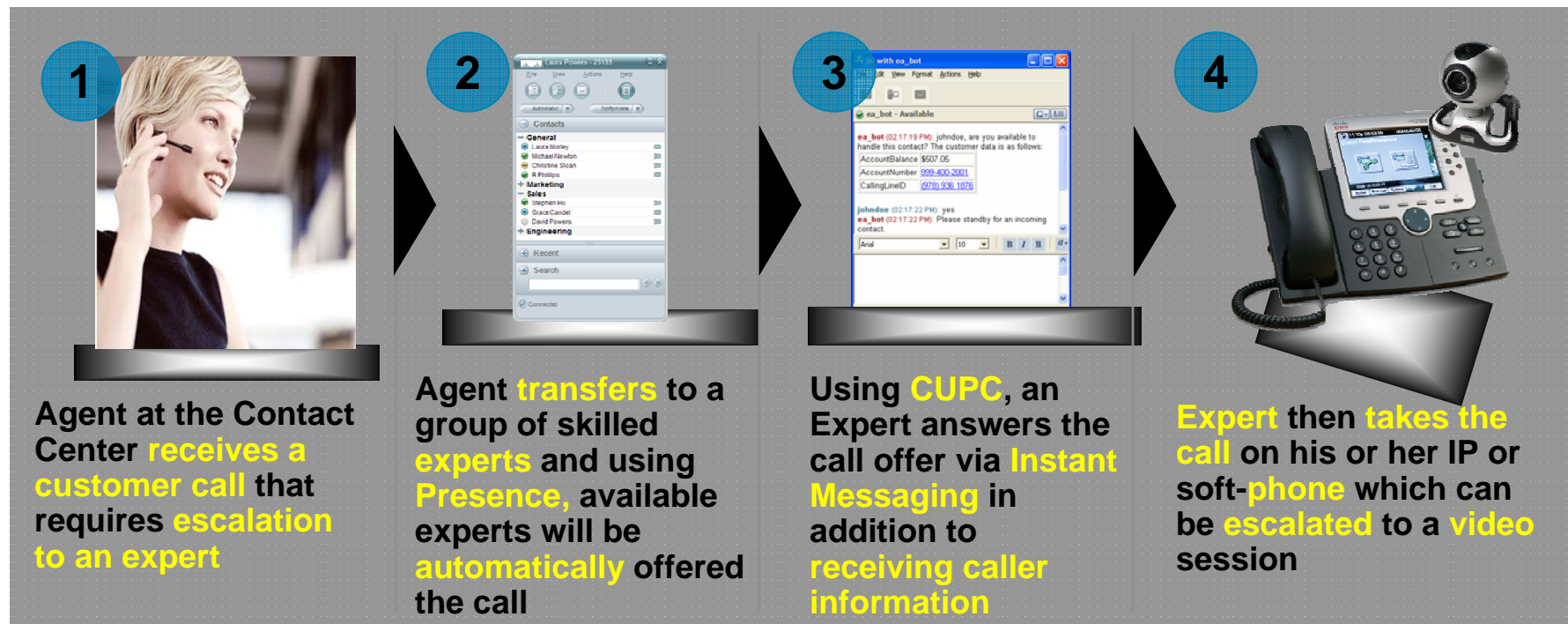
April 2007

Cisco Unified Personal Communicator



Combining Enterprise Presence and Contact Center services to drive differentiated customer service

Scenario 1

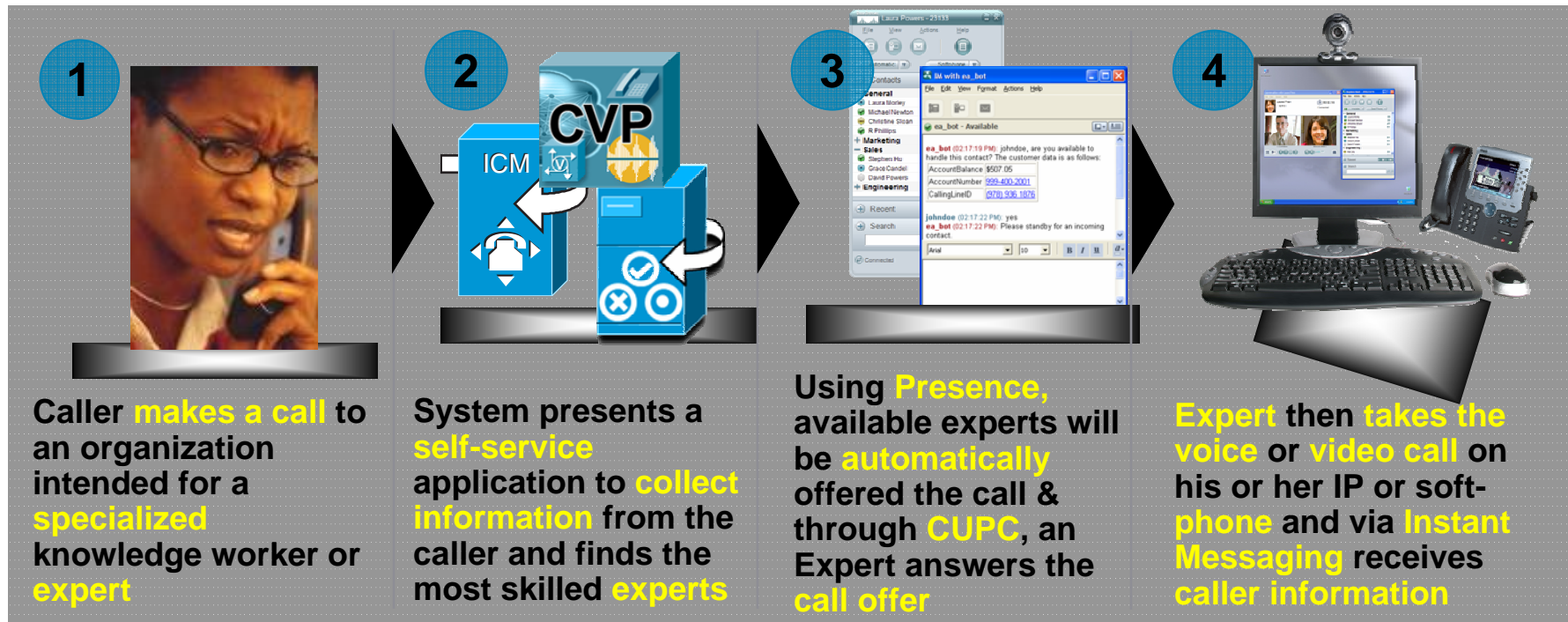


Business Value

- Rapid integration of Contact Center solutions and Enterprise users
- Ease of management and streamlined user provisioning
- Ability to reach right employee the first time -> better image to customers
- Reduced number of handoffs and creating differentiation through enhanced Customer Experience with caller data presented to the expert

Leveraging Presence, Self-service and Intelligent Routing services to drive differentiated customer service

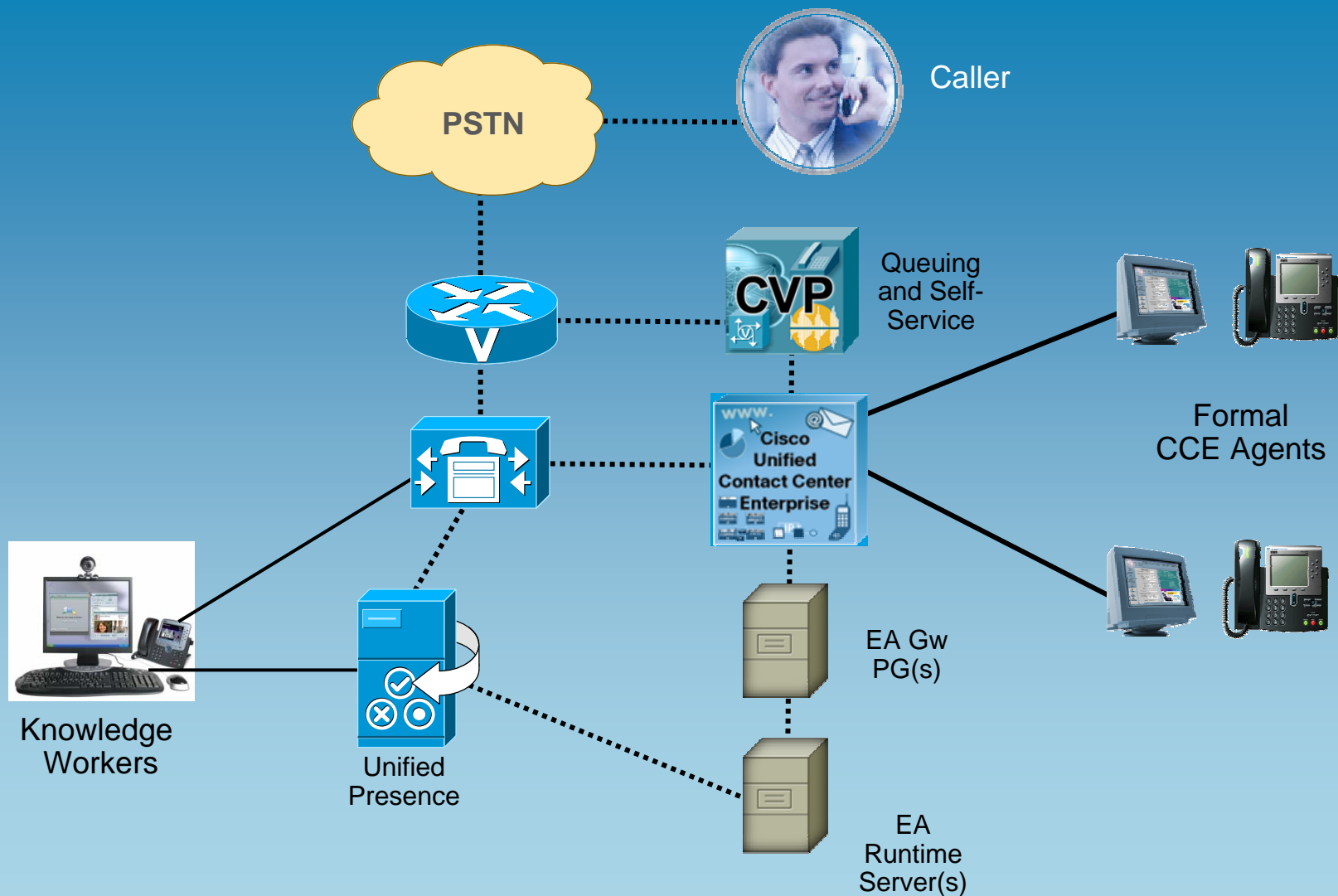
Scenario 2



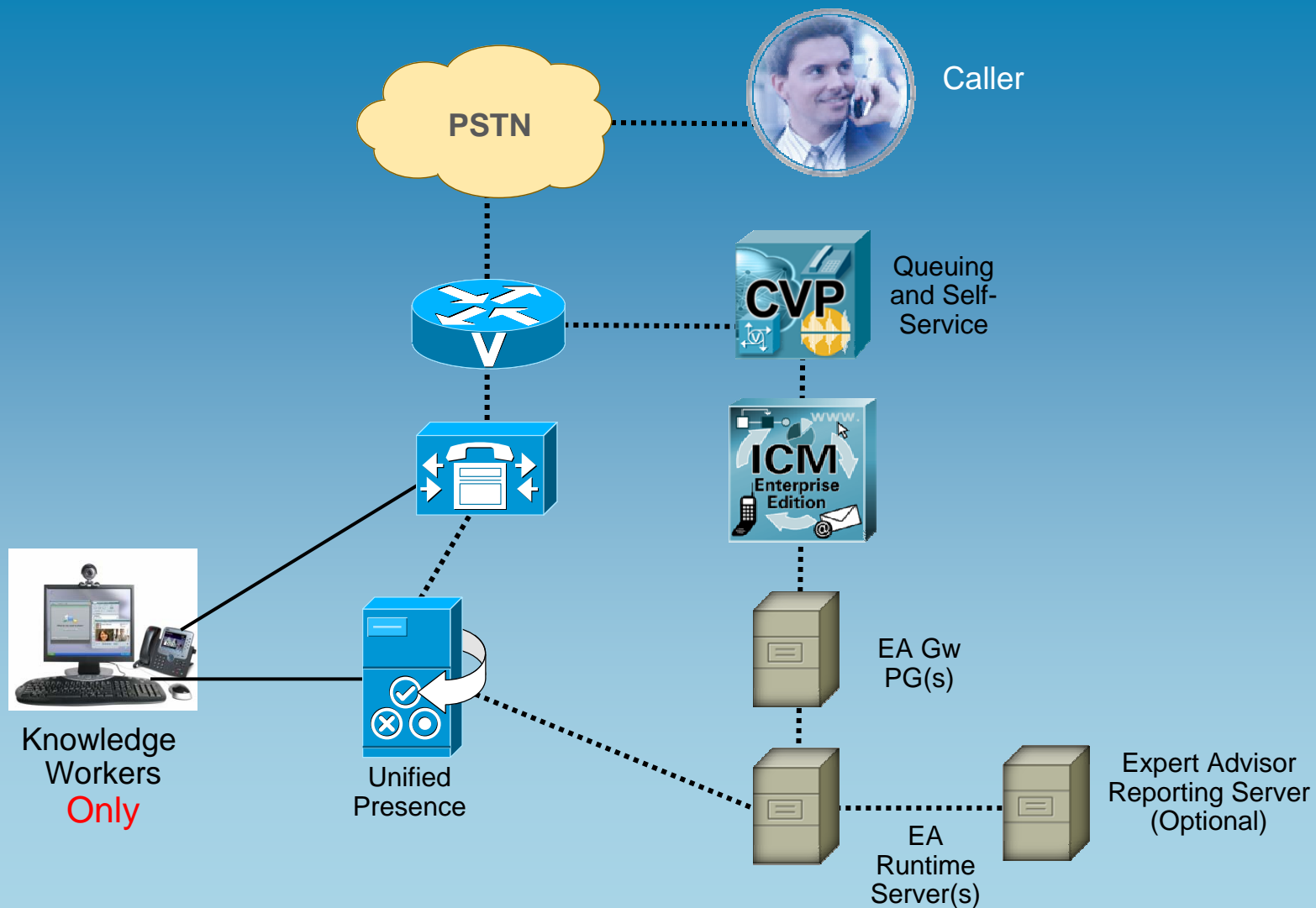
Business Value

- Data Directed and Skills based routing to Enterprise users
- Intelligent Directed or Broadcast Routing to Enterprise Users/Experts
- No interaction by a formal contact center agent, hence saving scarce contact center resources

Deploying Unified CCE with Expert Advisor (scenario 1)



Deploying Standalone Unified Expert Advisor (scenario 2)



Expert Advisor Business Benefits

Higher productivity
of enterprise
resources

Improved
communication &
business processes

Differentiated
customer service

Higher service
levels by extending
the reach of the
contact center

First-call resolution
and reduced
customer churn

Full business
reporting and
analytics
capabilities



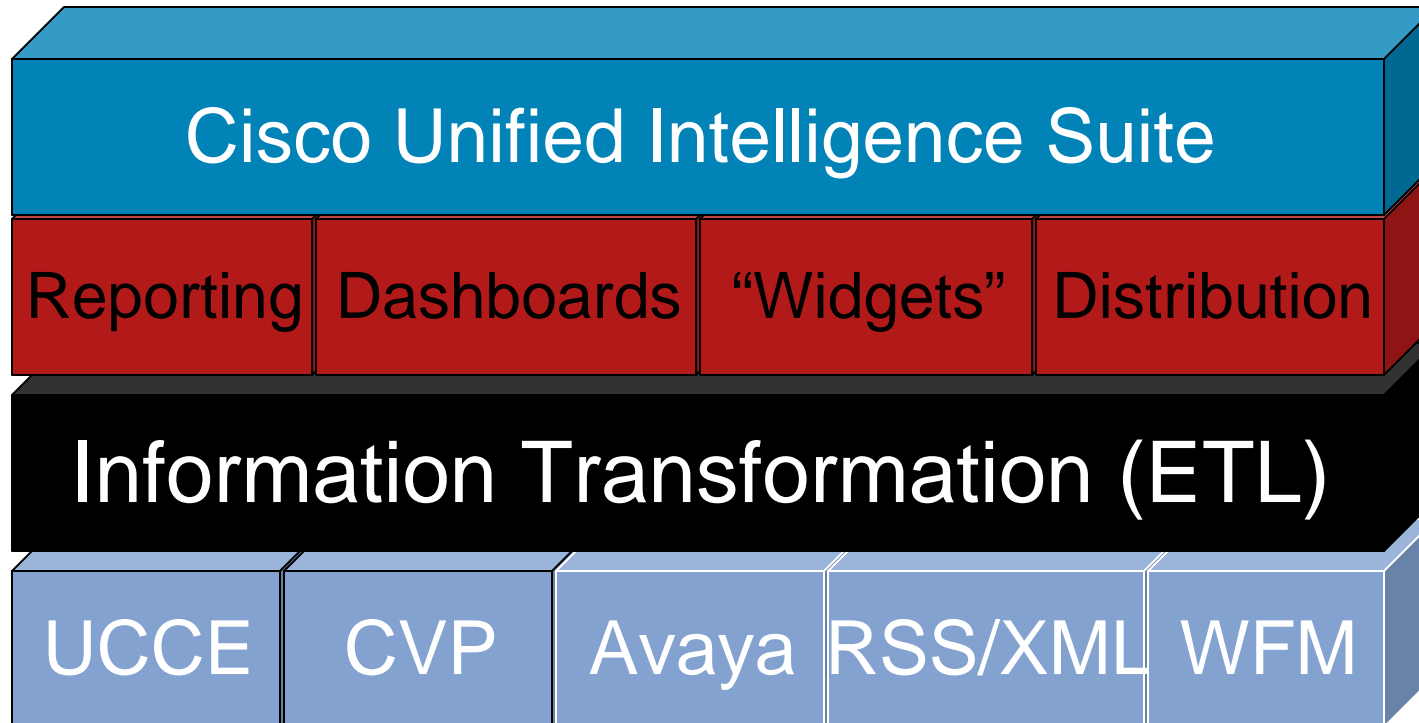
Cisco Unified Intelligent Suite

Cisco Unified Intelligent Suites



“Bringing it all together”

Functional Aspects of Unified Intelligence



Cisco Unified Intelligence Suite

1. Turnkey Data Mart
 - TDM to VOIP ACD Migration
 - Eliminates Data Silos
 - Integrate Contact Center Data into the Enterprise
2. Converged Information Portal
 - Real Time/Historical Dashboards & Ad hoc Reporting
 - Web 2.0 Widgets
 - Personalized Information Delivery
 - Building Blocks for Performance Management & Analytics
3. Multi-Level security-with Permissions & Role Management Capabilities
4. Open Standards enable flexible integration into current environment

The screenshot displays a comprehensive dashboard with several key components:

- Morning Airport Impact:** A map of the United States showing weather conditions (RAIN, ICE, SNOW) and flight status (LOW, MEDIUM, HIGH) for various airports. A weather widget for Chicago, IL shows 36°F and cloudy conditions.
- Call Life Report:** A section for general call attributes including Peripheral Call Type, Call Disposition, ANI, and Answered in Service Level.
- Routing Attributes:** A table listing call routing details.

Trunk Group	Trunk	Call Type	DNIS	Site	Service	Skill Group
ALA_PG3	ALAMO	DOWNNS_20	655598	IVR_SBC	46933	ALA_PG3_AD_47181_AD_220
- Call Queuing Information:** A table showing network delay, local queue, and time to abandon.

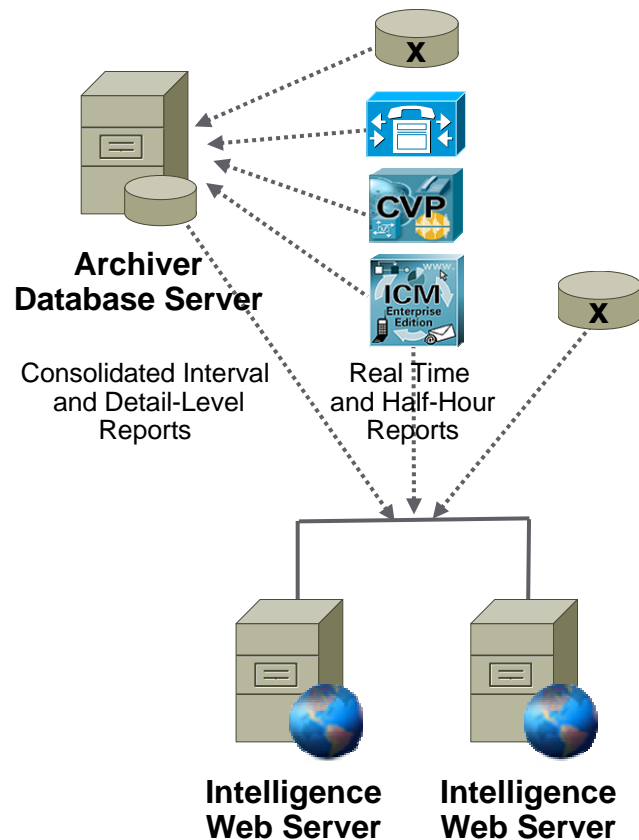
Network Time	Delay Time	Local Q Time	Delay Time	Time to Aband
14	7	0	7	0
- Call Handling Information:** A table detailing agent performance metrics.

Agent	Agent #	Talk Time	Hold Time	Conference Time	Work Time
L16997, F16997	55185	2441	721	0	0
- ICM Call Attributes:** A table showing ICR call keys and router call keys.

ICR Call Key	ICR Call Key Parent	Router Call Key Day	Router Call Key	Router Call Key #
1074138306		148408	26861	1
- Call Variable Information:** A table listing various call variables and their values.

Variable 1	Variable 2	Variable 3	Variable 4	Variable 5	Variable 6	Variable 7	Variable 8	Variable 9	Variable 10
12826	Unknown		6933				2075200	8037541671	44181
- Agent Performance Scorecard:** A detailed performance report for Agent John Ringo, including KPIs like Overall Quality Score, Revenue per Call, and First Call Resolution, along with productivity and efficiency metrics.

Intelligence Suite Deployments



1. Distributed model only, cannot be co-resident with an HDS
2. Released for 7.5 schema, backward compatibility via customization
3. Requires a dedicated AW/HDS
4. Report directly from data sources or use Connectors to integrate data into the Archiver database

Advanced Integration Tools

1. Permalinks

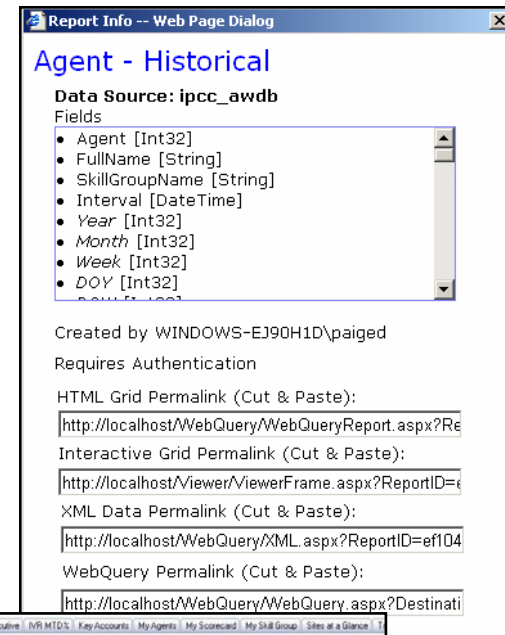
Expose reports as URL's which can be linked to from other web pages

2. Really Simple Syndication (RSS) Feeds

Format used to publish frequently updated information; Cisco Unified Intelligence Suite can subscribe or publish feeds

3. HTML Post

Frame other web pages and sites within Cisco Unified Intelligence Suite



Advanced Integration Tools (Cont.)

1. Widgets

Code snippets that can be run in an HTML-based web page that provide access to favorite content

2. Multiple data source types:

Stored Procedures

URL with Querystring parameters

SQL Query

RSS Feed

3. Linked Server support on Archiver

Link to other Cisco sources

Third-party data integration (WFM, CRM, QA databases)



“Connectors”

1. CVP Connector

Currently SOW based from AS

Out of the Box for 8.0

2. In Development (Cisco Sources)

Expert Advisor

Call Manager

Outbound

3. Avaya

Historical Connector to migrate & map data into Archiver

Real-Time Connector available from Acesys

4. Third-party

All third-party connectors are SOW based

5. Published API for Customers & Partners to Develop their own

Using XSLT Web Pages for Presentation

1. Build custom report layouts with eXtensible Style Language Templates (XSLT)
2. Ability to use any backdrop or formatting for better presentation

Agent History of All Fields Report

Agent	Trunk Group	Application	Queue	Service	Site	Skill Group	Start Time	End Time	Call Status	Call Type	DNIS	Site	Service	Skill Group
DFALL_LPT21	100AF 00.00.00	0	0000	0	0000	0000	0000	0000	0	0	0	0	0	0

Call Life Report

General Call Attributes

Peripheral Call Type: Pre-Route
 Call Disposition: Handled-A
 ANI: 80375416
 Answered in Service Level: ●

Routing Attributes

Trunk Group	Trunk	Call Type	DNIS	Site	Service	Skill Group
ALA_PG3 ALAMO_DOWNS_20	655598	IVR_SBC	46933	ALA_PG3	AD_47181	AD_220

Call Queuing Information

Network	Delay Time	Local Q	Delay Time	Time to Aband
14	7	0	7	0

Call Handling Information

Agent	Agent #	Talk Time	Hold Time	Conference	Work Time
L16997	55185	2441	721	0	0
F16997					

ICM Call Attributes

ICR Call Key	ICR Call Key Parent	ICR Call Key Parent	Router Call Key Day	Router Call Key	Router Call Key Seq #
1074138306			148408	26861	1

Call Variable Information

Variable 1	Variable 2	Variable 3	Variable 4	Variable 5	Variable 6	Variable 7	Variable 8	Variable 9	Variable 10
12826	Unknown		6933				20 7520 0	8037541671	44181

Calls Received by Application

Application	Calls Received
Eastbrook Golf	2,717
HelloWorld	534
RentalCar	2,223
Techwise TV	2,371
Weather	1,871

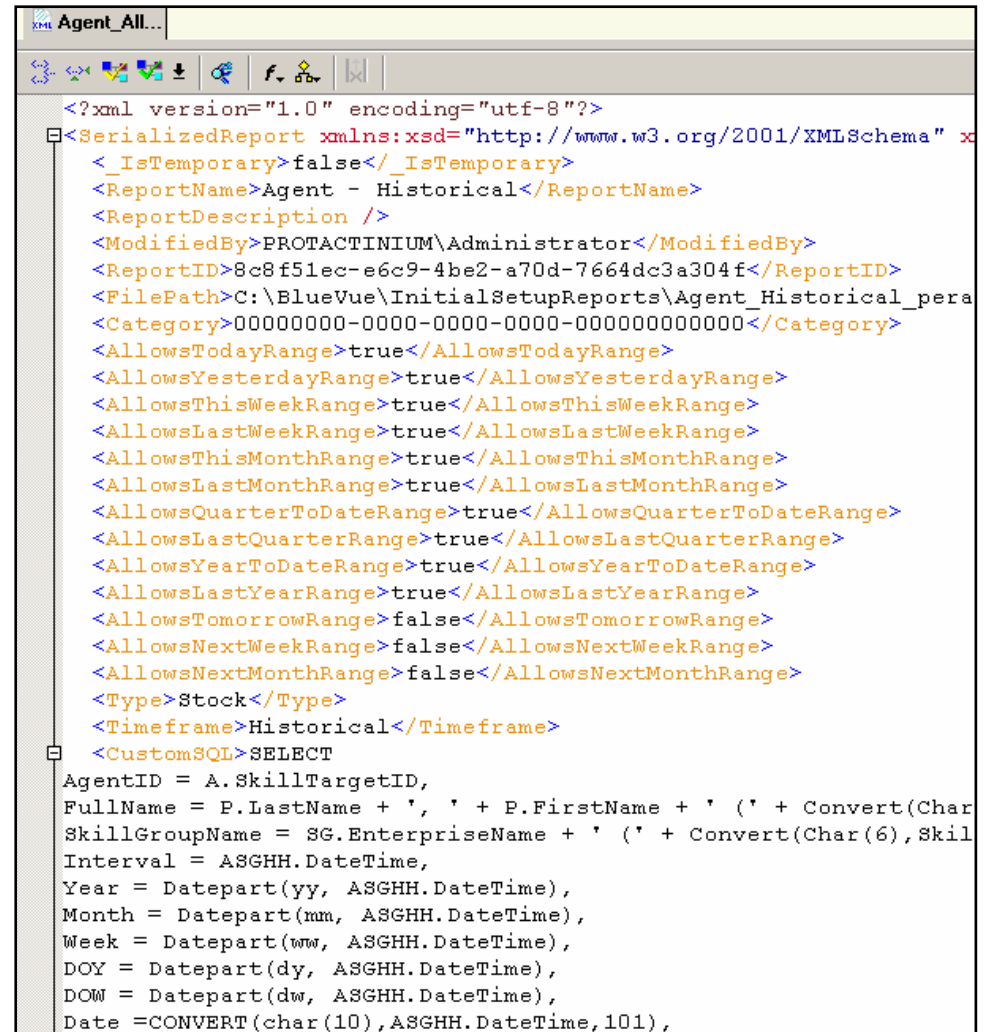
Agent Performance Scorecard

Agent: John Ringo

KPI	Actual	Goal	Met	Team
Company Objectives				
Overall Quality Score	87%	90%	●	89%
Revenue per Call	\$32.34	\$30.25	●	29.23
First Call Resolution	67%	70%	●	71%
Improve Productivity				
Average Handle Time	254	240	●	241
% AUNX Time	9%	10%	●	8.5%
% Wrap-up Time	7%	5%	●	6%
% Hold Time	4%	5%	●	5.5%
Increase Efficiency				
% in Adherence	83%	90%	●	89%
% Logged Time to Payroll	84%	90%	●	90%

Intelligence Suite Templates

1. Reports are stored in XML
2. XSLTs can be automatically generated for you or you can design your own
3. Sample XSLTs for every historical report
4. Export reports and format in XSLT third-party tool (e.g. Stylus Studio)



```
<?xml version="1.0" encoding="utf-8"?>
<SerializedReport xmlns:xsd="http://www.w3.org/2001/XMLSchema" x
  <_IsTemporary>>false</_IsTemporary>
  <ReportName>Agent - Historical</ReportName>
  <ReportDescription />
  <ModifiedBy>PROTACTINIUM\Administrator</ModifiedBy>
  <ReportID>8c8f51ec-e6c9-4be2-a70d-7664dc3a304f</ReportID>
  <FilePath>C:\BlueVue\InitialSetupReports\Agent_Historical_pera
  <Category>00000000-0000-0000-0000-000000000000</Category>
  <AllowsTodayRange>>true</AllowsTodayRange>
  <AllowsYesterdayRange>>true</AllowsYesterdayRange>
  <AllowsThisWeekRange>>true</AllowsThisWeekRange>
  <AllowsLastWeekRange>>true</AllowsLastWeekRange>
  <AllowsThisMonthRange>>true</AllowsThisMonthRange>
  <AllowsLastMonthRange>>true</AllowsLastMonthRange>
  <AllowsQuarterToDateRange>>true</AllowsQuarterToDateRange>
  <AllowsLastQuarterRange>>true</AllowsLastQuarterRange>
  <AllowsYearToDateRange>>true</AllowsYearToDateRange>
  <AllowsLastYearRange>>true</AllowsLastYearRange>
  <AllowsTomorrowRange>>false</AllowsTomorrowRange>
  <AllowsNextWeekRange>>false</AllowsNextWeekRange>
  <AllowsNextMonthRange>>false</AllowsNextMonthRange>
  <Type>Stock</Type>
  <Timeframe>Historical</Timeframe>
  <CustomSQL>SELECT
  AgentID = A.SkillTargetID,
  FullName = P.LastName + ', ' + P.FirstName + ' (' + Convert(Char
  SkillGroupName = SG.EnterpriseName + ' (' + Convert(Char(6), Skill
  Interval = ASGHH.DateTime,
  Year = Datepart(yy, ASGHH.DateTime),
  Month = Datepart(mm, ASGHH.DateTime),
  Week = Datepart(ww, ASGHH.DateTime),
  DOY = Datepart(dy, ASGHH.DateTime),
  DOW = Datepart(dw, ASGHH.DateTime),
  Date = CONVERT(char(10), ASGHH.DateTime, 101),
```

Report Presentation Modes

1. Interactive Grid
2. XSLT (static output)
3. Charts, Gauges
4. HMTL Post

http://cisco.businessintelligencelive.com - Agent Availability - Microsoft Internet Explorer

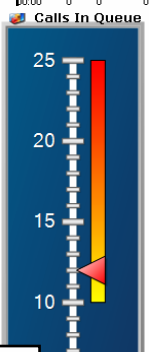
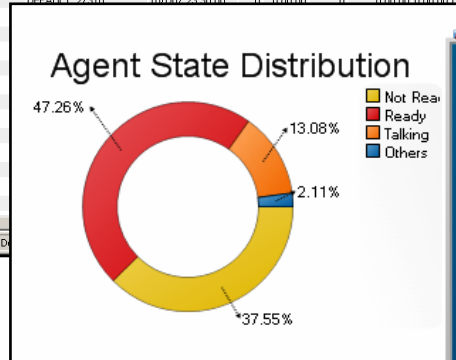
Checking for updated data (Ready)...

Agent Name	State	Media	StateDur	LoginDur
L13919, F13919	Ready	Cisco_Voice	00:18:38	07:38:12
L13959, F13959	Ready	Cisco_Voice	00:14:14	07:34:10
L14630, F14630	Ready	Cisco_Voice	00:16:50	07:36:38
L14104, F14104	Ready	Cisco_Voice	00:14:26	02:45:08
L13930, F13930	Ready	Cisco_Voice	00:39:38	07:32:38
L14120, F14120	Ready	Cisco_Voice	00:11:02	07:33:00
L13770, F13770	Ready	Cisco_Voice	02:08:24	07:27:24
L13849, F13849	Ready	Cisco_Voice	01:58:12	07:15:52
L13778, F13778	Ready	Cisco_Voice	00:00:12	07:07:22
L13913, F13913	Ready	Cisco_Voice		
L13795, F13795	Ready	Cisco_Voice		
L14203, F14203	Ready	Cisco_Voice		

http://cisco.businessintelligencelive.com - Agent - Historical - Microsoft Internet Explorer

Agent Historical All Fields Report

Agent	Skill Group	DateTime	m/d/yyyy	h:mm:ss	Incoming Tasks																
					Ans	AnsWait Time	Handle	HandleTime	Handle Talk Time	Talk Time In	Aban Ring	Aban Hold	Redirect No Answer	Trans In	Conf In	Short Tasks	Hold	Hold Time	Aban Ring Time	Redirect No Answer Time	Trans In Time
Agent1, MOS (36176)																					
DEFAULT_27310		10/1/07	08:30:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0	0	0	0	0	0
EMEA_CM_CO_BED_pri		10/1/07	08:30:00		6	0:00:23	7	0:08:55	0:04:46	0:04:30	0	0	0	0	0	1	6:00:25	0:00:00	0:00:00	0:00:00	
EMEA_CM_CO_BED_pri		10/1/07	08:30:00		3	0:00:08	2	0:01:17	0:00:33	0:18:28	0	0	0	0	0	2	0:00:24	0:00:00	0:00:00	0:00:00	
DEFAULT_27310		10/1/07	10:00:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	
EMEA_CM_CO_BED_pri		10/1/07	10:30:00		1	0:00:01	2	0:07:25	0:07:10	0:06:16	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	
DEFAULT_27310		10/1/07	13:00:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	
EMEA_CM_CO_MOS_sg_pri		10/1/07	13:30:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	1	0	0	0	0:00:00	0:00:00	0:00:12	0:00:00	
DEFAULT_27310		10/1/07	14:00:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	1	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	
DEFAULT_27310		10/1/07	21:00:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	
DEFAULT_27310		10/1/07	21:30:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	1	0	1	0:00:00	0:00:00	0:00:49	0:00:00	
DEFAULT_27310		10/1/07	22:00:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	2	0	2	0:00:00	0:00:00	0:00:01	0:01:18	
DEFAULT_27310		10/1/07	22:30:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	1	2	0	2	0:00:00	0:00:00	0:00:12	0:01:52	
DEFAULT_27310		10/1/07	23:00:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	1	0	1	0:00:00	0:00:00	0:00:00	0:02:34	
DEFAULT_27310		10/1/07	23:30:00		0	0:00:00	0	0:00:00	0:00:00	0:00:00	0	0	0	0	1	0	0:00:00	0:00:00	0:00:00	0:00:00	



Chicago, IL

Get the 10 day forecast

36°F
Cloudy

Feels Like: 28°F
Humidity: 94%
Wind: SSE at 11 mph

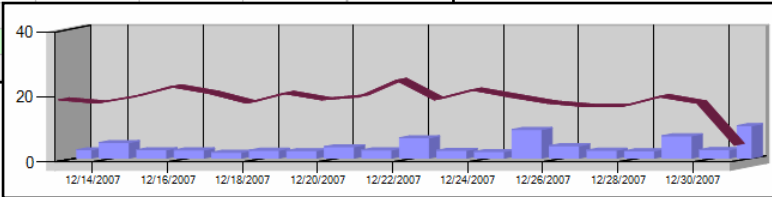
Enter city/zip

GO!

Weather Channel
The Weather Channel
weather.com

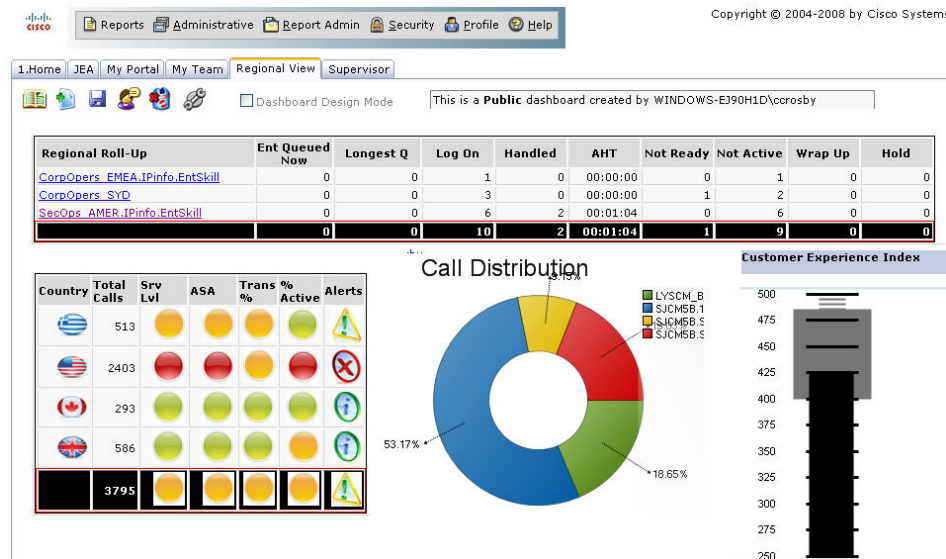
Vacation Planner
Airport Delays
Sporting Events

Download Desktop Weather



Dashboards

1. Collection of report objects in a single view
2. Real-time and Historical, Tabular and Graphical
3. Independently updated
4. Shared with users or groups



Security Center: Granting Privileges

1. Grant access for Users or User Groups on data and reports

The image displays a sequence of three web browser windows illustrating the process of granting privileges in Cisco Security Center:

- Security Center -- Web Page Dialog:** Shows the 'Users' section with 'SallySupervisor' selected. The 'Shared Reports' section is visible, and the 'Edit...' button is circled in red. A red arrow points from this button to the next window.
- Shared Reports for 'SallySupervisor' -- Web...:** A dialog box showing a list of report categories under '7.2(2) Stock Reports'. The 'Call Type - Real Time' option is checked and circled in red. A red arrow points from this option to the final window.
- Launch Report -- Web Page Dialog:** Shows the '7.2(2) Stock Reports' section with 'Call Type - Real Time' selected. A red text overlay reads: **Sally's List of Available Call Type Reports**.

Ad Hoc Reporting: Choosing Content

The screenshot shows the 'Agent Availability' report in Microsoft Internet Explorer. The report table is as follows:

Agent Name	State	Media	StateDur	LoginDur
L13919, F13919	Avail	Cisco_Voice	00:18:38	07:38:12
L13959, F13959	Avail	Cisco_Voice	00:14:14	07:34:10
L14630, F14630	Busy Other	Cisco_Voice	00:16:50	07:36:38
L14104, F14104	Avail	Cisco_Voice	00:14:26	02:45:08

Three dialog boxes are overlaid on the report:

- Simple Wizard -- Web Page Dialog:** Shows 'Hidden Fields' and 'Visible Fields'. The 'State' field is circled in red in the 'Visible Fields' list.
- Edit Thresholds -- Web Page Dialog:** Lists various threshold types. 'Equal to Talking' is selected.
- Edit Threshold -- Web Page Dialog:** Shows configuration for the 'Equal to Talking' threshold. The 'Text Color' field is circled in red.

A red arrow points from the 'Text Color' field in the 'Edit Threshold' dialog to the 'State' column header in the report table. Another red arrow points from the 'Text Color' field to the 'Avail' cell in the report table.

State	Agent
Avail	Bullock, Chris
Busy Other	Curtiss, Chuck
Busy Other	Dong, Chun
Avail	Trueba, Guil
Busy Other	Lawrence, J
Busy Other	Pettiford, Jer

Ad Hoc Reporting: Interactive Grid

1. Refine search criteria

The screenshot shows a web browser window displaying a data grid for 'Agent - Historical' data. The grid has 12 rows and 6 columns: FullName, SkillGroupName, Interval, CallsHandled, AbandonRingCalls, and AbandonHoldCalls. A 'Simple Filter' button is circled in red, with an arrow pointing to the 'Filter Report' dialog box. The dialog box is titled 'Filter Report -- Web Page Dialog' and contains the following sections:

- Historical Filtering**: Includes radio buttons for 'Relative Range' and 'Explicit Range'. The 'Explicit Range' is selected, with 'From' and 'to' dropdowns set to '10/1/2007'. Below are radio buttons for 'All Day' and 'Only Within a Certain Timespan', with the latter selected and time fields set to '8:00 AM' and '5:00 PM'. There are also radio buttons for 'Every Day' and 'Only Certain Days', with the latter selected and checkboxes for 'Sun', 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', and 'Sat'.
- Filter Skill Group**: Includes 'Available Values' and 'Selected Values' lists. The 'Available Values' list contains 'CDOACD.13.Linksys_PS_Sk'. The 'Selected Values' list contains 'ASTIVR_A.COLLAB.default.703', 'ASTIVR_A.MSC.default.07757', 'ASTIVR_A.SSC.default.65534', 'ASTIVR_B.COLLAB.default.025', 'ASTIVR_B.MSC.default.09868', and 'ASTIVR_B.SSC.default.95917'. There are '>' and '<' buttons between the lists.
- Footer**: 'Last refreshed 3/13/2008 1:04:30 PM', a 'Refresh values' button, and a note: '*Leaving the Selected Values list blank will not filter the report'.

At the bottom of the dialog box are 'Run' and 'Cancel' buttons. The browser's status bar shows the URL 'http://cisco.businessintelligencelive.com/Viewer/DialogHostFrame.e' and 'Internet'.

Segmenting Data with Collections

1. The supervisor will only see the data in the collection assigned to them

The left screenshot shows the 'Security Center -- Web Page Dialog' window. On the left, the 'Users' list includes 'SallySupervisor' and several Windows users. In the center, the 'Shared Reports' list contains 'Call Type - Real Time'. Below it, the 'Shared Collections' list contains 'Call Types (Stock): CIN', 'Skill Groups (Stock): EMEA', and 'Agents (Stock): EMEA'. A red circle highlights the 'Call Types (Stock): CIN' entry. A 'Done' button is at the bottom right.

The right screenshot shows the 'Filtering Call Type Real Time -- Web Page Dialog' window. It has a title bar and a 'Filter CallType' section. Under 'Available Values', there is a list of call types: CIN_AMER_Certification, CIN_AMER_CO_SJ, CIN_AMER_CorpOps_SJ_VDI, CIN_AMER_MCI_SJ_Inbound, CIN_AMER_RONA, CIN_AMER_TAC_ESR, and CIN_AMER_TAC_GT. To the right, under 'Selected Values', there is a dropdown menu with '(Choose Collection)' and 'CIN' selected. A red circle highlights the entire dialog window. Below the dialog, there is a 'Run' button and a 'Cancel' button. At the bottom, there is a note: '*Leaving the Selected Values list blank will not filter the report'.

Filter Criteria Dialog for the Call Type Real Time Report

Customizing Reports

1. Charts

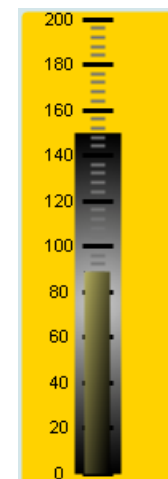
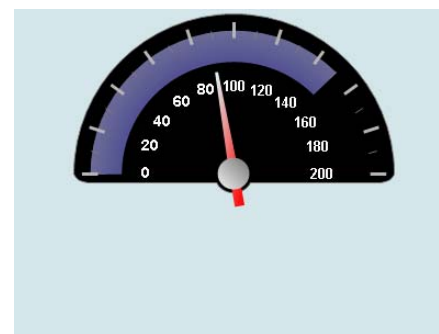
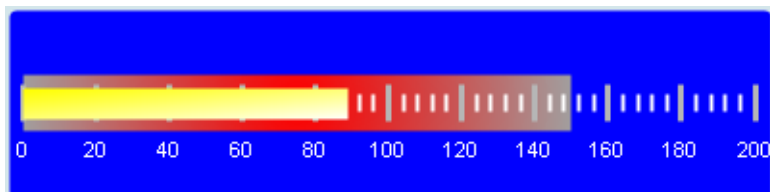
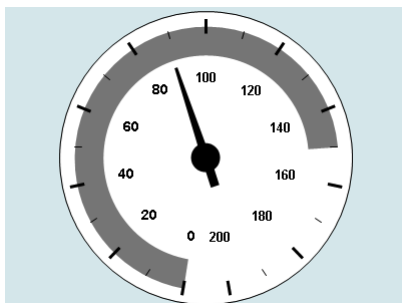
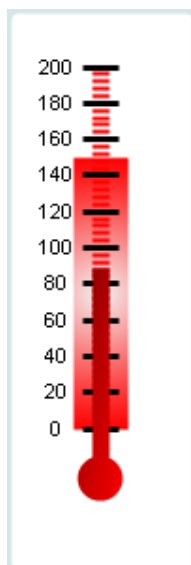
Each template will have a default chart predefined.

Cisco Unified Intelligence Suite has two basic types of graphs:

- Charts
Column, Pie, Line, etc
- Gauges
Circular, Semi-Circular, Meter, Horizontal, Thermometer, etc

Charts allow for multiple data fields to be displayed in a single view

Gauges allow for a single data field to be displayed at a time.



Customizing Reports

The image illustrates the process of customizing reports through several dialog boxes:

- Simple Wizard -- Web Page Dialog:** Shows a list of fields categorized into 'Hidden Fields' and 'Visible Fields'. The 'CallsHandled' field is highlighted in the 'Visible Fields' list. A red box highlights the 'Rename...' and 'Thresholds...' buttons.
- Edit Thresholds -- Web Page Dialog:** Shows a 'Thresholds' list. A red box highlights the 'Add' button.
- Simple Wizard -- Web Page Dialog:** A smaller dialog box asking 'What would you like to name this field?' with 'CallsHandled' entered in the text field.
- Edit Threshold -- Web Page Dialog:** Shows configuration options for a threshold, including 'Threshold Type' (set to 'Equal To'), 'Must be equal to:', 'Font' (with a 'Bold' checkbox), 'Text Color' (with a 'Change...' button), 'Background Color' (with a 'Change...' button), 'XSLT File' (set to 'None'), 'Text Substitute', and 'Image Substitute URL'. A 'Pick a Color' dialog is also shown, displaying a color palette.

Cisco Unified Intelligence Center

1. Available with IPCC Release 8.0 (Included)
2. Existing customers will be provided an upgrade path.
3. Free replacement for WebView with all new shipments.
4. Same partitioning as in CUIS.
5. No third Party Advanced Customization Tools like in CUIS (XSLT, Stored Procedures, HTML Posts, etc..)
6. No Cradle to grave reporting
7. Connects directly to HDS, no Archiver

Cisco Reporting Takeaways



1. CUIS is available now in UCCE 7.5 as an optional components.
2. CUIC (Reduced Version of CUIS will be included in UCCE 8.0)
3. CUIS and CUIC give the Contact Center a CUIS gives Privilege based reporting Solution.
4. CUIS connects to Multiple Data Sources while CUIC connects to IPCC Only

Breakout Session Evaluation Form

Your session feedback is valuable

Please take the time to complete the breakout evaluation form and hand it to the member of staff by the door on your way out

Thank you!

