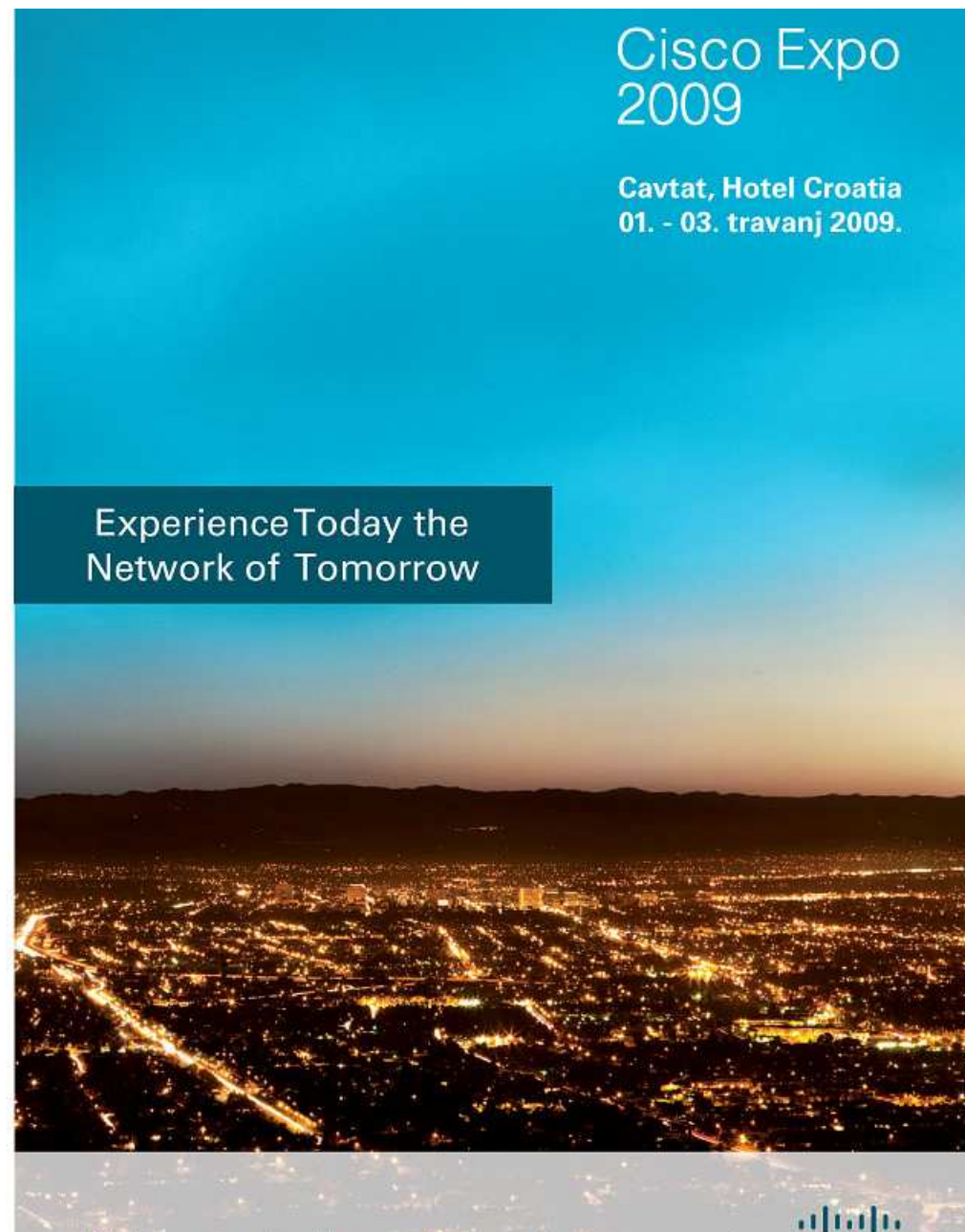




Cisco Unified Contact Center Express 7.0 Technical Update

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Sponzor konferencije



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Tehnološki sponzori



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Cisco Expo
2009

Cavtat, Hotel Croatia
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Agenda

- Introduction of What UCCX is
- Version Overview
- New Features:
 - Presence Integration
 - Agent E-mail
 - Cisco Agent Desktop (CAD)/Cisco Supervisor Desktop (CSD)/Cisco Desktop Administrator (CDA) Enhancements
 - QM Enhancements
- Packaging Changes
- Upgrade Path
- Roadmap

Introduction of What UCCX is



System Overview₁

- A Contact-Center-in-a-Box
 - Fully integrated ACD, IVR and CTI
 - Scalable, Affordable
 - 1 – 150 agent deployments on single processor server
 - 1 – 300 agent deployments on a dual processor server
- Fully Integrated Self Service
- Keystroke emulation and HTTP CTI integration
- Three packages to fit your needs
- Support for UCM and UCM Express



System Overview₂



- Voice
 - Both Inbound and Outbound
- E-mail
 - Agent E-mail included with CAD
- Quality Management
 - 24 X 7 voice and screen recording and quality management
- Workforce Management
 - Real-time intraday and historical resource scheduling and management

UCCX 7.0 Vs. UCCE 7.5₁

	Unified Contact Center Express	Unified Contact Center Enterprise
Scalability	Up to 300 agents per server, and up to 300 IVR ports per server	Up to 8000 agents and 3000 IVR ports per system using multiple servers; multiple systems can be networked together for additional scalability
Redundancy	High availability with automatic failover Note: Queued calls and associated call data are not preserved on active server failover to standby. Note: All servers in the cluster must be deployed on same LAN and in same building.	Fully fault-tolerant with active-active synchronized redundant core components, including the call router, database, and CTI servers; fault-tolerant servers can also be split over the WAN for geographic fault tolerance
Outbound	Blended preview outbound dialer with campaign management (Included at no additional cost with Cisco Premium Agent Desktop only)	Outbound Option that provides blended preview, progressive, and predictive dialing modes with campaign management

UCCX 7.0 Vs. UCCE 7.5₂

	Unified Contact Center Express	Unified Contact Center Enterprise
Multichannel	• Inbound voice • Outbound Preview Dialer (included with Unified CCX Premium) • Informal Agent E-Mail (included with Unified CCX Premium)	Fully integrated Web Collaboration, E-Mail, and Outbound capability; a single routing platform provides a universal queuing system
Cisco Unified Presence integration for enterprise knowledge worker integration	Available via Cisco Agent and Supervisor desktop with complete control over visibility and access to any Cisco Unified Presence client	Available via Cisco Unified Expert Advisor for automated identification and notification of experts through integration with Cisco Unified Presence Available via Cisco Agent and Supervisor desktop with complete control over visibility and access to any Cisco Unified Presence client
Agent desktop	Prepackaged Cisco Agent Desktop for PCs or Cisco IP Phones	Prepackaged three-tier agent desktop; CTI Toolkit; and CRM integration

UCCX 7.0 Vs. UCCE 7.5₃

	Unified Contact Center Express	Unified Contact Center Enterprise
CRM integration	• CTI integration with any Microsoft Windows application through key-stroke macros • Integration with browser-based applications through HTTP get and put in Cisco Agent Desktop-embedded browser • Support for socket-level Computer Supported Telephony Applications (CSTA)-like protocol for complete integration with Cisco Unified Contact Center Express ACD and IVR	• Key-stroke macros; CTI Toolkit-application programming interface (API) support available in COM, C++, Java, and .Net • Browser-based thin-client desktop support available • CRM support with Siebel, Oracle, E.Piphany, or SAP using native drivers
IVR integration	• Standard and Enhanced packages that include prompt and collect IVR capability (programmable Auto Attendant) • Premium package that includes full IVR self-service application capabilities	Choice of Cisco Unified IP IVR or Cisco Unified Customer Voice Portal or Open API (GED 125), which allows integration with third-party IVRs

UCCX 7.0 Vs. UCCE 7.5₄

	Unified Contact Center Express	Unified Contact Center Enterprise
Reporting	• Approximately 100 predefined reports • Support for custom reports	• Advanced reporting and archiving capabilities with Cisco Unified Intelligence Suite • Over 200 predefined reports in WebView
Workforce management	Optional with Cisco Workforce Manager • Sophisticated contact forecasting tools combining the art and science of predicting contact volume and distribution • Workforce scheduling to meet service goals with the constraints of your workforce's skills and availability • Agent and supervisor interfaces that provide intraday information and proactive tools	Available through partners

UCCX 7.0 Vs. UCCE 7.5₅

	Unified Contact Center Express	Unified Contact Center Enterprise
Quality management	Optional with Cisco Quality Manager and Advanced Quality Manager • Twenty-four-hour call recordings that enable all customer contacts to be reviewed instantly for dispute resolution and to meet regulatory requirements • Ability to record up to 100 percent of customer interactions • Rapid archival search and retrieval from anywhere • Secure, authenticated, domain restricted access * Synchronized Agent Desktop screen record with voice recording (Advanced Quality Manager only)	Available through partners

Version Overview



Version Overview

- CCX 7.0 is the successor to CCX 5.0.
- Name change - CRS is replaced with CCX.
- Runs on Windows 2003.
- FCS in Aug 2008.
- Supports upgrade from CCX 4.5, 5.0(1), 5.0(2).
- Premium includes Preview Outbound, Agent eMail and Presence Integration.

Version Compatibility

- Unified CM 6.1 and 7.0
- Unified CME 4.2 and 7.0
- Unified CCE 7.2 and 7.5
- QM 2.6.1 and WFM 8.2.3
- EIM/WIM 4.2.4 or later
- CSA 5.x or later
- CiscoWorks Campus Manager 4.X and CUOM 2.X

Maximum Capacities₁

Key Inbound Only Voice System Maximum Capacities								
	Standalone Server				Two-Server Cluster			
Server	7845	7835	7825	7816	7845	7835	7825	7816
Agents	300	150	100	75	300	150	100	75
Supervisors	32	15	10	8	32	15	10	8
Mon and Rec	64	32	32	32	64	32	32	32
HR Sessions	5	5	3	3	16	10	10	10
IVR Ports	300	150	100	75	300	150	100	75

Key Blended Inbound/Outbound Voice System Maximum Capacities								
	Standalone Server				Two-Server Cluster			
Server	7845	7835	7825	7816	7845	7835	7825	7816
Agents	300	75	75	50	300	75	75	50
Supervisors	32	10	10	5	32	10	10	5
Mon and Rec	32	16	16	16	32	32	32	32
HR Sessions	2	2	2	2	8	4	4	4
IVR Ports	300	150	100	75	300	150	100	75

- Applies only to CCX 5.0, 7.0 and later releases
- Significant scalability increases for most servers
- **Now supports up to 300 agents at two minutes average**

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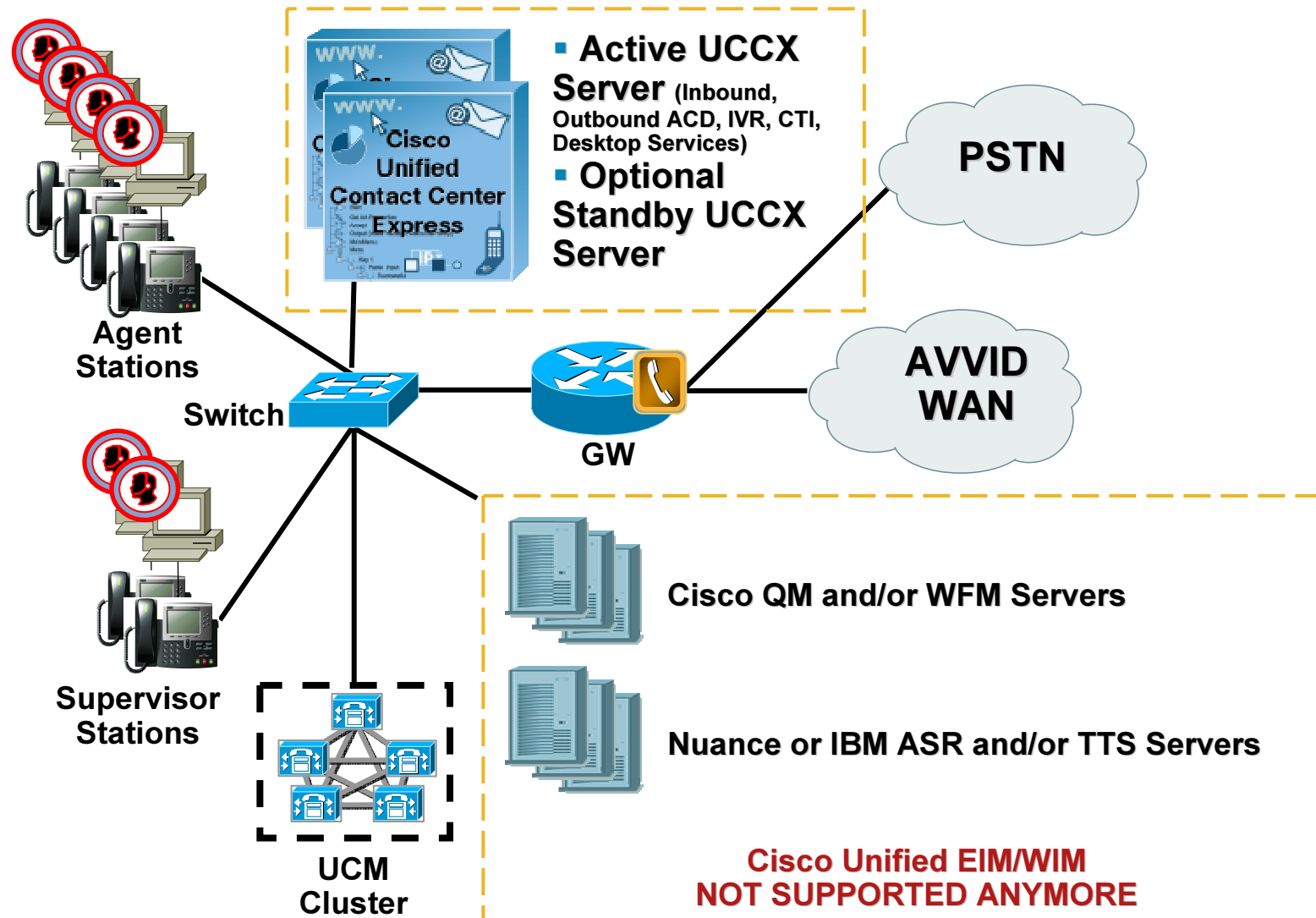
Maximum Capacities₂

UCM Express Inbound Voice		
	UCME on ISR	UCME on UC500
Server	All	All
Agents	50	48
Supervisors	10	5
Mon and Rec	32	N/A
HR Sessions	2	2
IVR Ports	50	48

Key Inbound Only Voice System Maximum Capacities					
	Standalone Server				
Server	7845	7835	7825	7816	CME
BHCA	4000	2000	2000	2000	1000
CSQ	150	25	25	25	50
Skills	150	150	150	150	150
ASR Ports	100	50	50	50	25
TTS Ports	160	40	40	40	25
VXML Ports	80	40	40	40	25

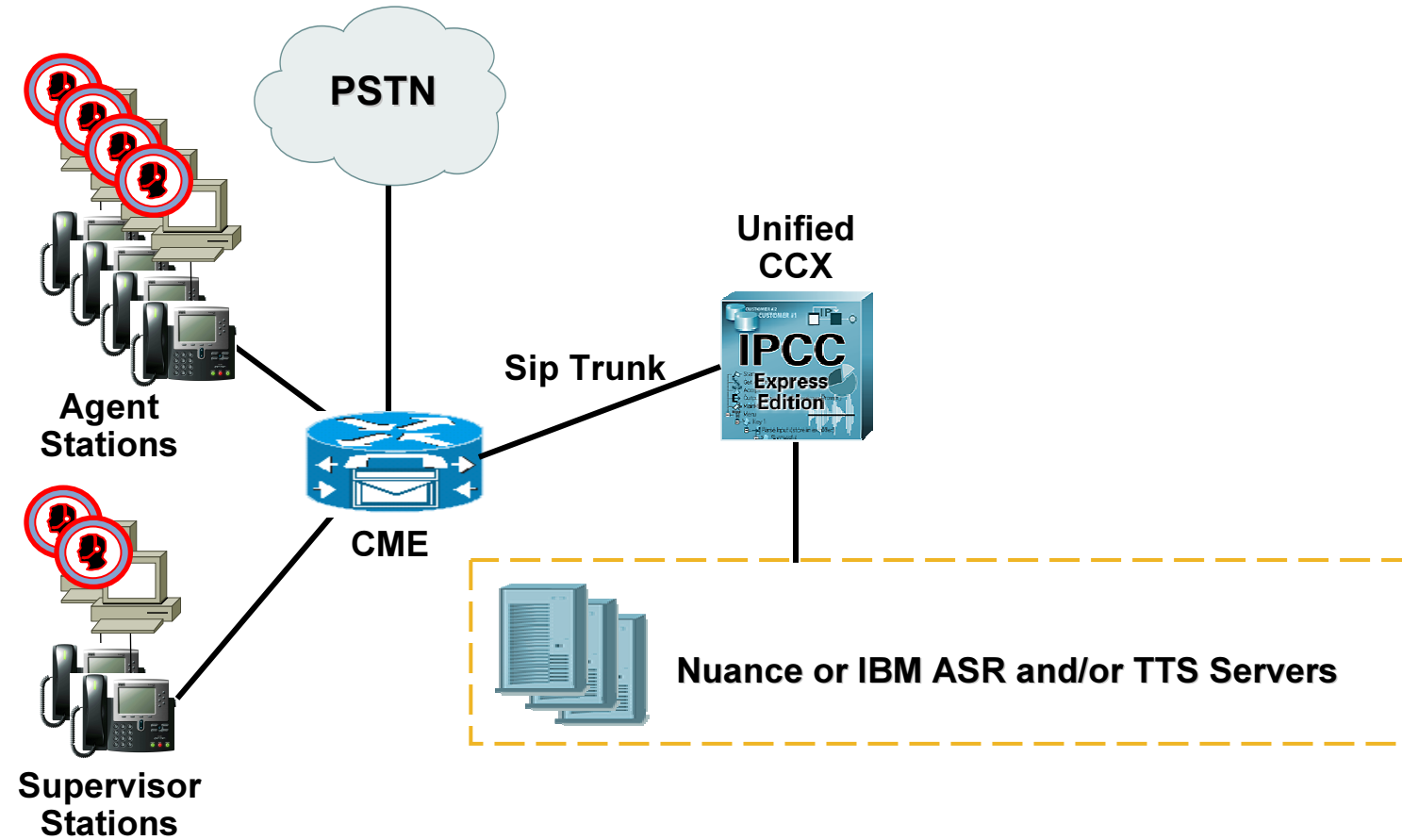
Deployment Models

UCCX with UCM



Deployment Models

UCCX with UCM Express



New Features



New Features Summary

Features

Cisco Unified Presence (CUP) Integration

Agent E-Mail

Cisco Agent Desktop Browser Edition

Embedded Browser Enhancements

Web Based Administration

Workflow Enhancements

Global and Workflow Specific Codes and
Phone Directories

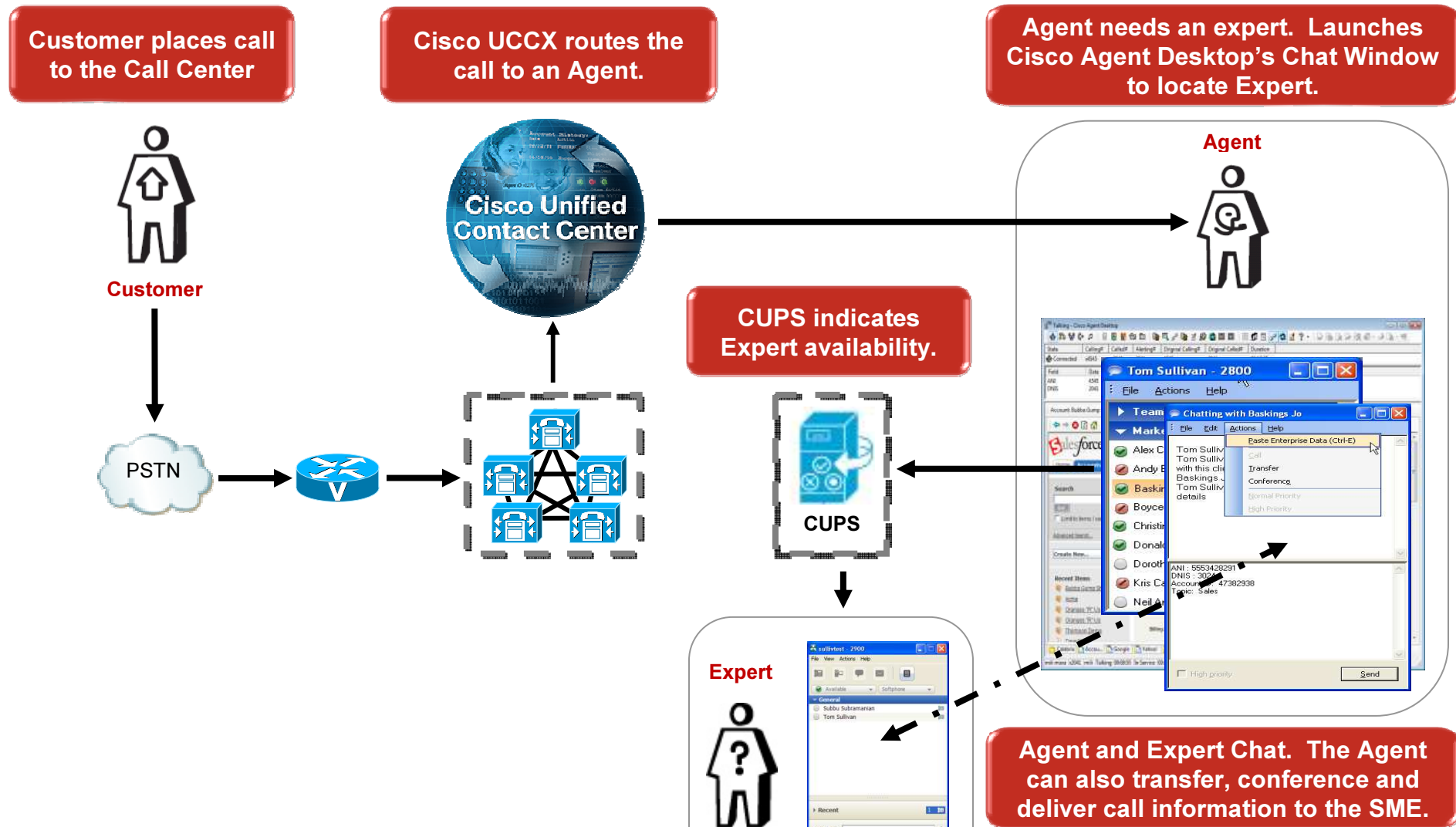
Danish, Finnish, Norwegian, and Russian Localizations

Enhanced Agent and Supervisor Accessibility (VPAT)

Cisco Unified Presence (CUP) Integration

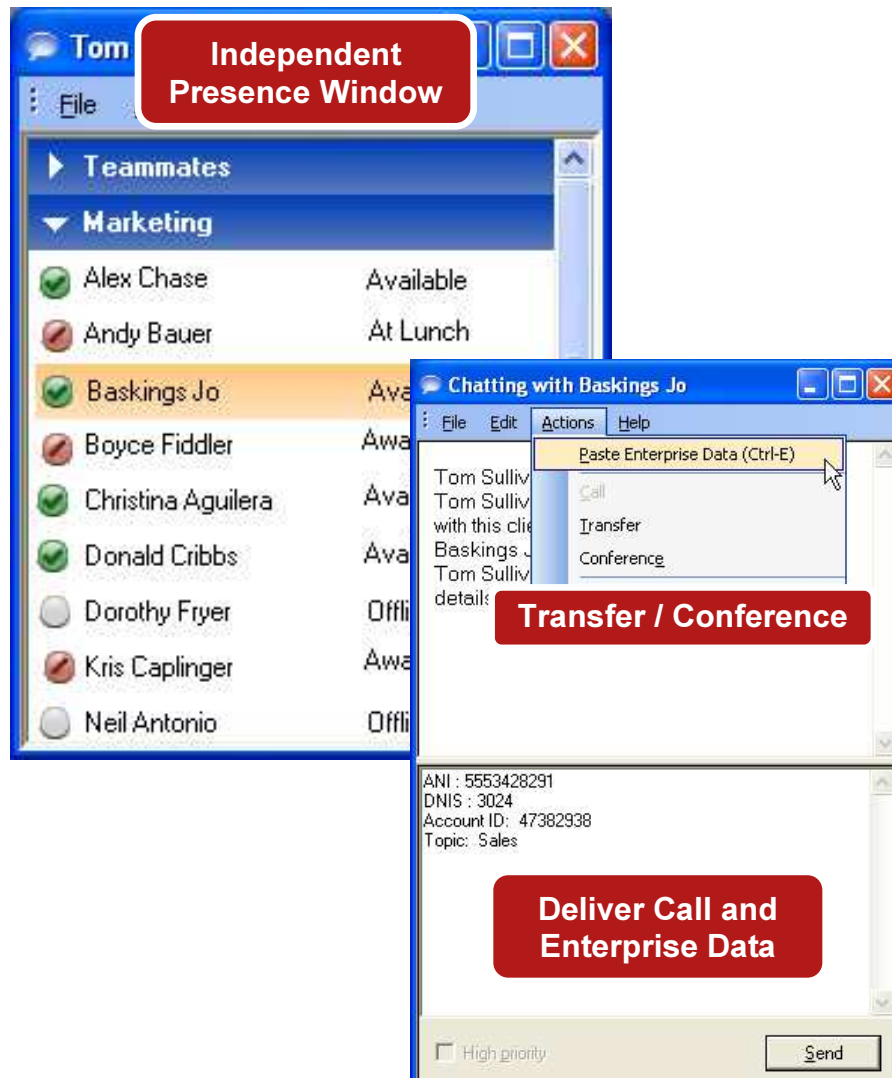
- CAD is integrated with Cisco Unified Presence (CUP)
- Included in all packages
- Allows agents to chat with Subject Matter Experts (SMEs)
- Facilitates transfer and conference to SMEs
- Facilitates transfer of enterprise data

CUP Integration Workflow



CUP Integration

Communicating with SME



- Agents and Supervisors see “Subject Matter Experts” (SMEs) who use Cisco Unified Presence Communicator (CUPC).
- Agents can initiate chat sessions with SMEs
- Administrators control “buddy lists” and visibility of contacts
- Presence selection window is independent and updated with the latest Agent CTI state and SME Presence State.

CUP Integration

CUPS Cluster Settings

- Supports Unified Presence 6.1 and 7.0
- Supports CUPS Fault Tolerance

The screenshot displays the Cisco Desktop Administrator web interface. At the top, the Cisco logo and 'Cisco Desktop Administrator' are on the left, while 'Admin | Logout | Change Password | About | Help' are on the right. Below the header, a 'Save' button is visible. The left sidebar shows a tree view with 'CDA Settings' expanded, containing 'Services Configuration', 'Personnel', 'Agents', 'CUPS Settings', 'Contact Lists', 'Federated Users', and 'Workflow Groups'. The 'CUPS Settings' section is selected, and 'CUPS Cluster Settings' is highlighted. The main content area is titled 'CDA Settings: CUPS Settings > CUPS Cluster Settings'. It features a 'CUPS Cluster Configuration' section with a red callout box labeled 'Specify Cluster Settings'. This section includes a checkbox for 'Enable Presence Feature' (checked), a 'Version' dropdown set to '7.0', and input fields for 'Publisher Host/IP Address', 'AXL Login ID', and 'Password'. A 'Verify' button is next to the IP address field. Below this is a 'Subscriber Host/IP Addresses' section with an input field and links for 'Delete' and 'Add Another'. A 'Save' button is at the bottom center.

Cisco Desktop Administrator Admin | Logout | Change Password | About | Help

Save

CDA Settings

- Services Configuration
- Personnel
 - Agents
- CUPS Settings
 - CUPS Cluster Settings**
 - Contact Lists
 - Federated Users
 - Workflow Groups

CDA Settings: CUPS Settings > CUPS Cluster Settings

CUPS Cluster Configuration

Enable Presence Feature ☒

Version 7.0

Publisher Host/IP Address **Verify**

AXL Login ID

Password

Specify Cluster Settings

Subscriber Host/IP Addresses

[Delete](#) [Add Another](#)

Save

CUP Integration

Presence Contact List

- Contact (“buddy”) lists are created via CDA
- Contact List’s display name will show up as a drawer in the Agent / Supervisor Chat Selector window
- SME names and URI’s are pulled from directory

Cisco Desktop Administrator Admin | Logout | Change Password | About | Help

Save Copy

CDA Settings

- CUPS Settings
 - CUPS Cluster Settings
 - Contact Lists
 - Federated Users
 - Workflow Groups

CDA Settings: CUPS Settings > Contact Lists > SALES 1

Contact List Information

Contact List Name: SALES

Search For: Included True Find Clear Filter + -

Subject Matter Expert List

Last Name	First Name	URI	Included
Bendickson	Mike	bendicm@p2.rd.ld	☒
Brezinski	Tom	brezint@p1.rd.ld	☒
Brezinski	Tom	brezint@p2.rd.ld	☒
Doe	John	jd@p1.rd.ld	☒
Mohamed	Ashraf	mohamea@p1.rd.ld	☒
Sillars	Jay	sillarj@p2.rd.ld	☒
Subramanian	Subbu	subrams@p1.rd.ld	☒
Wall	Pete	wallp@p2.rd.ld	☒

Select All Clear All Goto 1 of 1 Results Per Page 10

Contact names synchronized from directory

CUP Integration Work Flow Groups

- Assign contact lists to Workflow Groups, so Agents only have visibility to appropriate Contact Lists

The screenshot shows the Cisco Desktop Administrator interface. The top navigation bar includes the Cisco logo, 'Cisco Desktop Administrator', and links for 'Admin', 'Logout', 'Change Password', 'About', and 'Help'. Below this is a 'Save' button with a left arrow. The left sidebar shows a tree view under 'CDA Settings' with 'CUPS Settings' expanded, containing links for 'CUPS Cluster Settings', 'Contact Lists', 'Federated Users', and 'Workflow Groups'. The main content area is titled 'CDA Settings: CUPS Settings > Workflow Groups > default'. It features a search bar with 'Contact List Name' and 'Begins With' dropdowns, a 'Find' button, and a 'Clear Filter' button. Below the search bar is a table titled 'Contact List' with two columns: 'Contact List Name' and 'Included'. The table lists four contact lists: 'Marketing 1', 'SALES 1', 'SUPPORT', and 'TAC', each with a checked checkbox in the 'Included' column. A red callout box with the text 'Assign Contact List to Workflow Group' is overlaid on the table. At the bottom of the table are 'Select All' and 'Clear All' buttons. Below the table is a pagination bar showing 'Goto 1 of 1' and 'Results Per Page 10'. At the very bottom are 'Save' and 'Return to Workflow Group list' buttons.

Cisco Desktop Administrator

Admin | Logout | Change Password | About | Help

Save

CDA Settings

- CUPS Settings
 - CUPS Cluster Settings
 - Contact Lists
 - Federated Users
 - Workflow Groups

CDA Settings: CUPS Settings > Workflow Groups > default

Search For: Contact List Name Begins With Find Clear Filter + -

Contact List Name	Included
Marketing 1	☒
SALES 1	☒
SUPPORT	☒
TAC	☒

Select All Clear All Goto 1 of 1 Results Per Page 10

Save Return to Workflow Group list

Assign Contact List to Workflow Group

CUP Integration

External Contact Configuration

- CUP can integrate with a foreign domain, allowing CUP users in an enterprise domain to interact with users in a foreign domain
- Cisco Desktop Administrator includes the option to enter external users in a foreign domain
- In this way, Cisco Agent Desktop can integrate with those federated domains also supported by CUP

The screenshot displays the Cisco Desktop Administrator web interface. The top navigation bar includes the Cisco logo, the text "Cisco Desktop Administrator", and links for "Admin" and "Logout". Below the navigation bar, there are "Save" and "Copy" buttons with a back arrow. The left sidebar shows a tree view of settings, with "External Contacts" selected under "Cisco Unified Presence Settings". The main content area is titled "Settings: Cisco Unified Presence Settings > External Contacts > Baskings". It contains a form for "External Contact Information" with the following fields: Last Name (Baskings), First Name (Jo), URI (sullivtest@p1.rd.id), and Phone Number (2900). A red button labeled "Access to External Users" is positioned to the right of the form.

External Contact Information	
Last Name	Baskings
First Name	Jo
URI	sullivtest@p1.rd.id
Phone Number	2900

Access to External Users

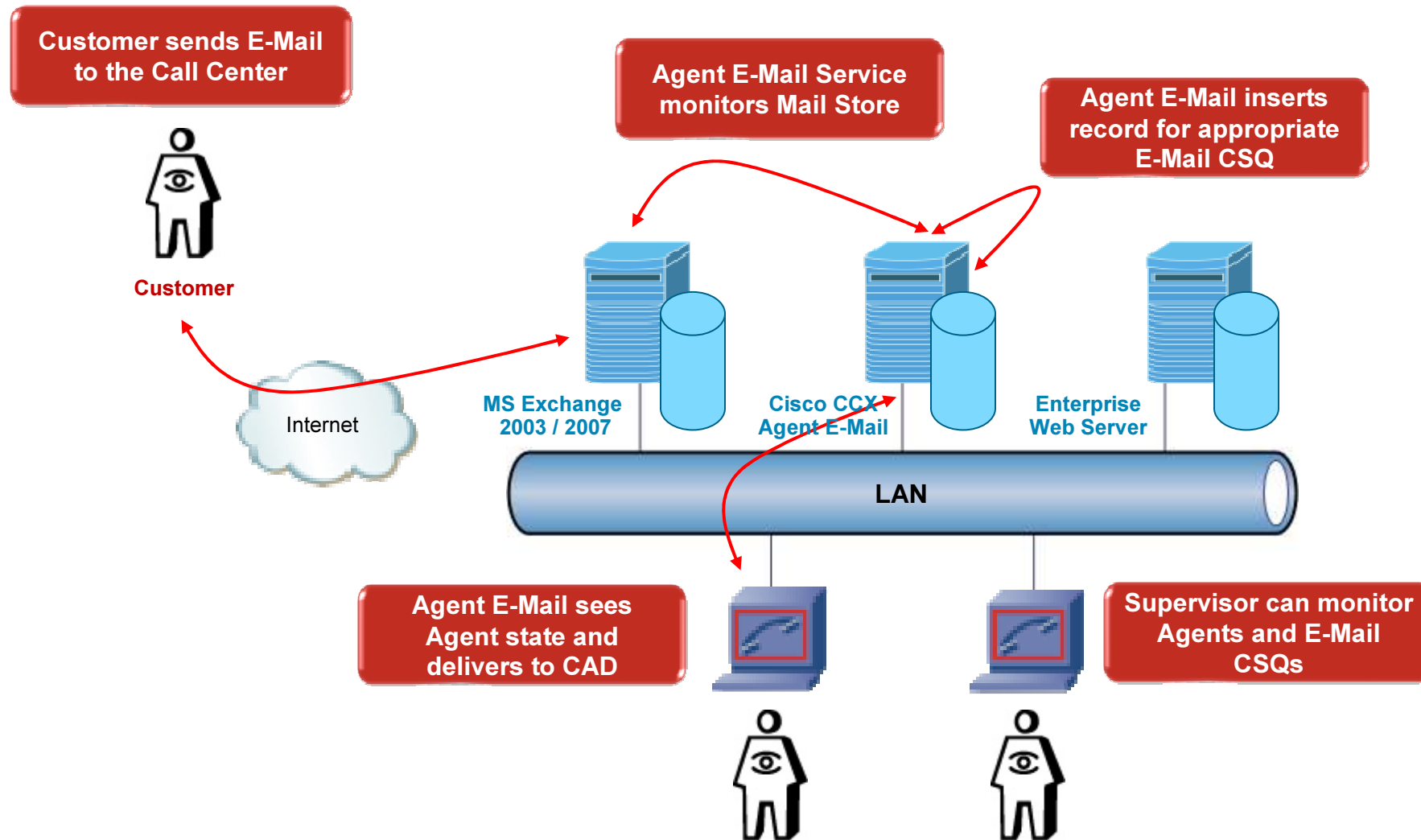
CUP Integration Demo



Agent E-Mail

- Included in Premium
- Addresses market that need Contact Center E-Mail management but does not require an extensive set of features
- Support MS Exchange 2003/2007
- Provides core feature set for managing E-Mails
 - Distributes E-Mails to Agents
 - Sends responses from the Contact Center to the customer
 - Provides real-time and historical reports on E-Mail activity
- Fully integrated with CAD, CSD and CDA

Agent E-Mail Workflow



Cisco Agent Desktop

Voice ACD and E-Mail States

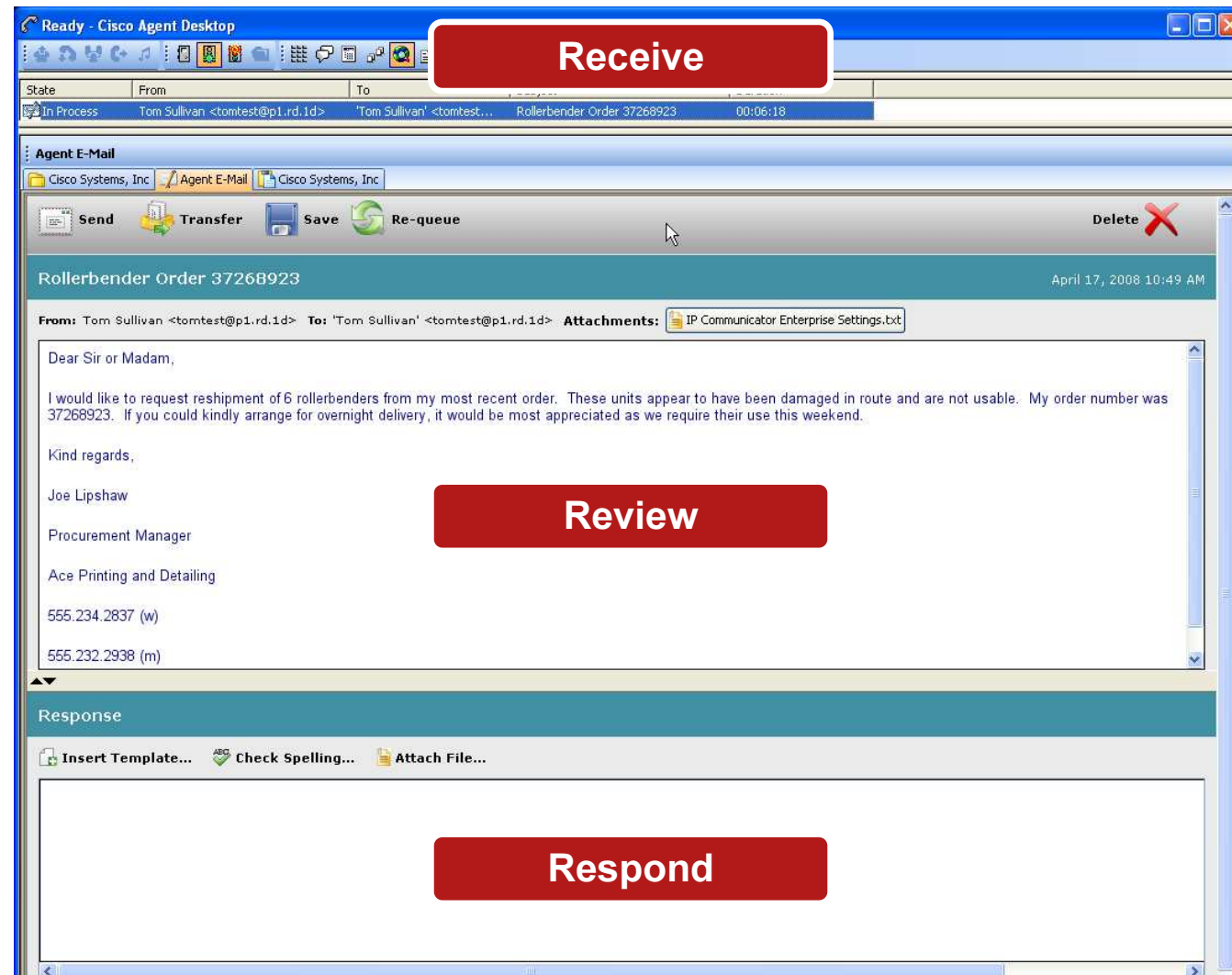
- Mix and match Voice and Agent E-Mail states, as desired
- If Voice state is “Ready”, then E-Mail processing can be interrupted by an ACD Voice call
 - Cisco Agent Desktop auto saves E-Mail to “Draft” and places agent in Agent E-Mail “Not Ready” state
 - Desktop focus automatically changes to voice display
- Agent can resume Agent E-Mail processing at any time



Cisco Agent Desktop Processing E-Mail

Agents can:

- Receive one or multiple E-Mail contacts
- Review each E-Mail content and attachments
- Respond with a combination of templates and composed material



Cisco Agent Desktop Reviewing E-Mail

Send, Save, or Place in Queue

Send Transfer Save Re-queue Delete X

Rollerbender Order 37268923 10:49 AM

From: Tom Sullivan <tomtest@p1.rd.1d> **To:** 'Tom Sullivan' <tomtest@p1.rd.1d> **Attachments:** IP Communicator Enterprise Settings.txt

Sender's Attachments

Dear Sir or Madam,

I would like to request reshipment of 6 rollerbenders from my most recent order. These units appear to have been damaged in route and are not usable. My order number was 37268923. If you could kindly arrange for overnight delivery, it would be most appreciated as we require their use this weekend.

Kind regards,

Joe Lipshaw

Procurement Manager

Ace Printing and Detailing

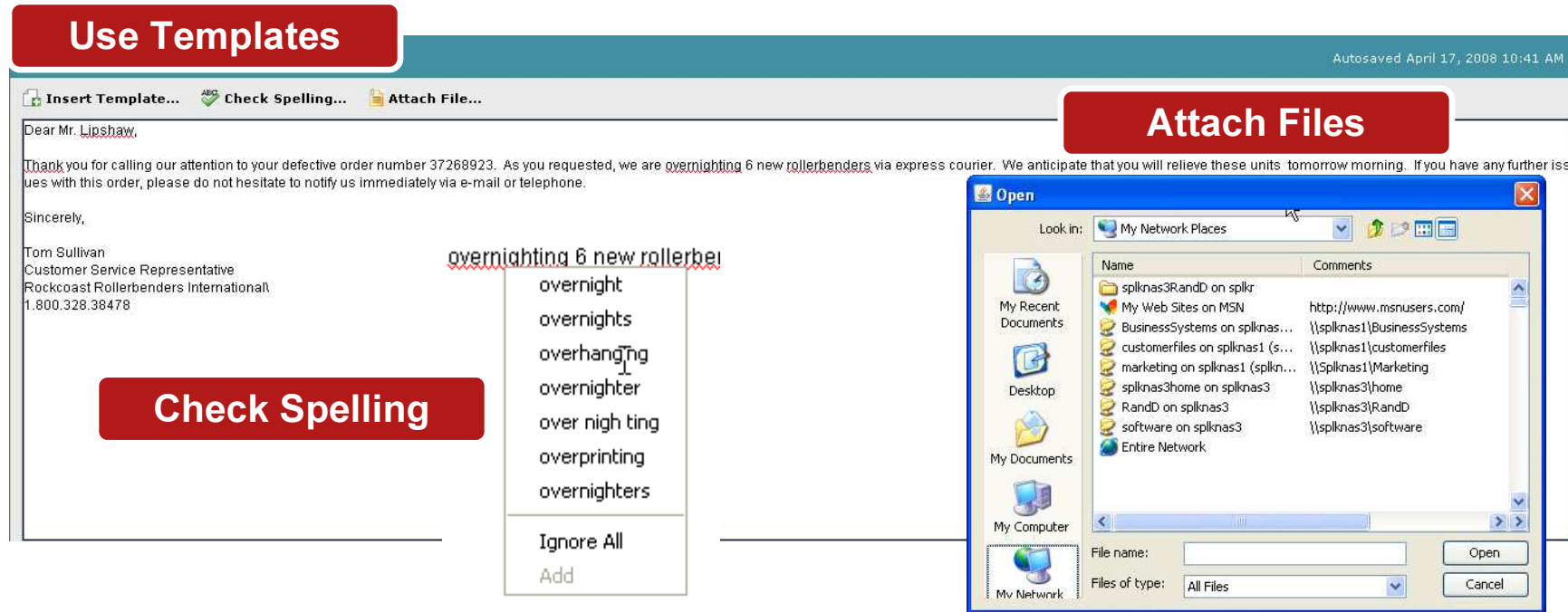
555.234.2837 (w)

555.232.2938 (m)

Sender's Text

- The E-Mail content appears in HTML
- The Agent can transfer to a more appropriate queue or defer back to the existing queue
- E-Mail's attachments are easily accessible

Cisco Agent Desktop Composing E-Mail Response



- Customer defined templates can be inserted throughout the response
- Agents see and correct misspellings while typing text*
- Agents can attach multiple files as necessary

Cisco Supervisor Desktop Visibility of CSQ Volumes

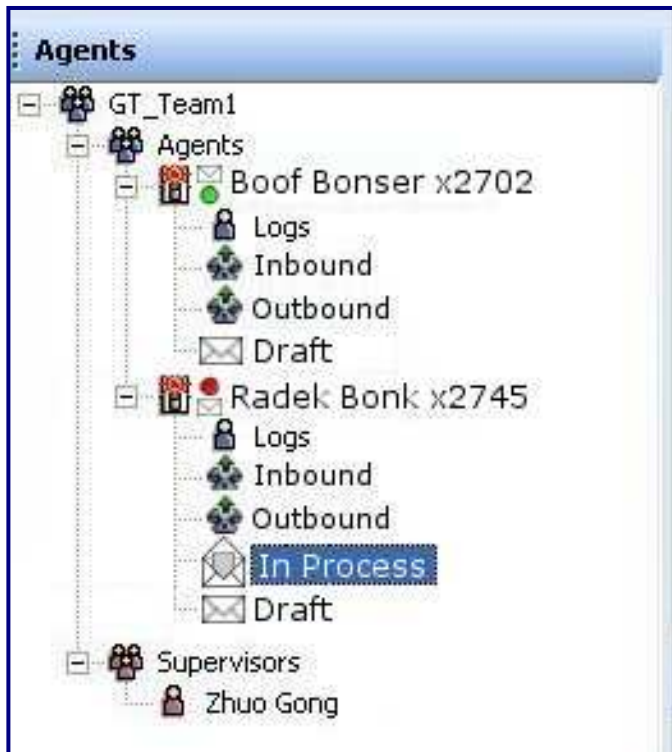
The screenshot displays the Cisco Supervisor Desktop interface. On the left, the 'Contact Service Queues' tree shows a hierarchy with 'Voice' and 'Email' nodes. Under 'Voice', there are five CSQs: csq6500, csq7000, csq7500, csq8000, and csq8500. Under 'Email', there are four queues: em1000, em2000, em3000, and em4000. A red callout box at the bottom left of this tree says 'Navigate Agent E-Mail CSQs'. The main pane on the right is titled 'Real Time Displays' and contains a 'Contact Service Queues - Statistics Display' table. This table has two sections. The top section is a summary table for CSQ 'em1000' with columns: CSQ, Agents (3), Processing (1), Ready (1), Not Ready (1), Oldest in Q (0), and Total Emails (0). The bottom section is a detailed table with columns: Agent, Voice State, Duration, Reason Code, Email State, Duration, Reason Code, and CSQ. It lists three agents: Barbara McAgent (Not Ready, Break, Ready), Donald Norris (Talking, Not Ready, Talking), and Ellie Peterson (Ready, Processing, em1000). A red callout box at the bottom right of this pane says 'Coordinated Delivery of Summary and Detail Real Time Reports'.

CSQ	Agents	Processing	Ready	Not Ready	Oldest in Q	Total Emails
em1000	3	1	1	1	0	0

Agent	Voice State	Duration	Reason Code	Email State	Duration	Reason Code	CSQ
Barbara McAgent	Not Ready	00:00:00	Break	Ready	00:00:00		
Donald Norris	Talking	00:00:00		Not Ready	00:00:00	Talking	csq6500
Ellie Peterson	Ready	00:00:00		Processing	00:00:00		em1000

- Supervisor can view the E-Mails activity for the queues their Agents support.
- Selecting the main E-Mail node will result in the CSQ Team Summary, which will show one record for each E-Mail queue.
- Selection of a specific E-Mail queue node drills down and identifies the specific agents that are used to support that queue.

Cisco Supervisor Desktop Visibility of Agent Activity



**Agent E-Mail Activity
per Contact**

- In the Agent navigation window, the Supervisor can view enhanced and new reports tailored to provide additional detail on the Agent's E-Mail activities.
- The Supervisor can see summary totals at a CSQ and Team level, as well as drill down to individual statistics and logs for specific Agents.
- The navigation pane reflects the Agents current ACD state for both Voice and E-Mail.

HISTORICAL Reports Client

New Agent E-Mail Reports

- New Database tables within UCCX facilitate the delivery of standard and custom Historical Reporting.
- The new Standard Historical Reports are:
 - Inbox Traffic Analysis - shows the number of E-Mails received for the selected E-Mail addresses in daily time intervals.
 - CSQ Activity - shows summary statistics for E-Mail activity for the selected E-Mail Contact Service Queues in daily time intervals.
 - Agent Activity - shows summary statistics for E-Mail activity for the selected E-Mail enabled Agents in daily time intervals.
 - CSQ Agent Activity - shows summary statistics for E-Mail activity by Agents and dates for the selected E-Mail Contact Service Queues in daily time intervals.
- This data is also accessible from alternative reporting packages for custom reports.

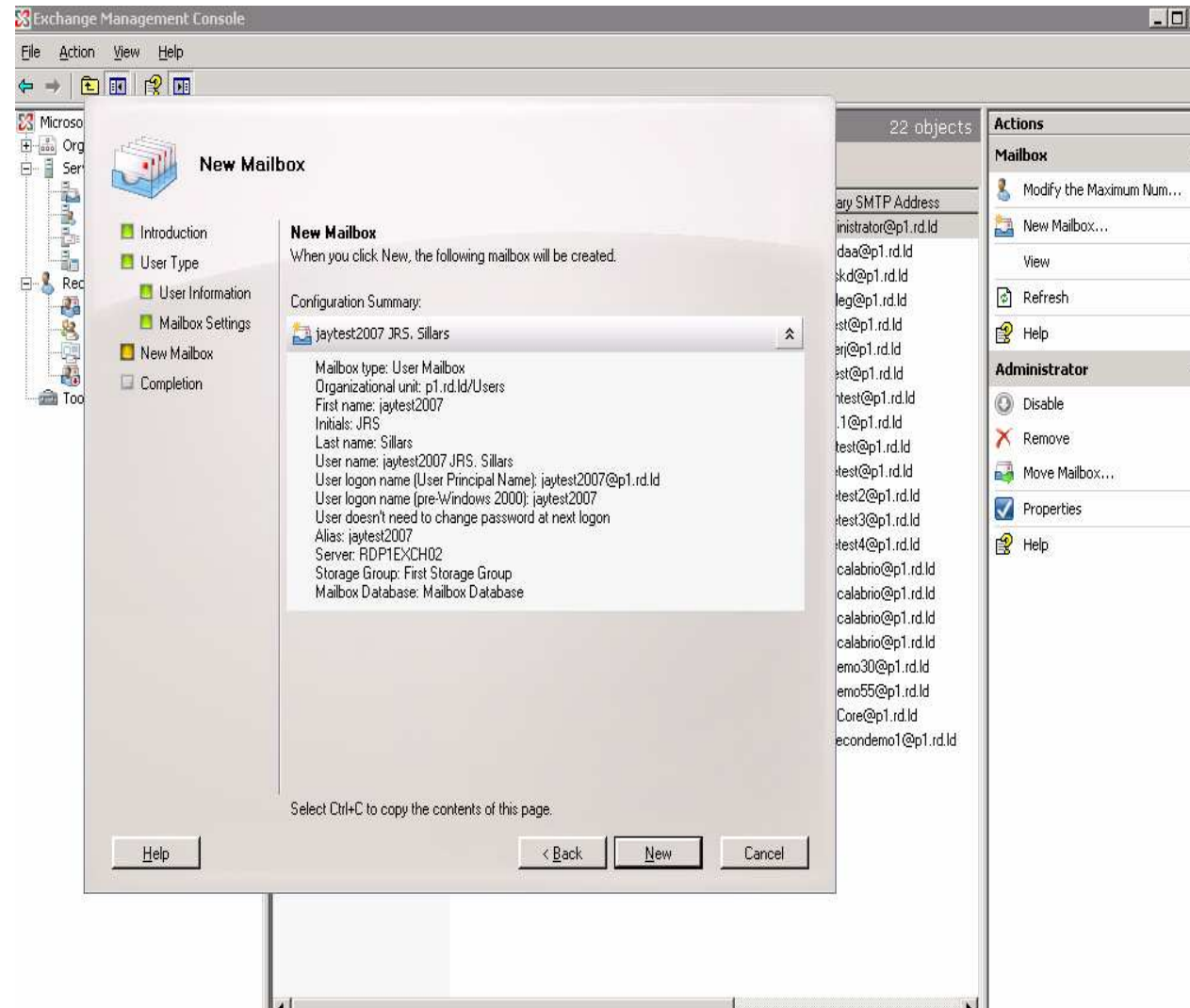
Agent E-Mail Setup Steps

- At a high level, enabling the Agent E-Mail feature in release requires the following administrative touch points:
 - Enable IMAPv4 service and create the target Mailbox Accounts, Alias(es) and Distribution Lists within Microsoft Exchange.
 - Create one or more CSQs in Contact Center Express Administration and assigning Agents to those Resources in Contact Center Express Administration.
 - Configure Agent E-Mail Settings in Cisco Desktop Administrator.

Agent E-Mail

Microsoft Exchange Support

- Support for MS Exchange 2003 and 2007
- Requires IMAPv4 and SMTP
- Supports Secured or Unsecured Connections



Agent E-Mail CSQ Configuration

- It's now necessary to classify the CSQ type as either “Voice” or “E-Mail.”
- A CSQ must be one or the other; it cannot be both.
- When an administrator defines a CSQ as E-Mail, the Contact Queuing Criteria will always be First In, First Out.

The screenshot displays the 'Unified Contact Center Express Administration' interface for Cisco Unified Communications. The top navigation bar includes links for System, Applications, Subsystems, Wizards, Tools, and Help. The main title is 'Unified Contact Center Express Administration' with the Cisco logo. The left sidebar lists various configuration options: Skills, Resources, Resource Groups, **Contact Service Queues**, RmCm Provider, Assign Skills, Remote Monitor, Agent Based Routing Settings, and Teams. The main content area is titled 'RmCm Configuration' and contains the 'Contact Service Queue Configuration' form. This form includes fields for 'Contact Service Queue Name*' (Sales Support E-Mail), 'Contact Service Queue Type*' (Email), 'Contact Queuing Criteria' (FIFO), and 'Resource Pool Selection Model*' (Resource Skills). A red button labeled 'Identify CSQ Type' is positioned next to the 'Email' dropdown. A footnote at the bottom states '* indicates required item'.

System | Applications | Subsystems | Wizards | Tools | Help

Unified Contact Center Express Administration
For Cisco Unified Communications

RmCm Configuration

Skills
Resources
Resource Groups
Contact Service Queues
RmCm Provider
Assign Skills
Remote Monitor
Agent Based Routing Settings
Teams

Contact Service Queue Configuration

Contact Service Queue Name*

Contact Service Queue Type*

Contact Queuing Criteria

Resource Pool Selection Model*

* indicates required item

Agent E-Mail Resource Configuration

- The Administrator can then assign Agents with the skills that correspond to the newly created CSQs.
- Unlike the Voice contacts, the Competence Level for an Agent E-Mail skill will have no impact on the routing.
- Agents can have dedicated or mixed skills.

System Applications Subsystems Wizards Tools Help

Unified Contact Center Express Administration
For Cisco Unified Communications

RmCm Configuration

Skills
Resources
Resource Groups
Contact Service Queues
RmCm Provider
Assign Skills
Remote Monitor
Agent Based Routing
Settings
Teams

Resource Configuration
[Open Printable Report of this Resource Configuration](#)

Resource Name: Tom Sullivan

Resource ID: [Redacted]

IPCC Extension: [Redacted]

Resource Group: [Redacted]

Automatic Avail: [Redacted]

Assigned Skills: sk_e07(5)
sk_v01(5)

Unassigned Skills: sk_e01
sk_e02
sk_e03
sk_e08

Competence Level: 5 (1-Beginner, 10-Expert)

Team: Toms Team

* indicates required item

Assign Voice and E-Mail Skills as Desired

Cisco Desktop Administrator

Global Agent E-Mail Settings

- IMAP / SMTP settings for Exchange
- Maximum number of concurrent E-Mails that an Agent can have saved on their Desktop (1-5)
- Allow an Agent to send attachments and maximum outbound size of an E-Mail
- Second E-Mail address where all Agent deleted E-Mails will be forwarded

The screenshot displays the Cisco Desktop Administrator interface for configuring Global Agent E-Mail Settings. The left sidebar shows a navigation tree with 'Global Settings' selected. The main content area is divided into three sections: 'Mail Server Settings', 'SMTP Server', and 'Other Settings'. Each section has a corresponding red button on the right.

Mail Server Settings

IMAP Server	
Host/IP Address	10.192.252.18
Port	143
User Name	2003qatest5
Password	*****

SMTP Server

SMTP Server	
Host/IP Address	10.192.252.18
Port	25
User Name	2003qatest5
Password	*****

Other Settings

Maximum Number of E-Mails on Agent desktop	3
Retention Period for E-Mails Sent and Handled (Days)	1
Retention Period for E-Mails Pending Delete and System Status (Days)	1
Enable Outbound Attachments	☒
Maximum Outbound Attachments size (MB)	10
Forwarding Address for Deleted E-Mails	zhao.gong@calabrio.com

Cisco Desktop Administrator CSQ Settings

- Map the Exchange E-Mail addresses to the CSQs defined in the Express system
- It's possible to have several E-Mail addresses mapped to a single CSQ (it's not possible to map a single E-Mail address to multiple CSQs in this release)
- Configure an automated response to all E-Mails that enter the queue

The screenshot shows the Cisco Desktop Administrator web interface. The top navigation bar includes the Cisco logo, the title 'Cisco Desktop Administrator', and links for 'Admin', 'Logout', 'Change Password', 'About', and 'Help'. A 'Save' button with a green arrow is highlighted. The left sidebar shows a tree view of settings: 'Settings' (expanded), 'Services Configuration', 'Personnel', 'Cisco Unified Presence Settings', 'Agent E-Mail Settings' (expanded), 'Global Settings', 'Contact Service Queue Settings' (selected), and 'Templates'. The main content area displays the configuration for 'csq_e03' under the path 'Settings: Agent E-Mail Settings > Contact Service Queue Settings > csq_e03'. The 'Settings' section includes a 'Send automatic response' checkbox, a 'Response template URI' field with an example, and fields for 'Send responses using E-Mail address' and 'BCC all responses to E-Mail address'. The 'E-Mail addresses that map to this CSQ' section shows a list of email addresses with 'Delete' and 'Add Another' links. Two red callout boxes highlight the 'Automated Response' and 'E-Mail to CSQ Mapping' sections.

Automated Response

E-Mail to CSQ Mapping

Cisco Desktop Administrator Response Templates

- Administrator can configure multiple templates that Agents can incorporate into their responses
- Templates can be located on a Web or Network Server and referenced via Uniform Resource Identifier (URI)



The screenshot shows the Cisco Desktop Administrator interface. The left sidebar contains a 'Settings' menu with options: Services Configuration, Personnel, Cisco Unified Presence Settings, Agent E-Mail Settings, Global Settings, Contact Service Queue Settings, and Templates. The main area displays 'Settings: Agent E-Mail Settings > Templates'. A search bar is present with 'Document Identifier' and 'Begins With' filters. Below is a 'Template List' table with columns: Selected, Document Identifier, Description, and URI. One template is listed: 'Pete Template' with description 'Pete's password reset template' and URI 'http://10.192.252.24:6293/teamadmin/petetemplate.txt'. Action buttons include 'Add New', 'Select All', 'Clear All', and 'Delete Selected'. A 'Save' button is at the bottom. A red callout box on the right says 'Multiple Templates'.

Selected	Document Identifier	Description	URI
☐	Pete Template	Pete's password reset template	http://10.192.252.24:6293/teamadmin/petetemplate.txt



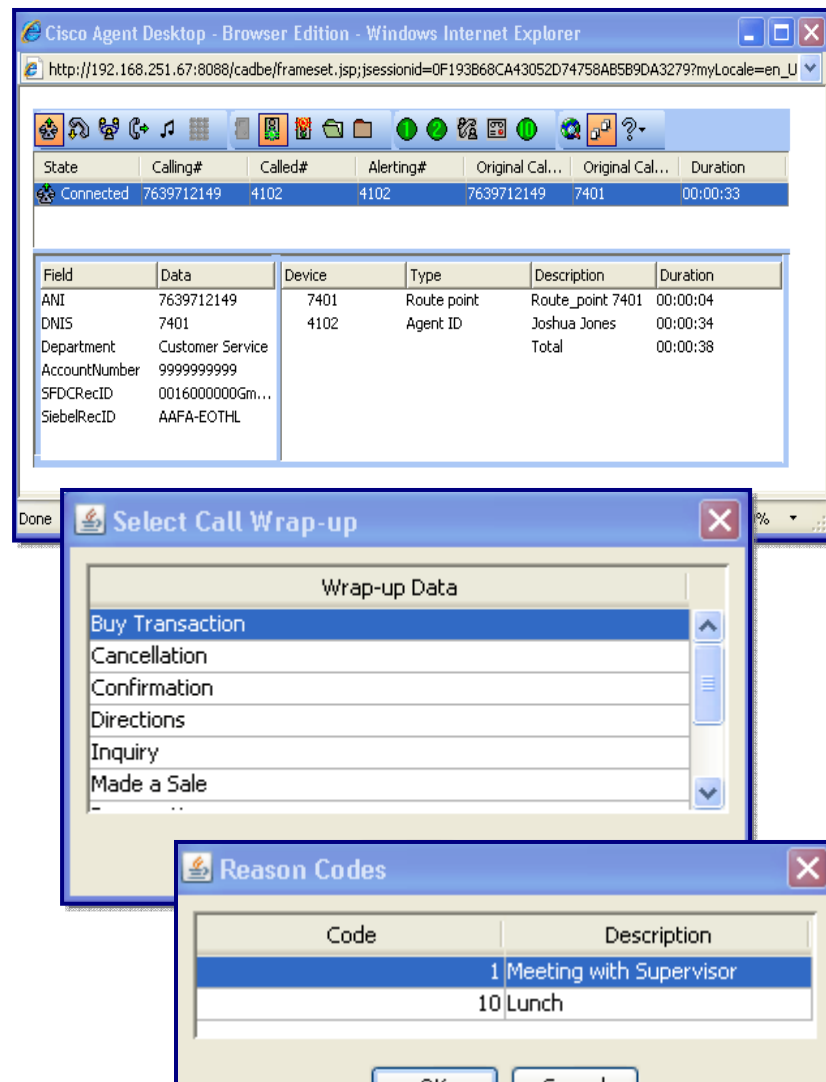
The screenshot shows the 'Template Information' page for 'Pete Template'. The left sidebar is the same as the previous screenshot. The main area displays 'Settings: Agent E-Mail Settings > Templates > Pete Template'. The 'Template Information' section shows fields for Document Identifier (Pete Template), Description (Pete's password reset template), and URI (http://10.192.252.24:6293/teamadmin/petetemplate.txt). An example URI is provided: 'Example: (http://www.myserver.com/mytemplate.txt, or file:///x:/mytemplate.txt)'. A red callout box on the right says 'Locate on Web or Network Server'.

Template Information	
Document Identifier	Pete Template
Description	Pete's password reset template
URI	http://10.192.252.24:6293/teamadmin/petetemplate.txt

Agent E-Mail Demo



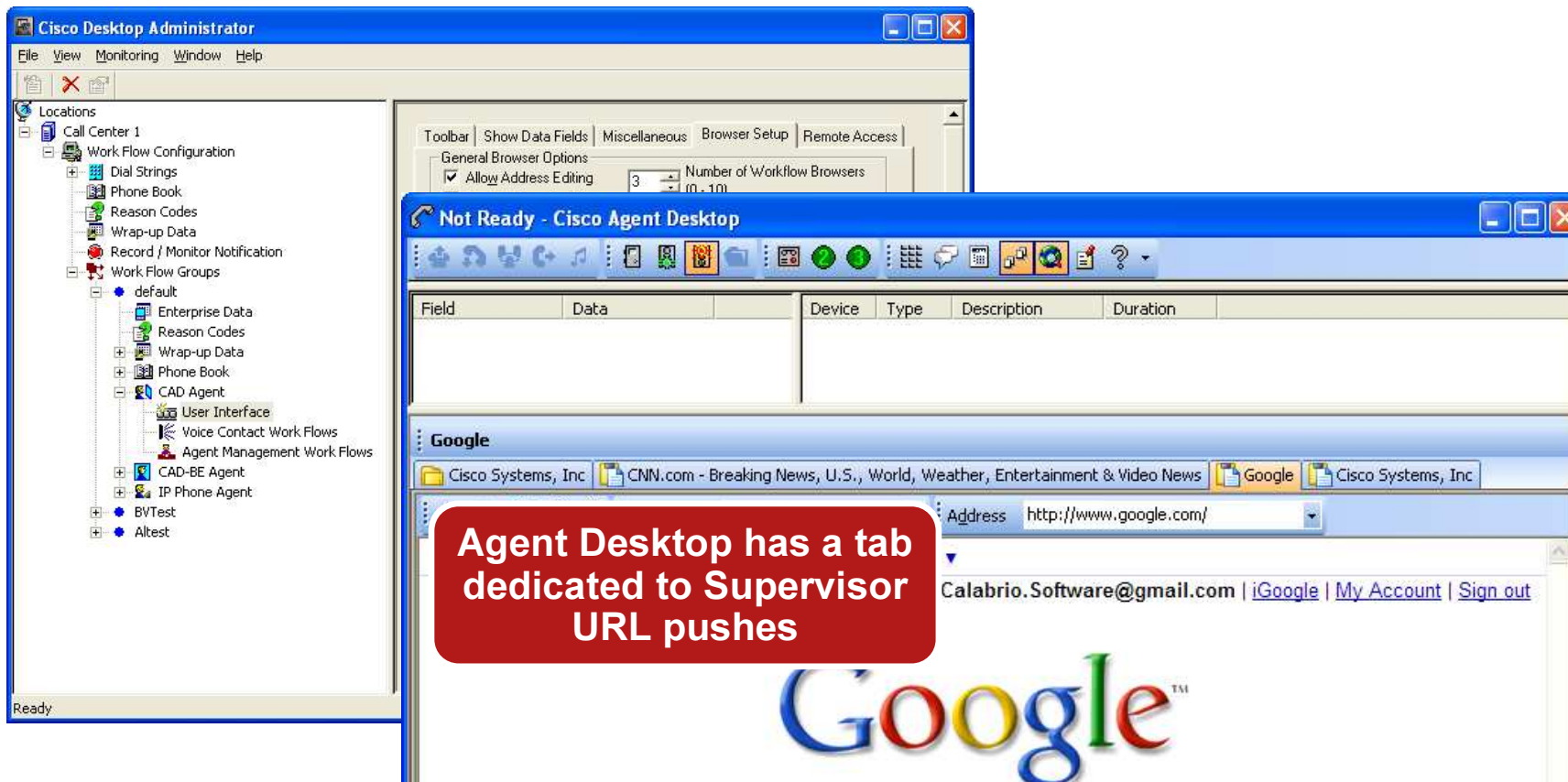
Cisco Agent Desktop Browser Edition



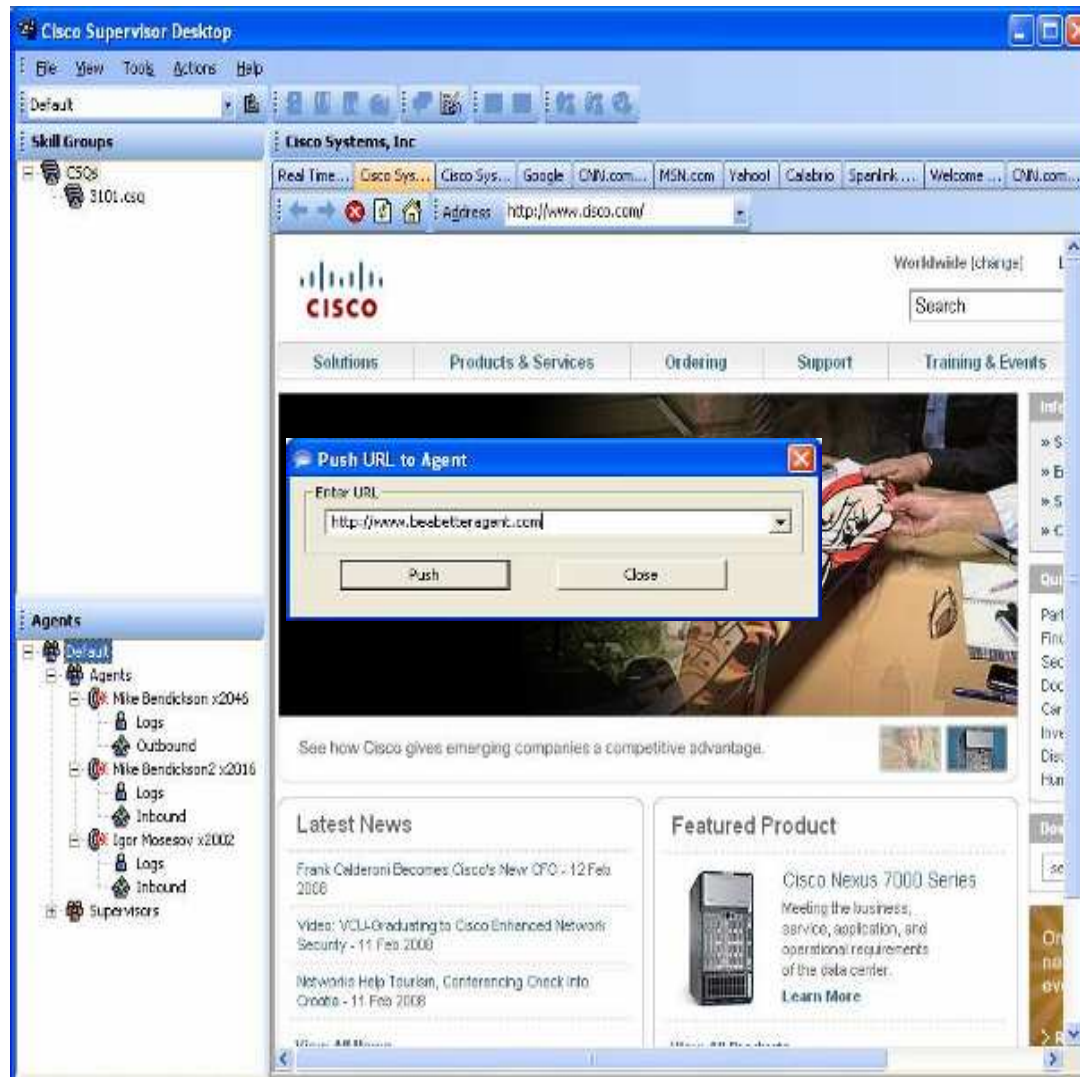
- Operates on Windows and Linux operating system and supports both Firefox and Internet Explorer
- Supports both reason and wrap up codes and provides screen pops via HTTP into an external browser
- Only HTTP (Get/Post to URL) and Utility Actions (Record & High Priority Chat) are available
- Does not currently support the new Agent E-Mail and Presence features

Cisco Agent Desktop Embedded Browser Enhancements

- Up to 10 multi browser tabs are supported
- A different Home Page can be configured for each



Cisco Supervisor Desktop Embedded Browser Enhancements

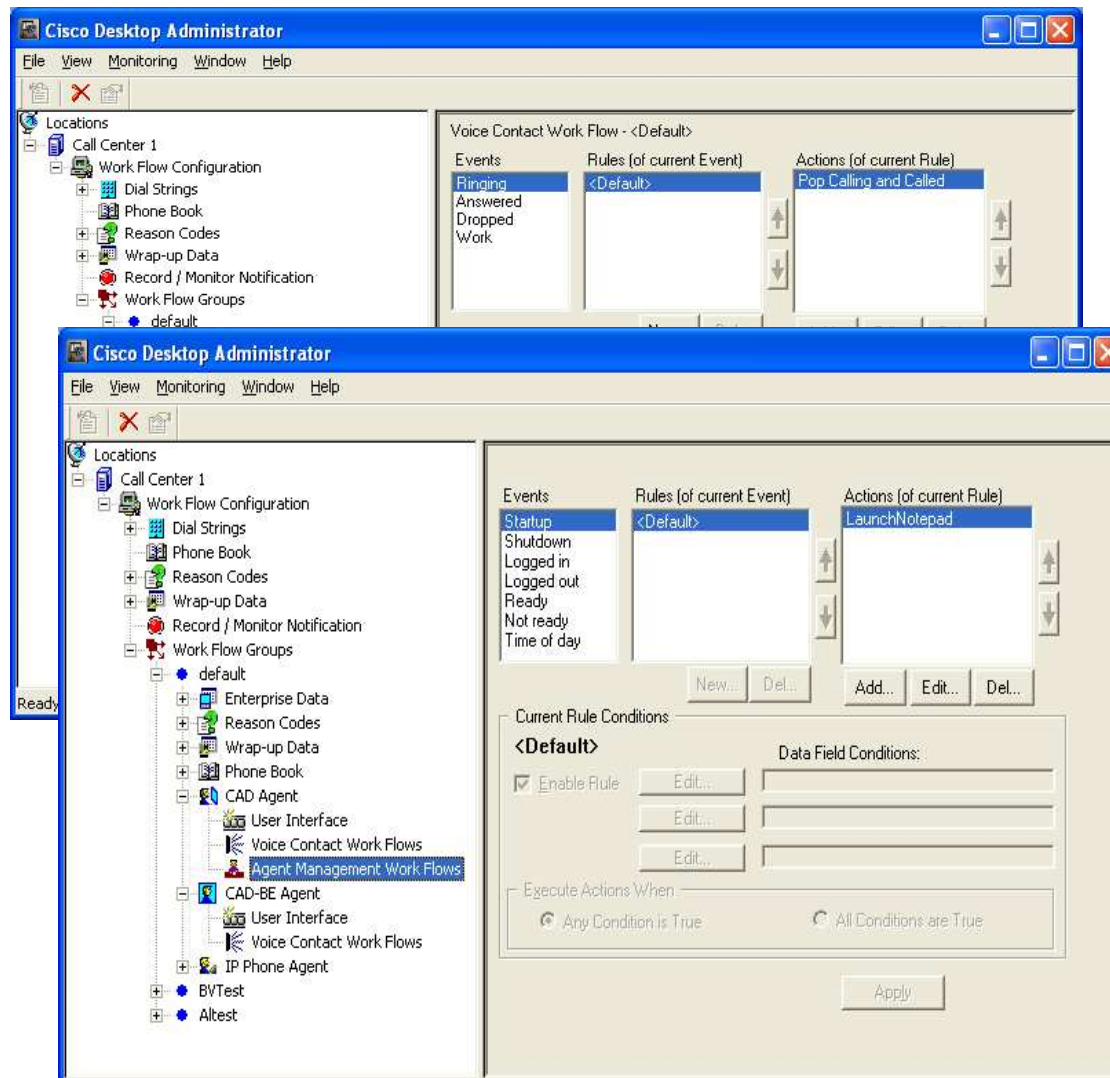


- Supervisor may have up to 10 multi browser tabs
- Browser tabs are now at the top of the screen
- Browser history now contains up to 25 addresses
- Supervisor can push web pages to Agents

Cisco Desktop Administrator Web Based Administration

- The Cisco Desktop Administrator has been divided into two, a web based Desktop Administrator and a rich client based Work Flow Administrator.
- With the web based Cisco Desktop Administrator, administrators can perform setup and essential configuration settings for:
 - Enterprise Data
 - Agent E-Mail
 - Monitoring and Recording Setting
 - Integration with Cisco Unified Presence and CUP users
 - Agent assignments to Workflow Groups
- Workflow Administration still utilizes the Windows based client

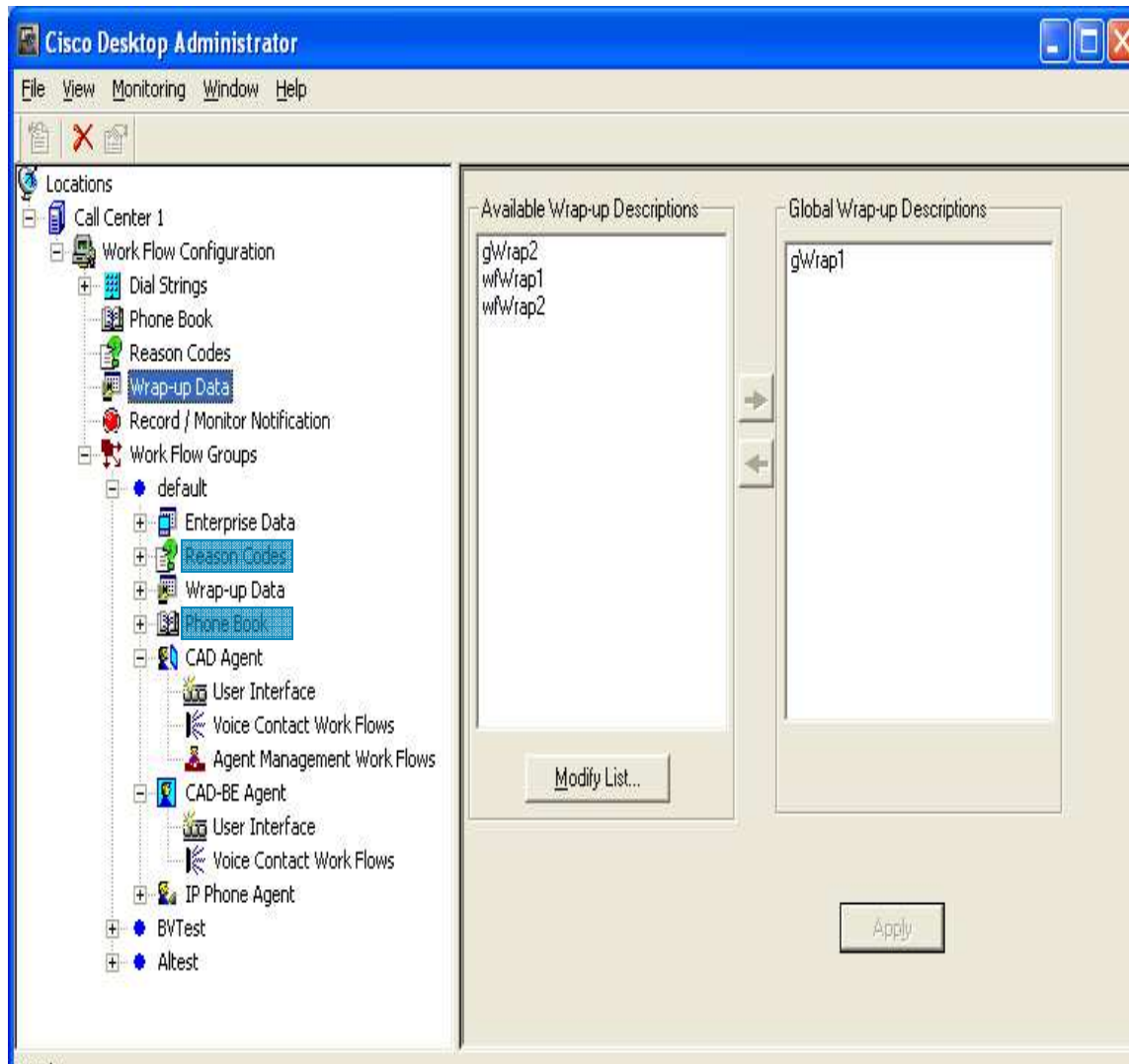
Cisco Desktop Administrator Workflow Enhancements



- Voice Contact Work Flows allow to trigger actions based on call related events: Ringing, Answered, Dropped and Work
- Agent Management Work Flows allow to trigger actions based on Agent events: Startup, Shutdown, Logged in, Logged out, Ready, Not ready and Time of

Cisco Desktop Administrator

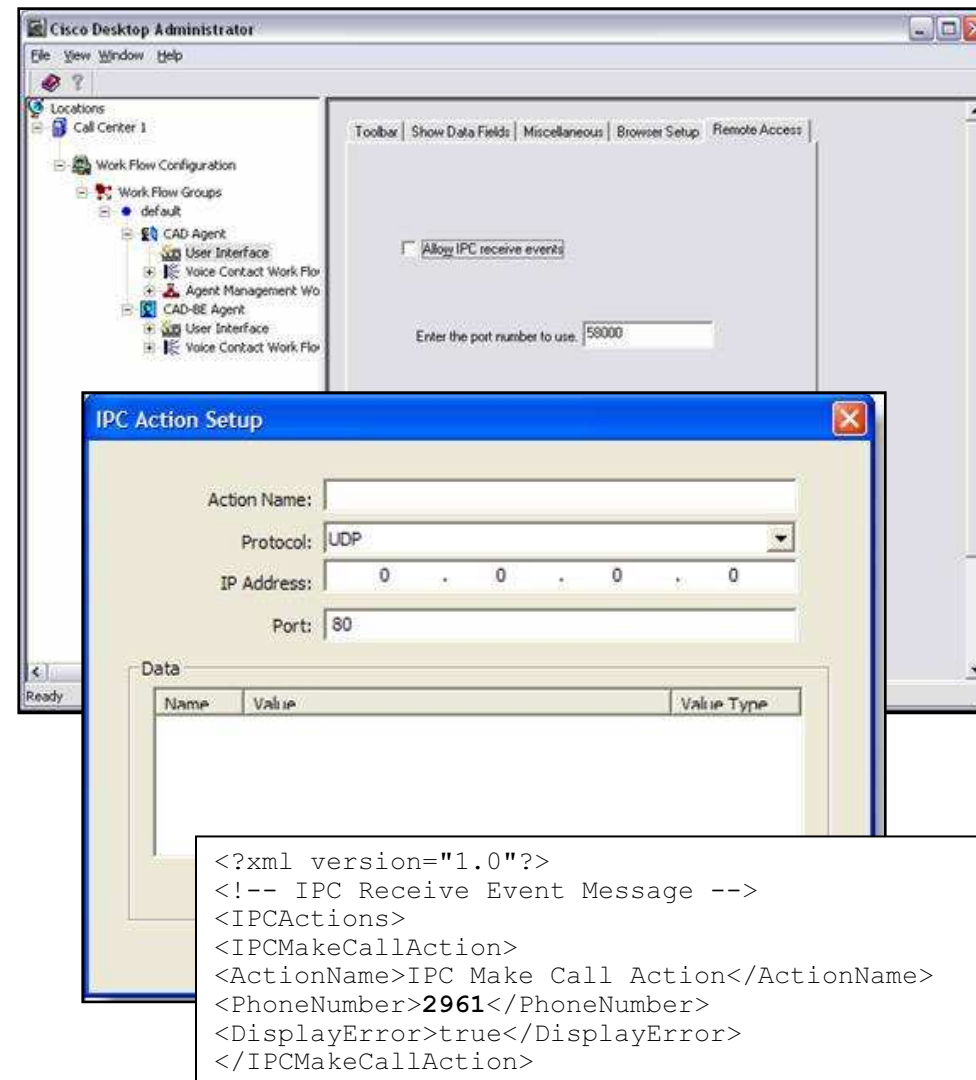
Global and Workflow Specific Codes



- Wrap-up Data that is common to all workflow groups can be configured at the global level
- Reason Codes can be configured to be workflow group specific
- Phone Books can be configured to be workflow group specific

Cisco Desktop Administrator IPC Receive Event

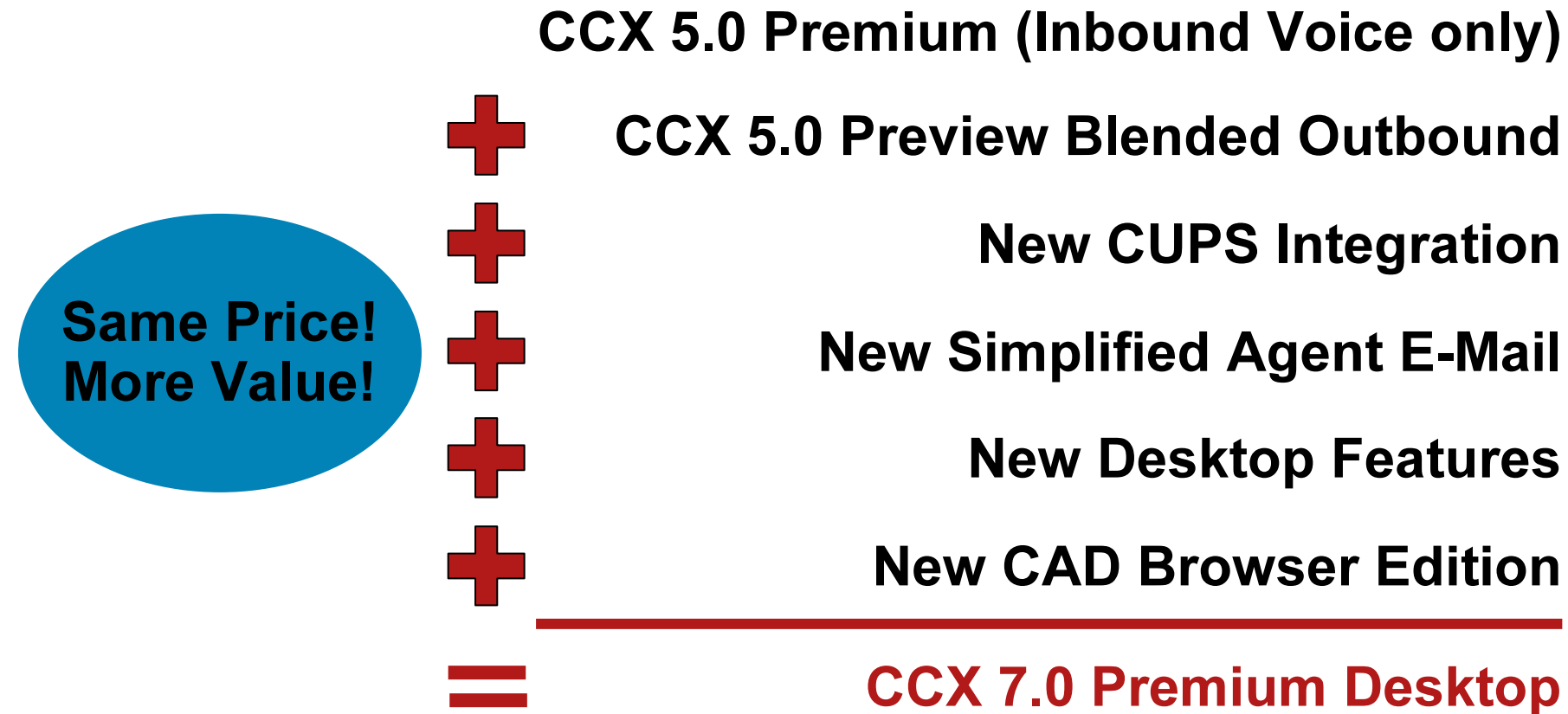
- 3rd Party Applications can send messages over a UDP socket to CAD
 - IPC Make Call
 - IPC High Priority Chat
 - IPC Start/Stop Record
 - IPC Agent Notification
- CAD can also send a UDP message to a 3rd Party Application
- 3rd Party Application send messages in XML format



Packaging Changes



UCCX 7.0 Premium Repackaging



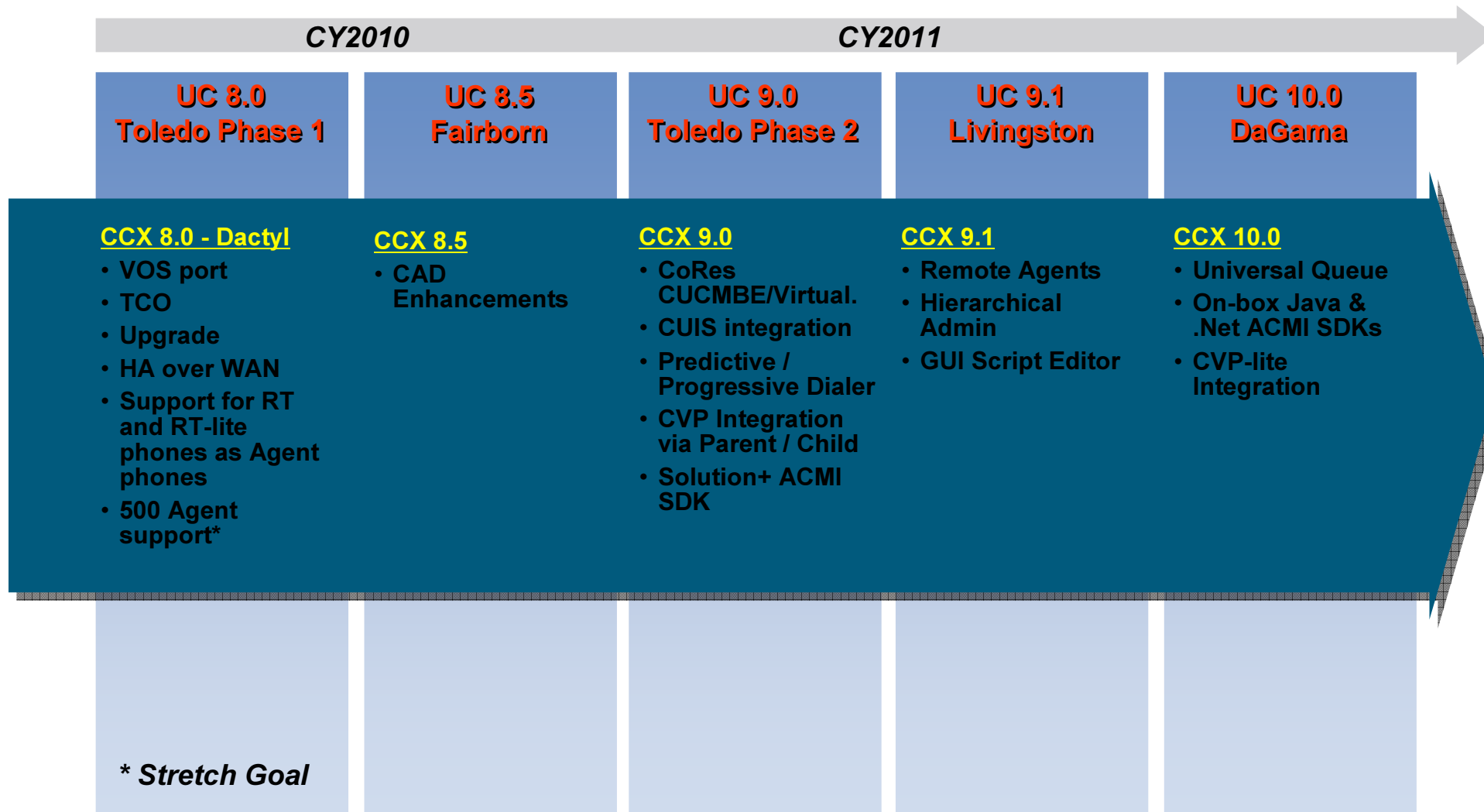
Additional Cost Options:

WFO: Quality. Advanced Quality & Workforce Management

Roadmap



UCCX Roadmap



Q and A



o
n
s
i
c

