



Cisco Expo
2008

UCCX 7.0 Update



Philippe Perin – CSE Emerging for CC

Agenda

1.Introduction of what UCCX is

2.Version Overview

version compatibility, upgrade path, packaging changes,
deployment models, maximum capacities

1.New features:

Agent E-mail

Presence

Cisco Agent Desktop (CAD)/Cisco Supervisor Desktop
(CSD)/Cisco Desktop Administrator (CDA) Enhancements

QM Enhancements

What is UCCX your CC application, All In One BOX

Virtualization

Any time, anywhere

Remote Agents

Desktops

Self Service

*Any-Time Access
To Information*

IVR

ACD/CTI

*Intelligent Data Driven
Routing and
Screen Pop*

Screen Pop

Supervisor
Tools

Reporting

*Real-Time &
Historical*

Staffing
Tools

HTML Triggers

*Integration to Web CT
and other Web Based
User Interfaces*

Web Based
Interactions

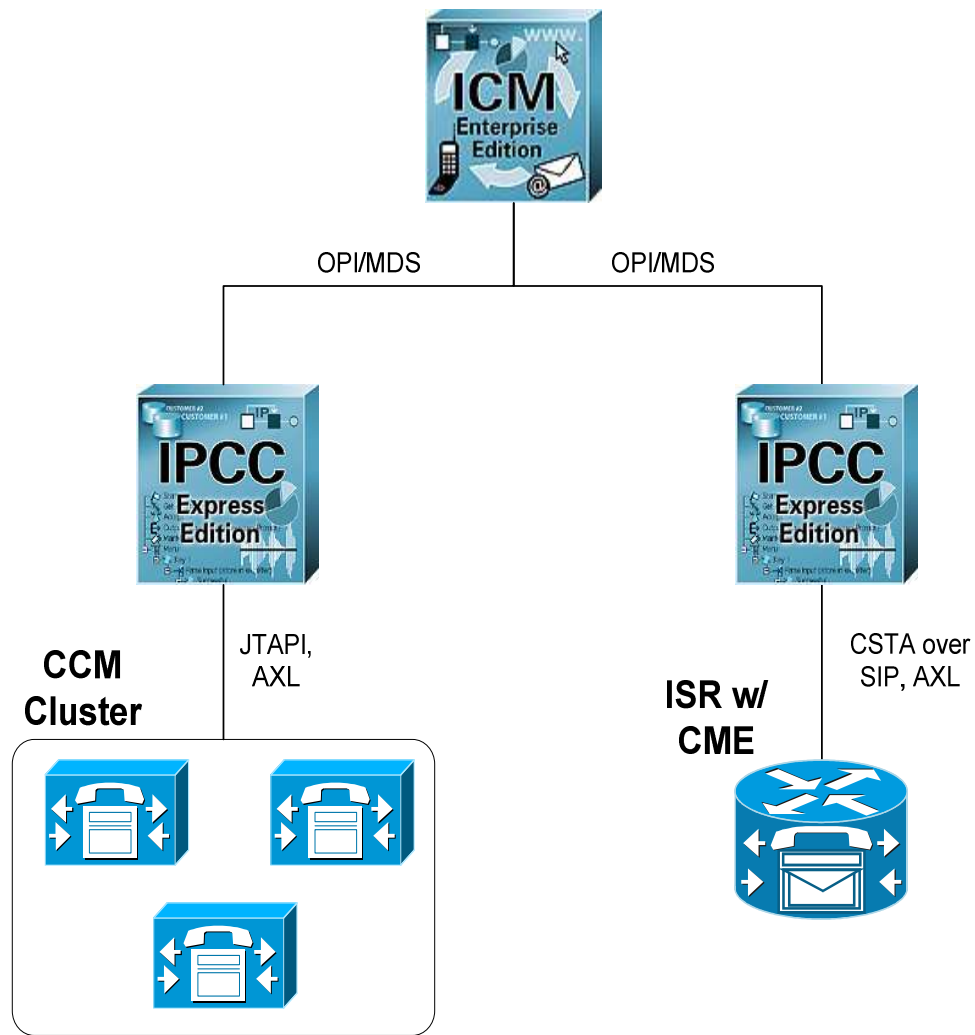
IP Phone
Agent

Agent Tools

Call Recording

*On Demand/workflow
Quality*

Unified Contact Center Express with IPCC Enterprise / ICM



Version Overview

version compatibility,
upgrade path, packaging
changes, deployment
models, maximum capacities



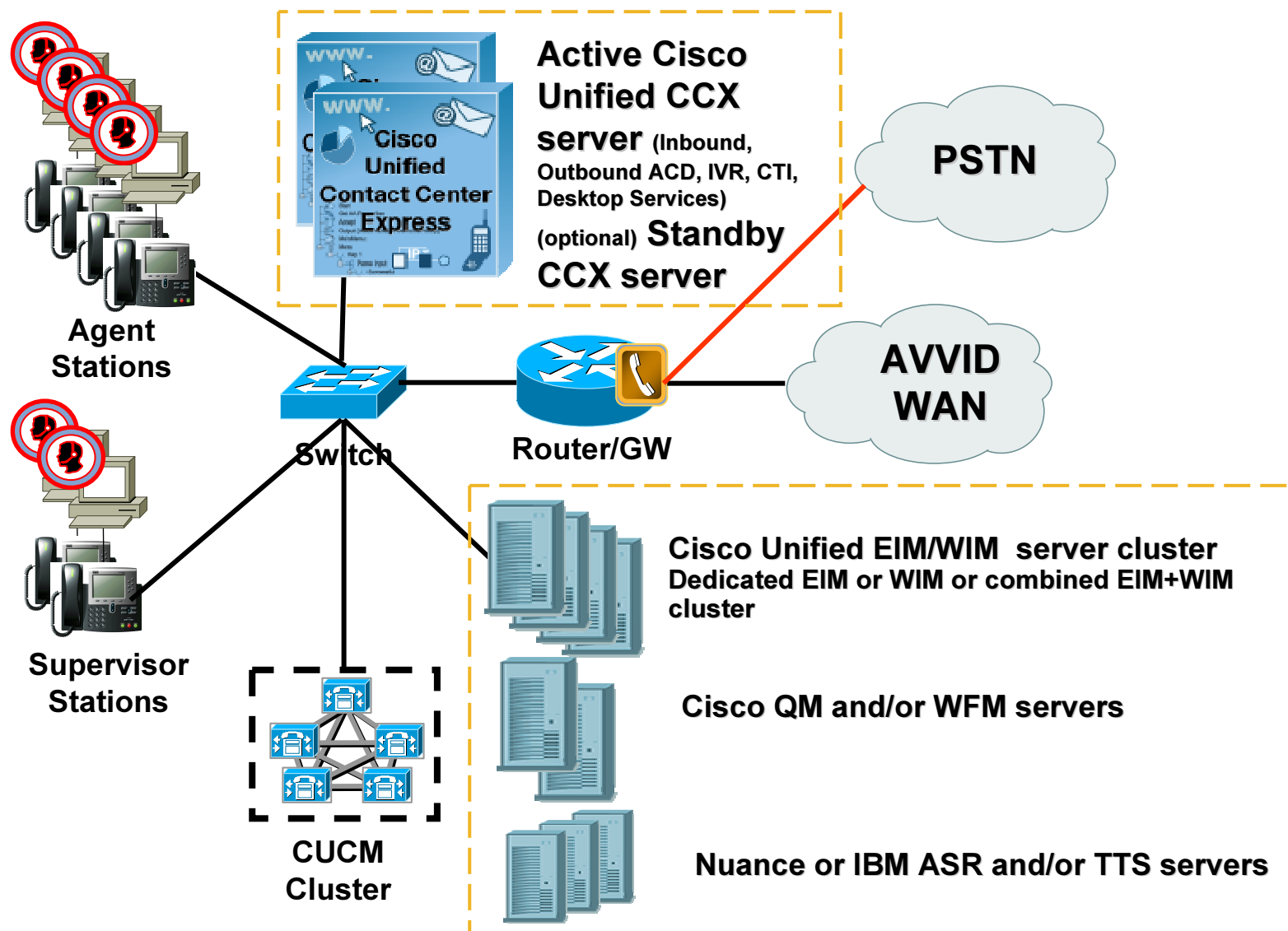
Overview

1. CCX 7.0 is the successor to CCX 5.0.
2. Name change - CRS is replaced with CCX.
3. Runs on Windows 2003.
4. FCS in Aug 2008.
5. Supports upgrade from CCX 4.5, 5.0(1), 5.0(2).
6. Premium includes preview outbound and agent e-mail.

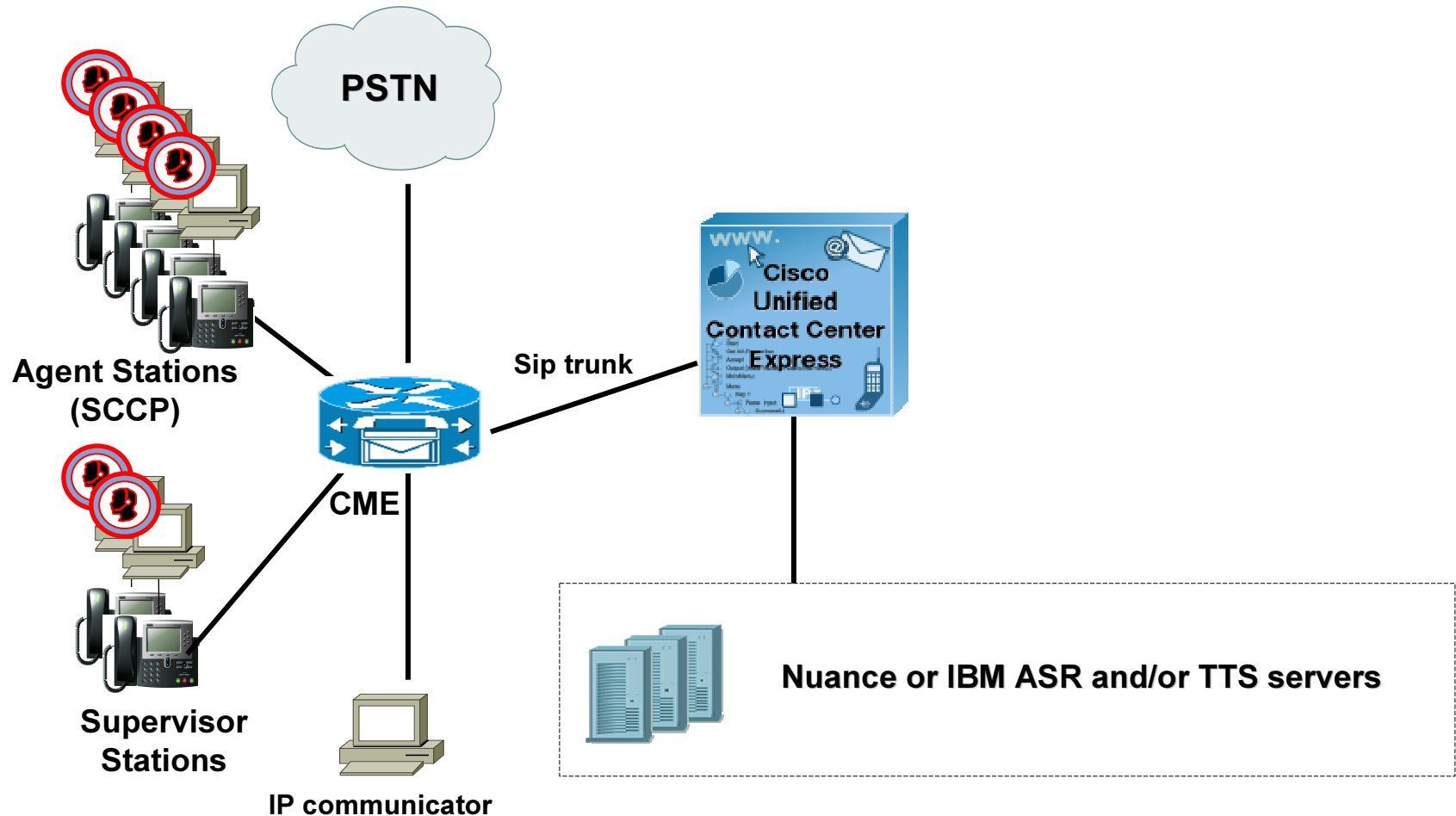
Version Compatibility

1. Unified CM 6.1, CM 7.0
2. CME 7.0
3. Unified CCE / Unified ICME Version 7.2, 7.5
4. CSA -> Version 5.x or later
5. CiscoWorks Campus Mgr 4.X
6. CUOM 2.X

Unified Contact Center Express with Unified Communications Manager



Unified Contact Center Express with Communications Manager Express



Unified Contact Center Express

Max Capacities Support (Inbound Only with HA)

	Unified CCX (with CCM 7.0/6.1)				CME
Server Type	7845	7835	7825	7816	78xx
Agents	300	150	100	75	50
BHCA	4000	2000	2000	2000	1000
IVR Ports	300	150	100	75	50
ASR Ports	100	50	50	50	25
TTS Ports	160	40	40	40	25
VXML Ports	80	40	40	40	25
Contact Service Queues	150	25	25	25	50
Skills	150	150	150	150	150
Supervisors	32	15	10	8	10
Record/monitor sessions	64	32	32	32	32
HR sessions (operating hrs)	16	10	10	10	2

New Features – Agent E-mail

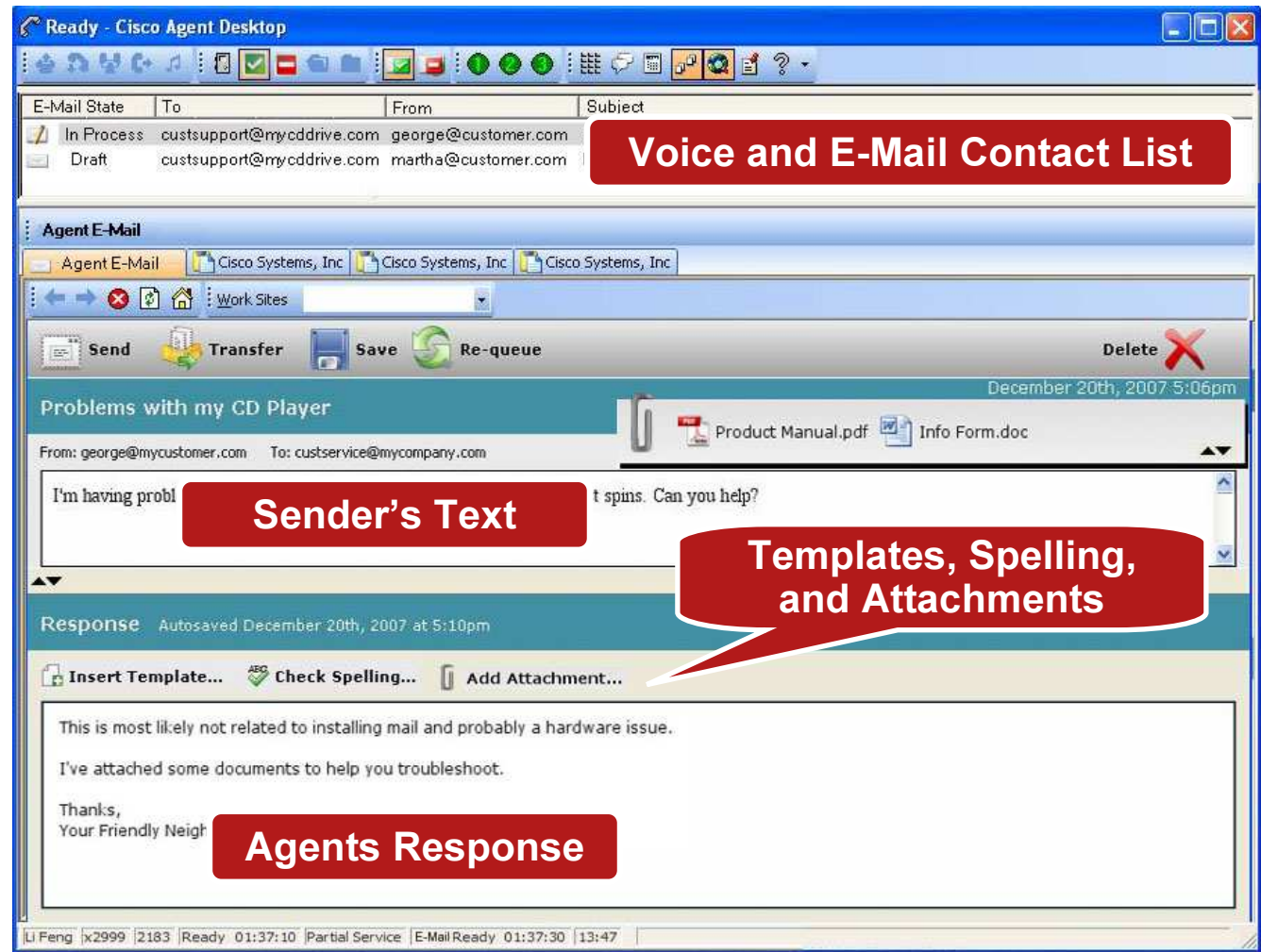


Agent E-Mail

1. Included in Premium
2. Entry-level email solution
3. Addresses market that need contact-center email management but does not require an extensive set of features
4. Support MS Exchange 2003/2007
5. Provides email distribution, queuing, management, reporting
6. Integrated with CAD, CSD and CDA

Agent E-Mail

1. Provides a core feature set for managing contact center e-mails
2. Distributes e-mails to agents
3. Sends responses from the contact center to the customers
4. Reports on e-mail activity.



Agent E-Mail

Voice ACD and E-Mail States



1. Agents mix and match voice and e-mail states as desired
2. If voice state is “Ready,” then e-mail processing can be interrupted by an ACD voice call

Desktop focus automatically changes to voice display

CAD auto saves e-Mail to “draft” and places agent in Agent E-Mail “Not Ready” state

3. Agent can resume E-Mail processing at any time
4. CAD accurately tracks agents’ state

Agent E-Mail

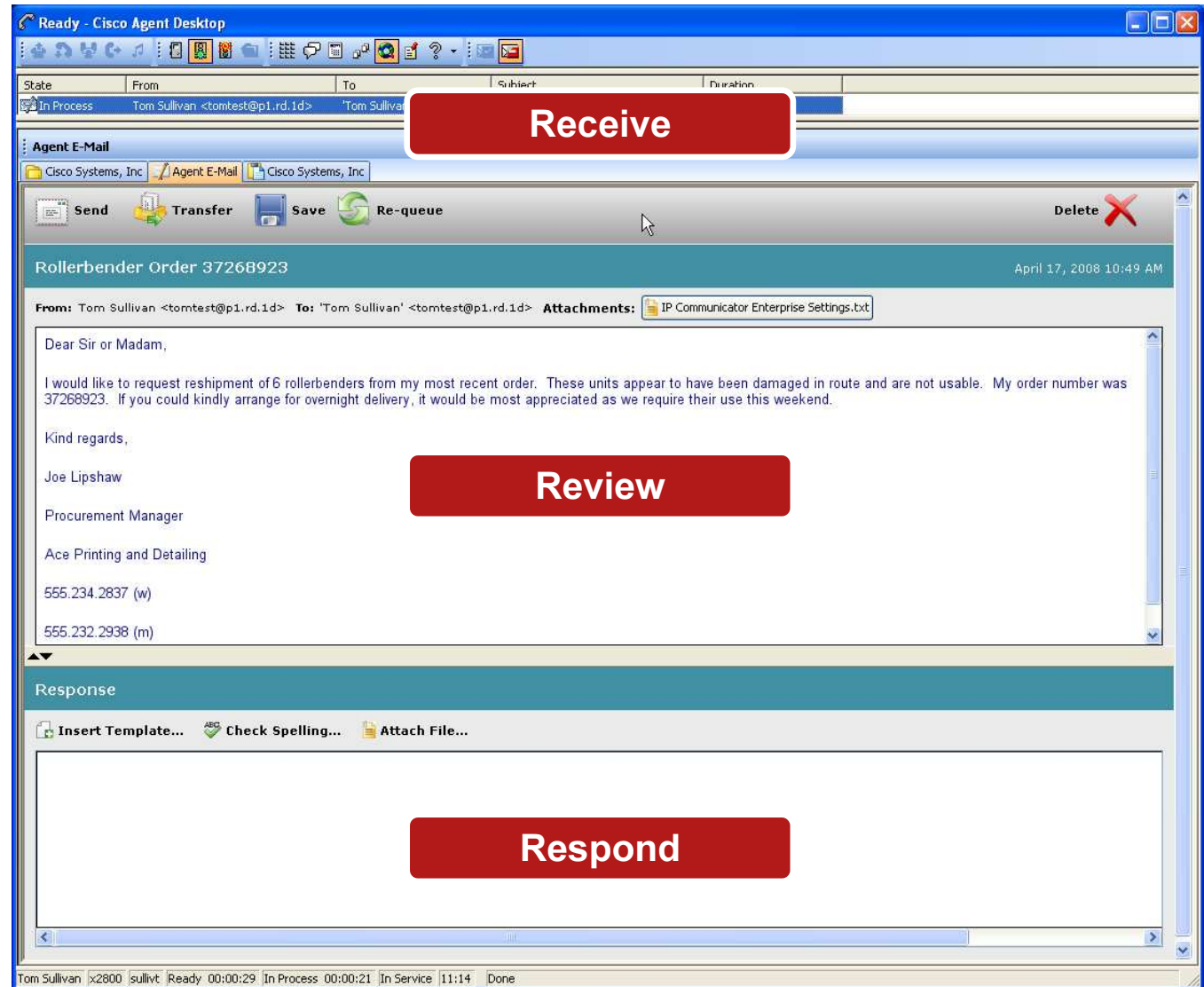
Processing E-Mail

1. Agents can:

Receive one or multiple e-mail contacts

Review each e-mail's content and attachments

Respond with a combination of templates and composed material.



Agent E-Mail

Reviewing E-Mail

Send, Save, or Place in Queue

 **Send**  **Transfer**  **Save**  **Re-queue**

Rollerbender Order 37268923

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

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 Attachments

Sender's Text

1. The E-Mail content appears in HTML
2. The agent can transfer to a more appropriate queue or transfer back to the existing queue.
3. E-mail's attachments are easily accessible

Agent E-Mail

Composing E-Mail Response

Use Templates

The screenshot shows an email composition window titled "Response" with a status bar indicating "Autosaved April 17, 2008 10:41 AM". The window has three buttons at the top: "Insert Template...", "Check Spelling...", and "Attach File...". A "Pete Template" is being inserted into the email body. The text in the body reads: "Thank you for calling our attention to your defective order number 37268923. As you requested, we are overnighting 6 new rollerbenders via express courier. We anticipate that you will be satisfied with this order, please do not hesitate to notify us immediately via e-mail or telephone. Sincerely, Tom Sullivan, Customer Service Representative, Rockcoast Rollerbenders International, 1.800.328.38478". A red box labeled "Attach Files" is positioned over the "Attach File..." button. A red box labeled "Check Spelling" is positioned over the "Check Spelling..." button. A dropdown menu is open for the word "overnighting", showing suggestions: "overnight", "overnights", "overhang", "overnighter", "overnighting", "overprinting", "overnighters", "Ignore All", and "Add". A red box labeled "Attach Files" is also positioned over the "Attach File..." button. An "Open" file dialog box is open, showing a list of files and folders in "My Network Places". The list includes "splkna3RandD on splkr", "My Web Sites on MSN", "BusinessSystems on splkna...", "customerfiles on splkna1 (s...", "marketing on splkna1 (splk...", "splkna3home on splkna3", "RandD on splkna3", "software on splkna3", and "Entire Network". The "File name" field is empty, and the "Files of type" is set to "All Files".

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

Agent E-Mail

Agent E-Mail Reports

1. Real Time Displays updated to include E-Mail metrics

Current Queue totals

E-Mail State Log

Detailed log of E-Mail activity

Summary of E-Mail activity

The image displays three overlapping screenshots of the 'Agent Real Time Displays' application interface, which is used for monitoring contact center performance. Each window has a blue title bar and a menu bar with 'File' and 'Real Time Displays' options.

Top Screenshot: Contact Service Queue Statistics

Calls Waiting	Current Oldest	E-Mails in Queue	Oldest E-Mail in Queue
0	00:00:00	1	00:03:40

Middle Screenshot: Agent ACD State Log Display

Start Time	Agent State	Wrap-up Data	Reason Code	State Duration
14:31:07	E-Mail Ready		0	00:00:01

Bottom Screenshot: Agent E-Mail Log Display

Dates: Wed Apr 16

E-Mail Retrieve Time	Status	Close Time	Processing Duration	On Desk Duration	To	From	Subject	CSQ
7979:31:12	Sent	7979:31:53	00:00:45	00:00:41	2003qatest5.1@	Mike Test <mikel to 5.1... at 2:15		0
7980:32:06	Sent	7980:32:30	00:00:26	00:00:24	2003qatest5.7@	Tom Sullivan <to agent e-mail test fr		0
7980:37:24	Sent	7980:37:45	00:00:25	00:00:21	2003qatest5.7@	Tom Sullivan <to RE: agent e-mail te		0
7980:42:36	Sent	7980:43:09	00:00:37	00:00:33	2003qatest5.7@	subbutest <subbi 2003qatest5.7@p1		0
7981:01:44	Sent	7981:01:56	00:00:15	00:00:12	2003qatest5.7@	subbutest <subbi 2003qatest5.7@p1		0
7981:06:26	Sent	7981:06:42	00:00:20	00:00:16	2003qatest5.7@	tomtest <tomtest 2003qatest5.7@p1		0

Bottom Screenshot: Agent E-Mail Detail Display

E-Mails Retrieved	E-Mails Transferred	E-Mails Requested	E-Mails Sent	E-Mails Deleted	Total In-Process Time Sent E-Mails	Average In-Process Time Sent E-Mails	Maximum In-Process Time Sent E-Mails
17	2	1	14	0	00:13:19	00:00:57	00:03:25

Real Time Display: Active

Agent E-Mail

Cisco Supervisor Desktop

Contact Service Queues

- Voice
 - csq6500
 - csq7000
 - csq7500
 - csq8000
 - csq8500
- Email
 - em1000
 - em2000
 - em3000
 - em4000

Real Time Displays

Contact Service Queues - Statistics Display

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					

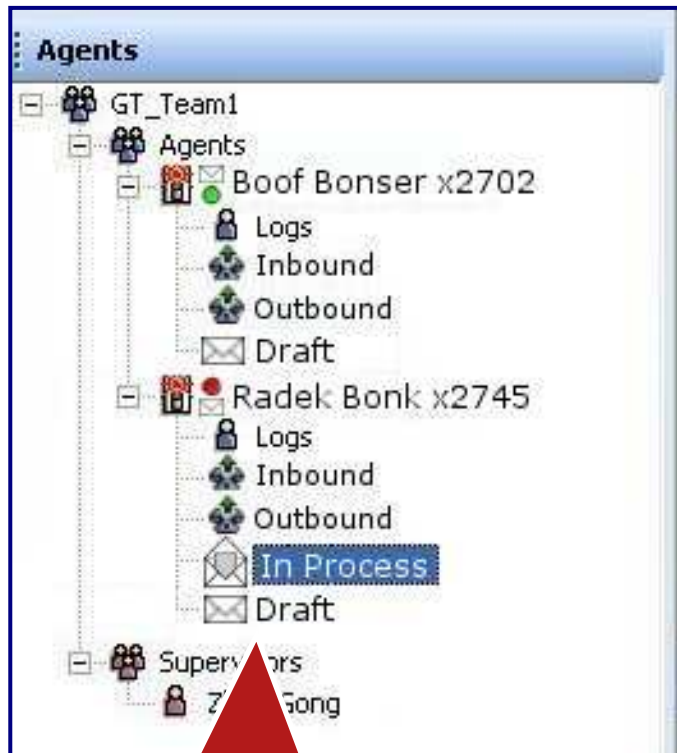
Navigate E-Mail CSQs

Coordinated delivery of Summary and Detail Real Time Reports

- New Integrated E-Mail Real Time Reports
 - E-Mail CSQ – Team Summary / Summary
(displays e-mails volume by queue)
 - E-Mail CSQ – Detail
(displays agent-by-agent breakdown of e-mails volume by queue)

Agent E-Mail

View Agent Activity on CSD



Agent E-Mail activity per
contact

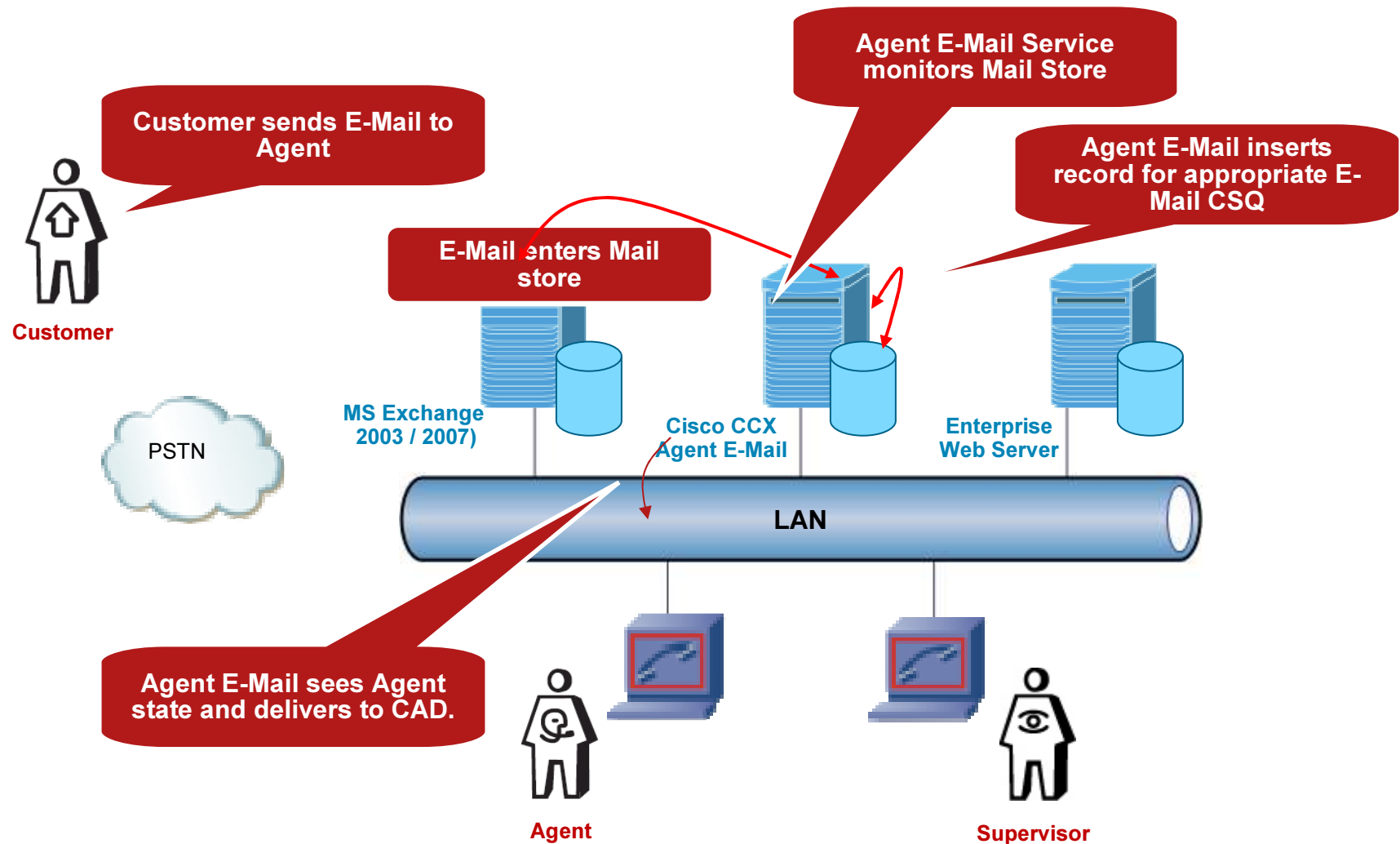
- Enhanced and New Reports provide Supervisor visibility to agent's E-Mail activity
 - Agent - Team Summary
(total e-mails presented and responded to by the team)
 - Agent - Team State
(agent by agent e-mail state for the team)
 - Agent – Agent vs. Team Summary (includes e-mail statistics for agent and team)
 - Agent Contact – E-Mail
(New Report that displays header information of draft and processed agent e-mails.)
 - Agent Logs – State
(includes agent's e-mail states commingled with voice states.)
 - Agent Logs – E-Mail
(New Report that displays a record of the e-mails that the agent retrieved)

CCX Standard Historical Reports

New Agent E-Mail Reports

- New database tables within CCX 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.
 - Contact Service Queue 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.
 - Contact Service Queue 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.

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Agent E-Mail CSQ Configuration

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

Identify CSQ Type

1. Create one or more E-Mail specific CSQs

Agent E-Mail CSQ Settings

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". The left sidebar contains a "Settings" menu with a "Save" button and a list of settings categories: "Services Configuration", "Personnel", "Cisco Unified Presence Settings", and "Agent E-Mail Settings". Under "Agent E-Mail Settings", there are links for "Global Settings", "Contact Service Queue Settings", and "Templates". The main content area is titled "Settings: Agent E-Mail Settings > Contact Service Queue Settings > csq_e03". It contains two sections: "Settings" and "E-Mail addresses that map to this CSQ". The "Settings" section has a "Send automatic response" checkbox, a "Response template URI" text field with an example, and "Send responses using E-Mail address" and "BCC all responses to E-Mail address" text fields. The "E-Mail addresses that map to this CSQ" section has a list of email addresses. Two red callout boxes highlight "Automated Responses" and "E-Mail to CSQ Mapping". At the bottom are "Save" and "Return to Contact Service Queue list" buttons.

Settings

Send automatic response ☐

Response template URI Example: (http://www.myserver.com/mytemplate.txt, or file://x:/mytemplate.txt)

Send responses using E-Mail address 2003qatest5.3@p1.rd.id

BCC all responses to E-Mail address

E-Mail addresses that map to this CSQ

2003qatest5.3@p1.rd.id
2003qatest5.4@p1.rd.id
2003qatest5.5@p1.rd.id

Automated Responses

E-Mail to CSQ Mapping

1. Set automated responses for that CSQ
2. Map E-Mail addresses to the CSQ
3. Synchronizes E-Mail CSQ Information from CCX

Agent E-Mail Response Templates

The top screenshot shows the 'Cisco Desktop Administrator' interface. The left sidebar has a 'Settings' menu with 'Agent E-Mail Settings' expanded, showing 'Global Settings', 'Contact Service Queue Settings', and 'Templates'. The main area is titled 'Settings: Agent E-Mail Settings > Templates'. It features a search bar with 'Document Identifier' and 'Begins With' filters, and a 'Template List' table. The table has columns for 'Selected', 'Document Identifier', and 'De:'. A red callout box labeled 'Multiple Templates' points to the table. The table shows one entry: 'Pete Template' with a description 'Pete's password reset template' and a URI 'admin/petemplate.txt'. Below the table are buttons for 'Add New', 'Select All', 'Clear All', and 'Delete Selected'. The bottom screenshot shows the 'Cisco Desktop Administrator' interface with the 'Settings: Agent E-Mail Settings > Templates > Pete Template' page. The left sidebar is the same. The main area is titled 'Template Information'. It has a 'Document Identifier' field with 'Pete Template', a 'Description' field with 'Pete's password reset template', and a 'URI' field with 'http://10.192.252.24:6293/teamadmin/petemplate.txt'. A red callout box labeled 'Locate on Web or Network Server' points to the URI field. Below the fields are buttons for 'Save', 'Copy', and 'Return to Template list'.

Multiple Templates

Locate on Web or Network Server

1. Administrator can configure multiple templates
2. Templates can be located on a Web or Network Server and referenced via Uniform Resource Identifier (URI)

Agent E-Mail Resource Configuration

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: sullivt

IPCC Extension: 2800

Resource Group: rg01

Automatic Available*: ☒ Enabled ☐ Disabled

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

1. Agents can have dedicated or mixed skills

New Features – Presence Integration

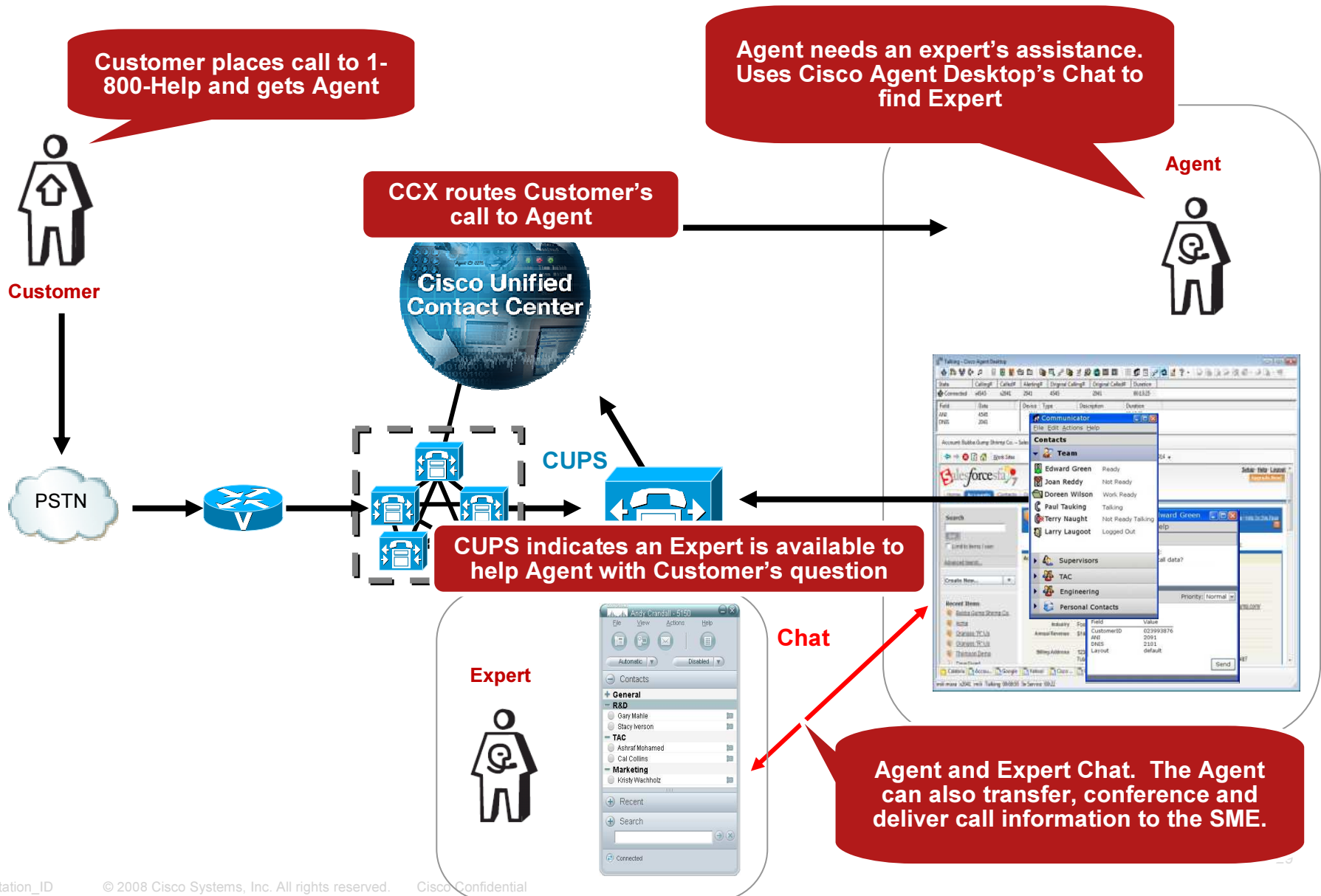


Presence Integration

1. CAD is integrated with Cisco Unified Presence (CUP)
2. Included in all packages
3. Allows agents to chat with subject matter experts (SMEs)
4. Facilitates transfer and conference to SMEs
5. Facilitates transfer of enterprise data

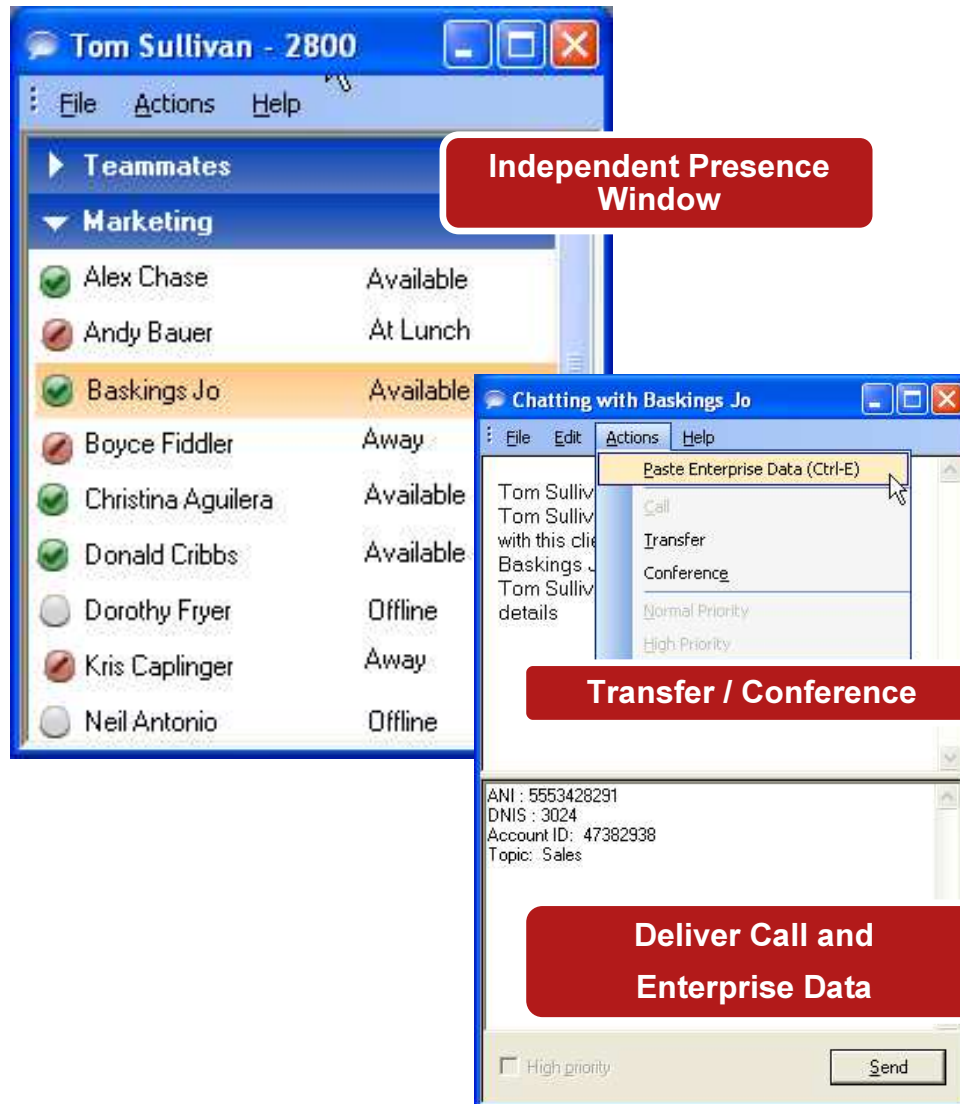
CUP Integration

Typical Use-Case Scenario



CUP Integration

Communicating with Subject Matter Experts



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

CUP Integration

CUPS Cluster Settings

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 'CUPS Settings' expanded, and 'CUPS Cluster Settings' selected. The main content area is titled 'CDA Settings: CUPS Settings > CUPS Cluster Settings'. It contains two sections: 'CUPS Cluster Configuration' and 'Subscriber Host/IP Addresses'. The 'CUPS Cluster Configuration' section has fields for 'Enable Presence Feature' (checked), 'Version' (7.0), 'Publisher Host/IP Address' (with a 'Verify' button), 'AXL Login ID', and 'Password'. The 'Subscriber Host/IP Addresses' section has a text input field, a 'Delete' button, and an 'Add Another' link. A red callout box with the text 'Specify Cluster Settings' points to the 'CUPS Cluster Settings' link in the sidebar. A 'Save' button is located at the bottom of the main content area.

Specify Cluster Settings

1. Supports Unified Presence Releases 6.1 / 7.0
2. Supports CUPS Fault Tolerance

CUP Integration

Presence Contact List

Contact names synchronized from directory

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

Save Copy Return to Contact list

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

CUP Integration

Assign Contact Lists to Work Flow Groups

1. Assign contact lists to Workflow groups, so agents only have visibility to appropriate Contact Lists

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: Begins With

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

1 of 1 10

**Assign Contact
List to Workflow
Groups**

CUP Integration

External Contact Configuration

1. Cisco Unified Presence can integrate with a foreign domain, allowing CUP users in an enterprise domain to interact with users in a foreign domain.
2. Cisco Desktop Administrator includes the option to enter external users in a foreign domain (e.g. inter-cluster peers or federated domains.)
3. In this way, Cisco Agent Desktop can integrate with those federated domains also supported by Cisco Unified Presence.

The screenshot displays the Cisco Desktop Administrator web interface. At the top, the Cisco logo and 'Cisco Desktop Administrator' text are visible. A red button labeled 'Access to External Users' is in the top right. Below the header, there are 'Save' and 'Copy' buttons with a back arrow. The left sidebar shows a tree view under 'Settings' with 'Cisco Unified Presence Settings' expanded, and 'External Contacts' selected. The main content area shows the breadcrumb 'Settings: Cisco Unified Presence Settings > External Contacts > Baskings'. Below this is the 'External Contact Information' form with the following fields:

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

At the bottom of the form are three buttons: 'Save', 'Copy', and 'Return to External Contact list'.

CAD, CSD, CDA Enhancements



CDA Enhancements

Web-Based Administration

1. Cisco Desktop Administrator is migrating functions to a web module. The following components are now configured on the web-based CDA:

- Agent E-Mail

- Services - Enterprise Data, Monitoring and Recording Setting

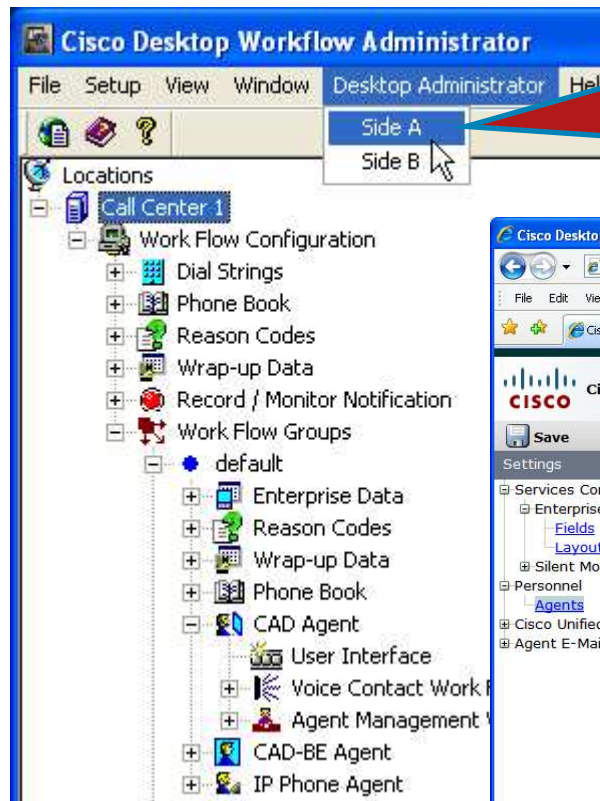
- Personnel - Assignment of Agents to Work Flow Groups

- Cisco Unified Presence - Integration of Cisco Agent Desktop with CUP users

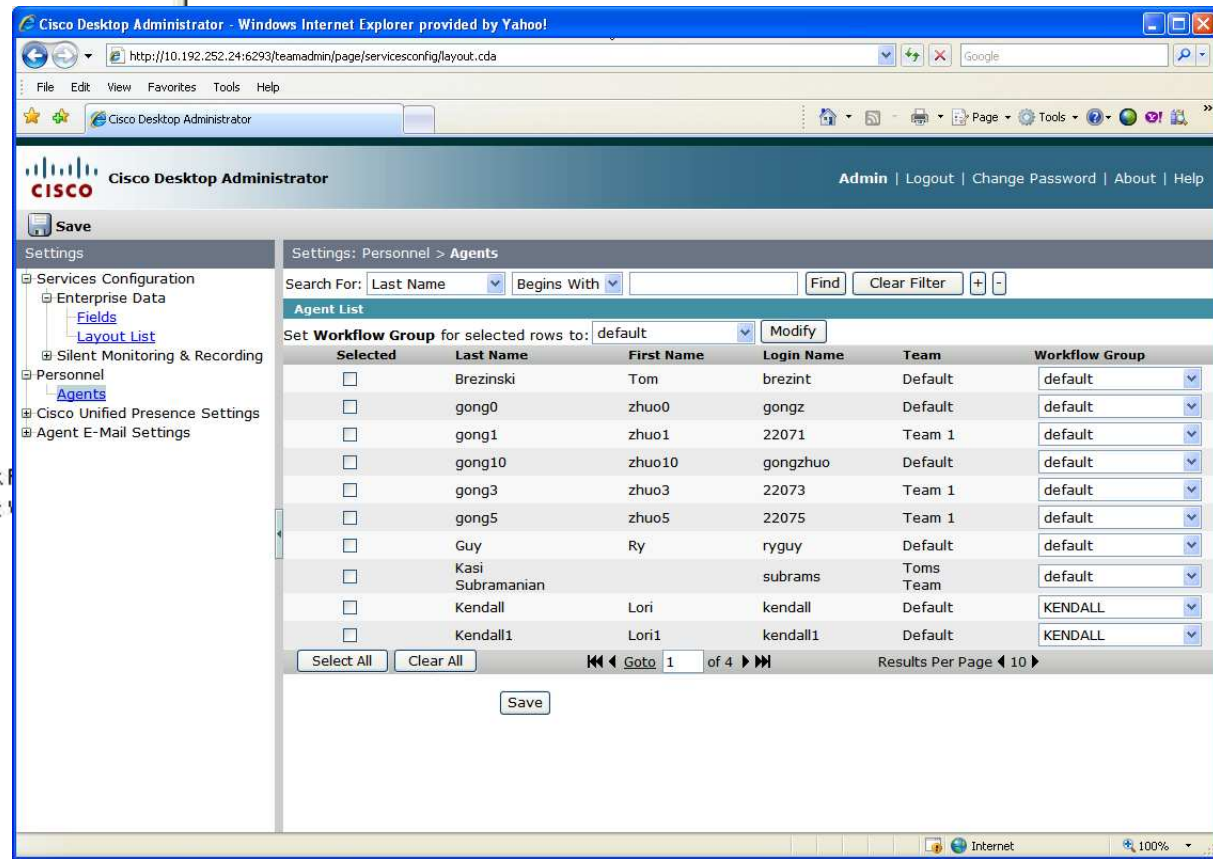
2. Workflow Administration is still configured on the existing thick client

CDA Enhancements

Web-Based Administration



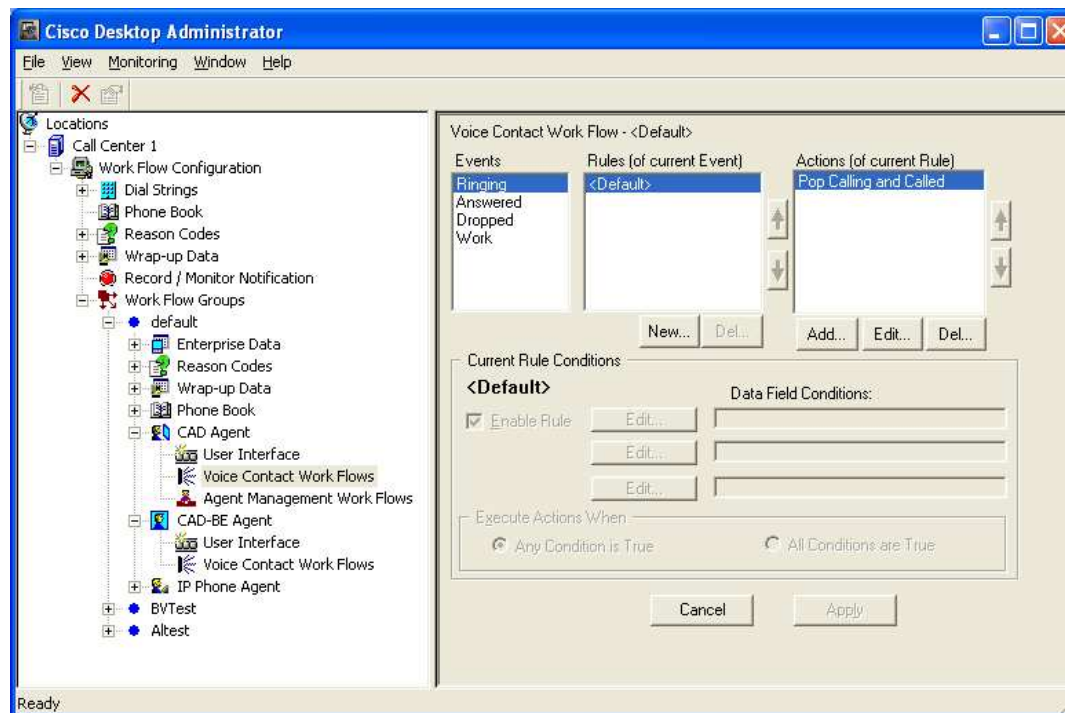
Web-based CDA can be launched from CDA client



CDA Enhancements

Voice Contact & Agent State workflows

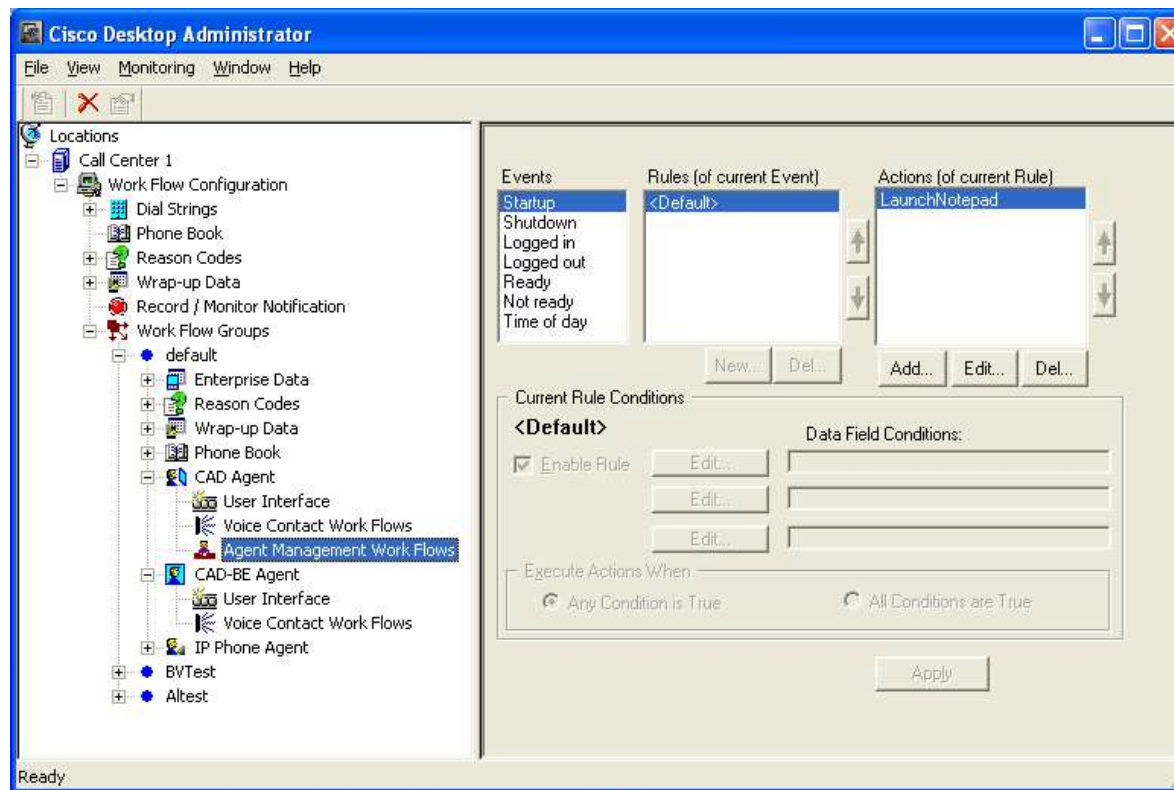
1. Voice contact workflows allow you to trigger actions based on call related events: Ringing, Answered, Dropped and Work



CDA Enhancements

Voice Contact & Agent State workflows

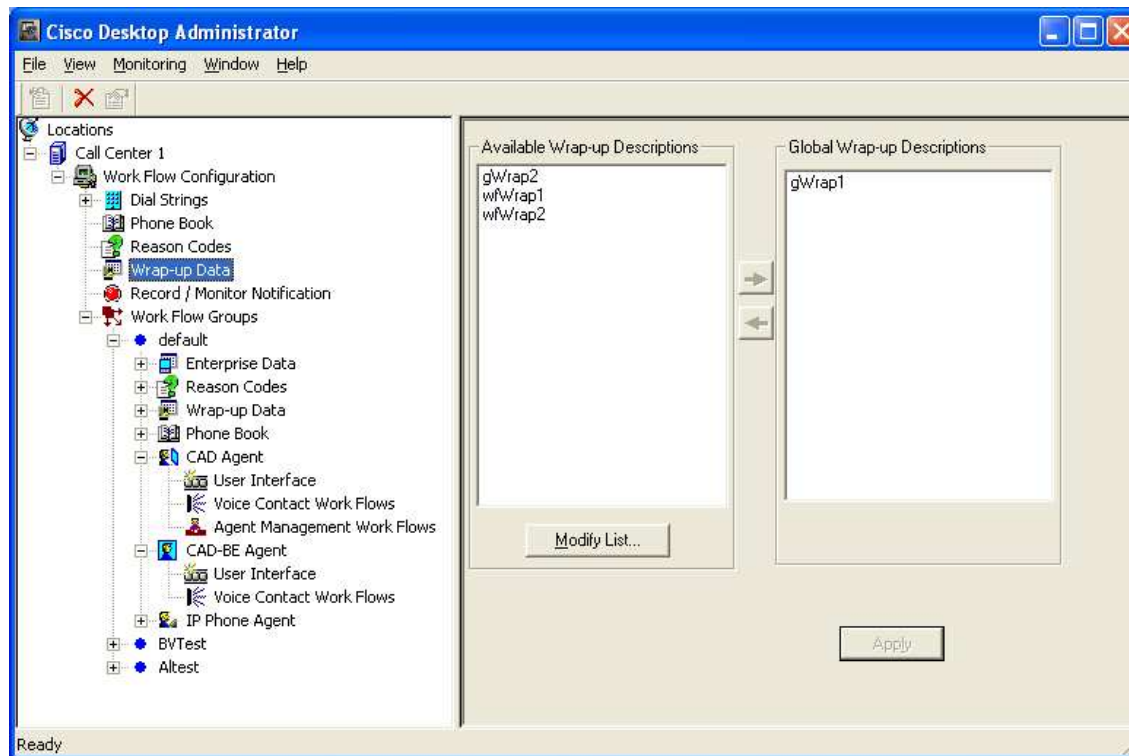
1. Agent management workflows allow you to trigger actions based on agent events: Startup, Shutdown, Logged in, Logged out, Ready, Not ready and Time of day



CDA Enhancements

Global Wrap-up

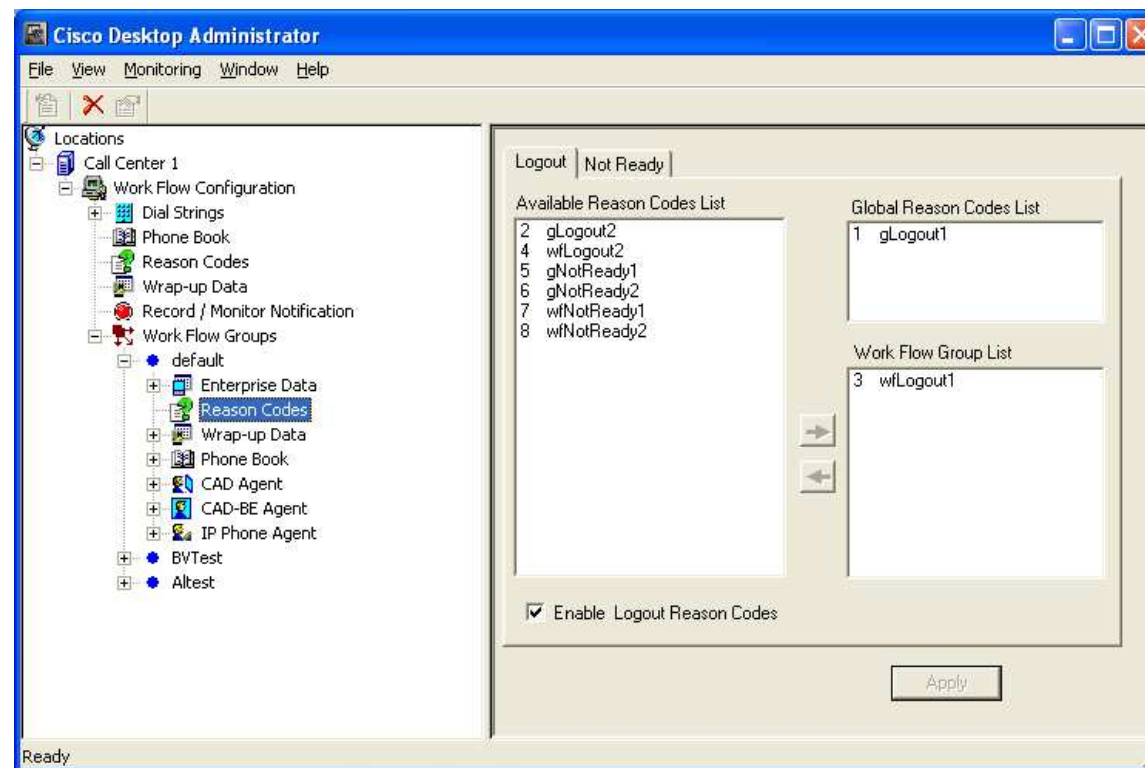
1. Wrap-up data that is common to all workflow groups can be configured at the global level



CDA Enhancements

Workflow-group-based Reason Code

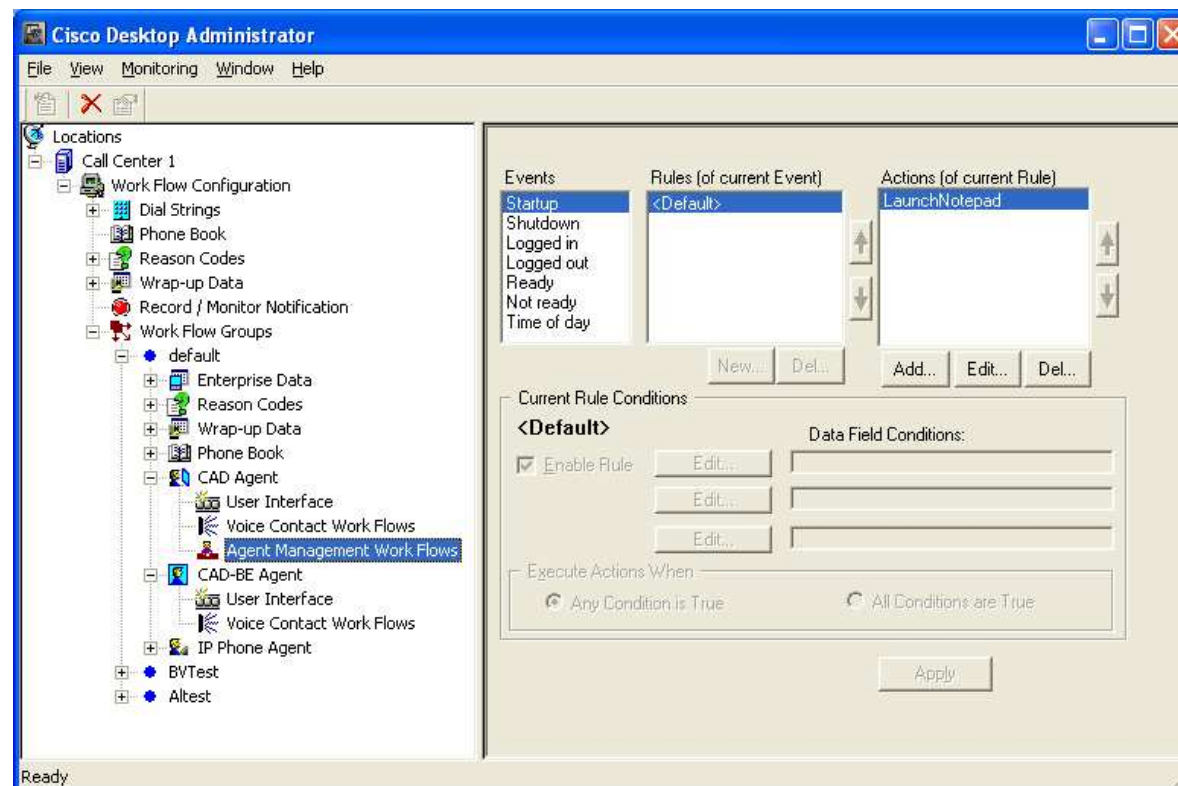
1. Reason codes can now be configured to be workflow group specific.



CDA Enhancements

Workflow-group-based Phone Book

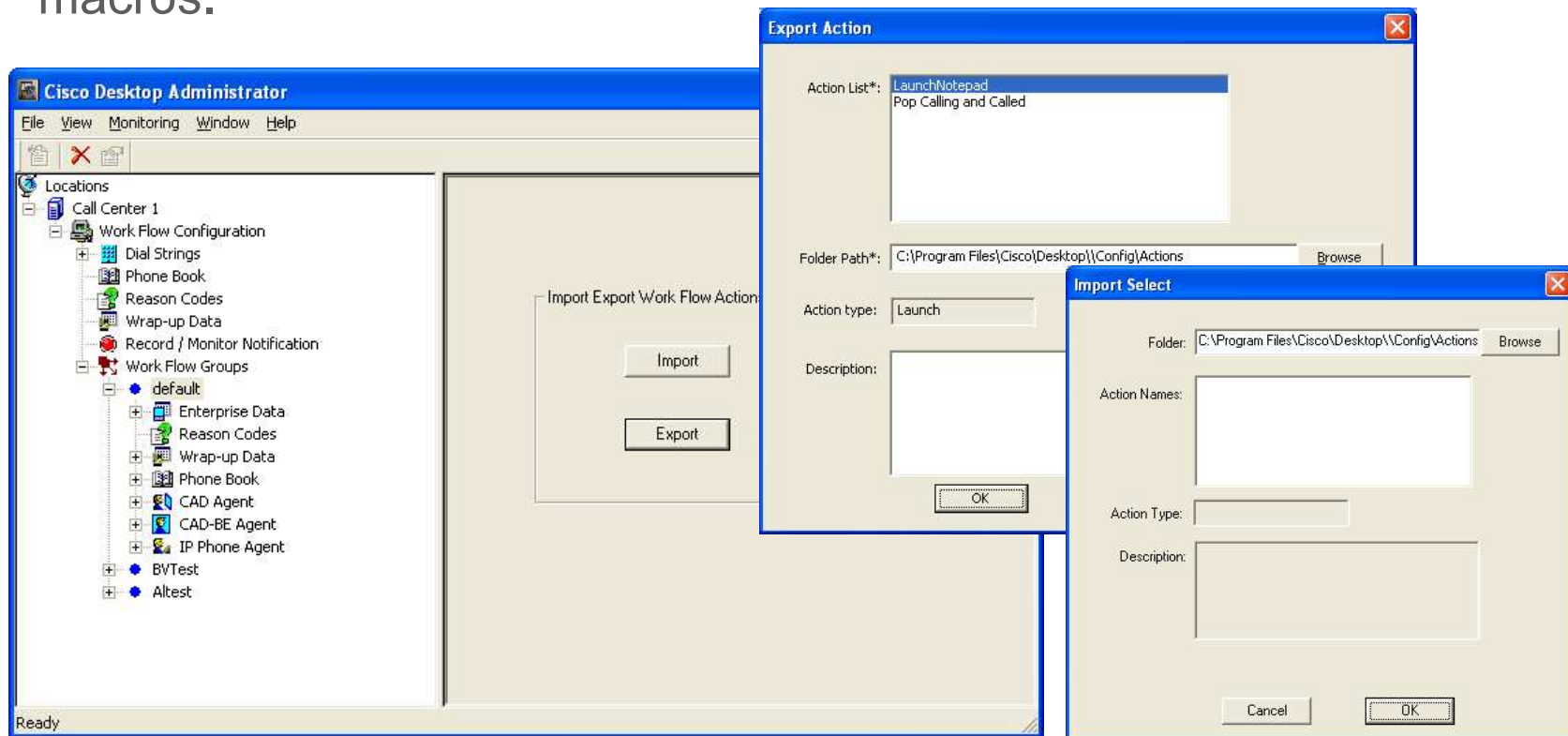
1. Phone books can be configured to be workflow group specific.



CDA Enhancement

Import/Export Workflow Actions

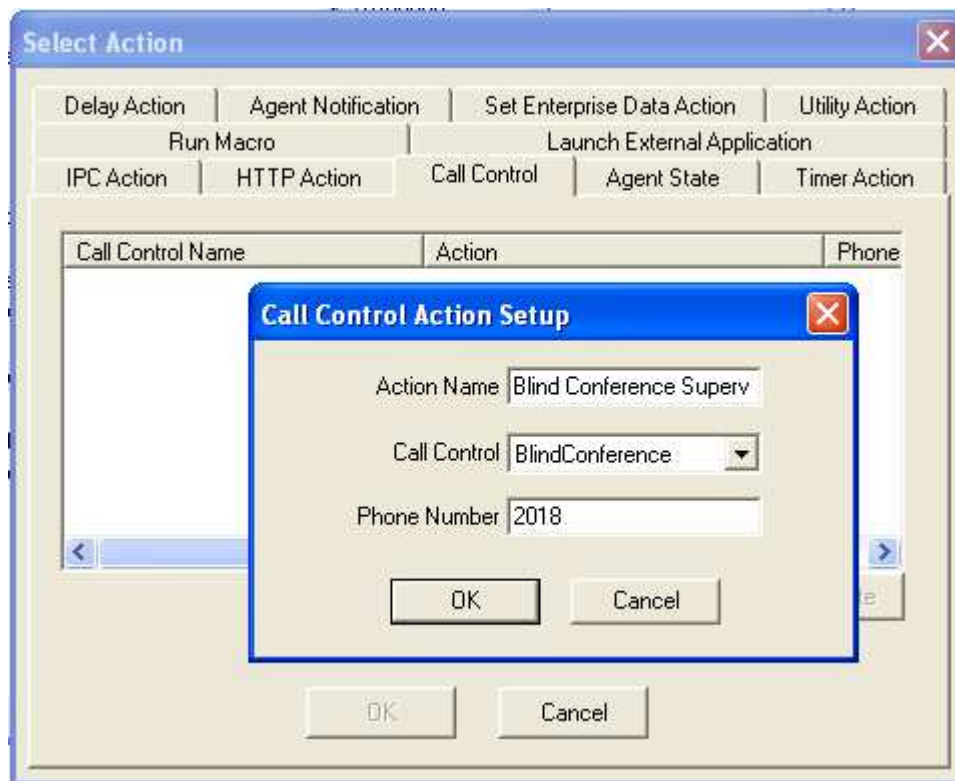
1. Workflow actions can be exported and then imported into other contact centers. Supports HTTP, Launch external application and Keystroke macros.



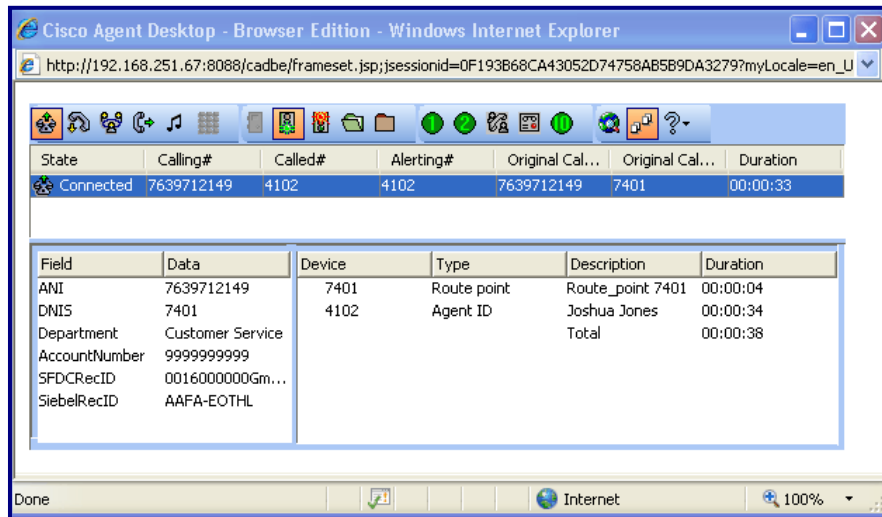
CDA Enhancements

Blind Conference Action

1. Administrators can configure a blind conference action.



CAD Enhancements Browser Edition

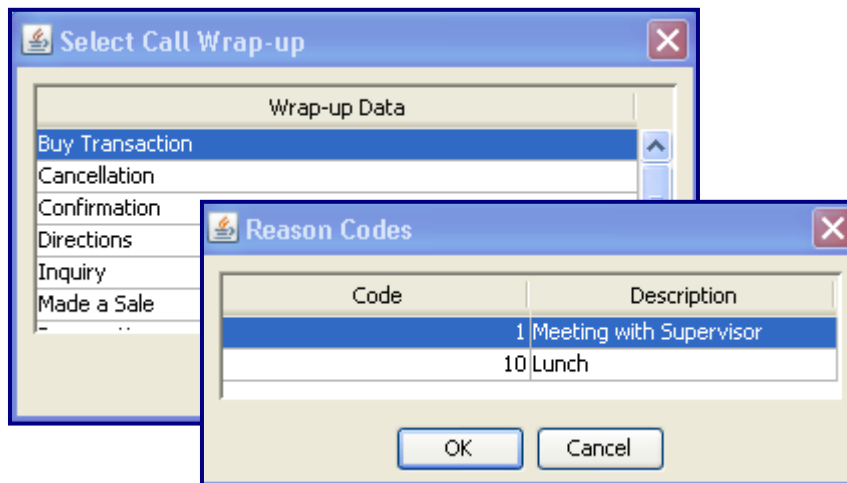


1.Supports IE and Firefox.

<http://<CRS server>:6293/cadbe/CAD-BE.jsp>

2.Supports reason codes and wrap-up data

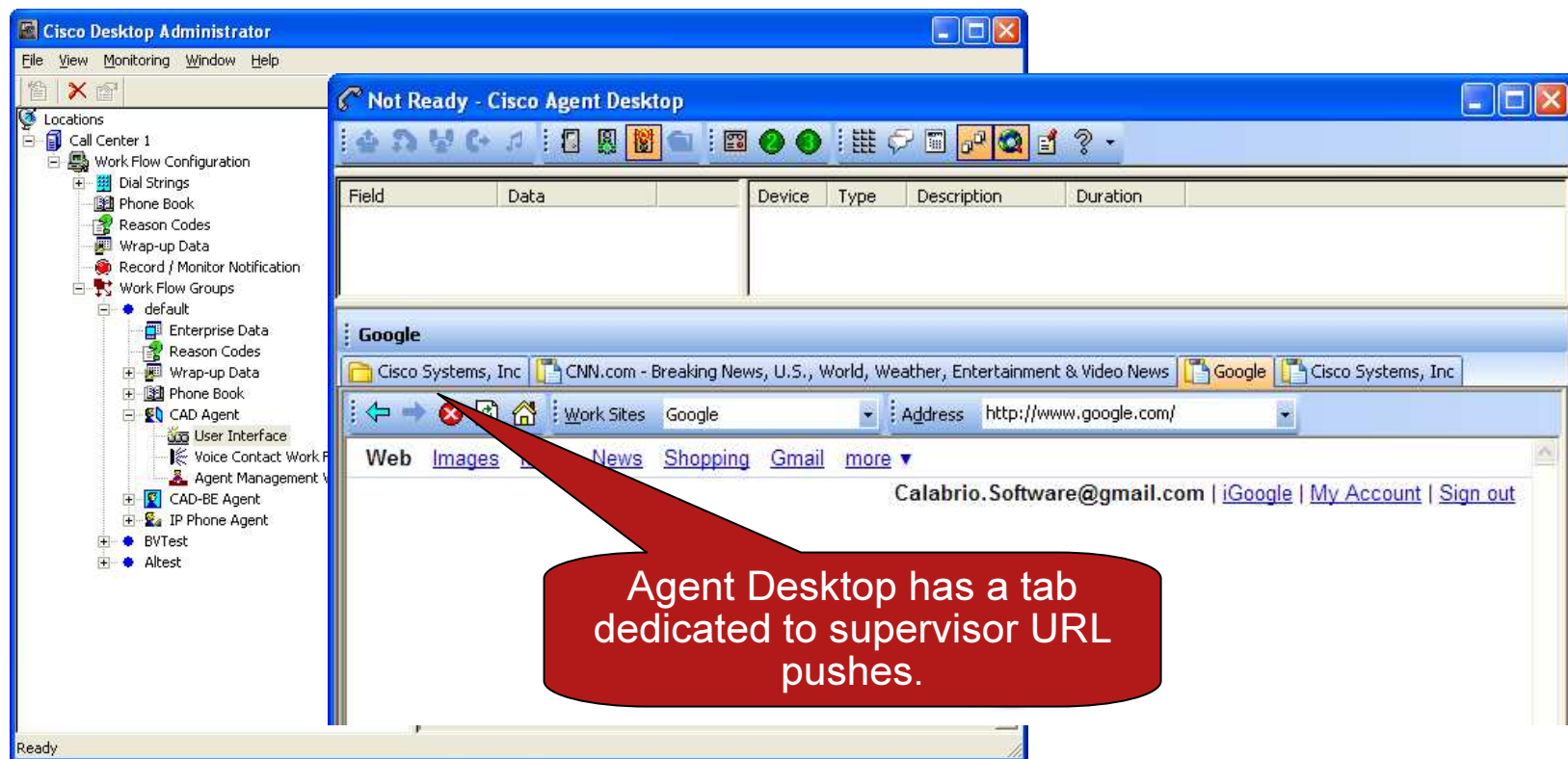
3.Does not currently support the new agent e-mail and presence features.



CAD Enhancement

Multi-Browser Tabs in CAD

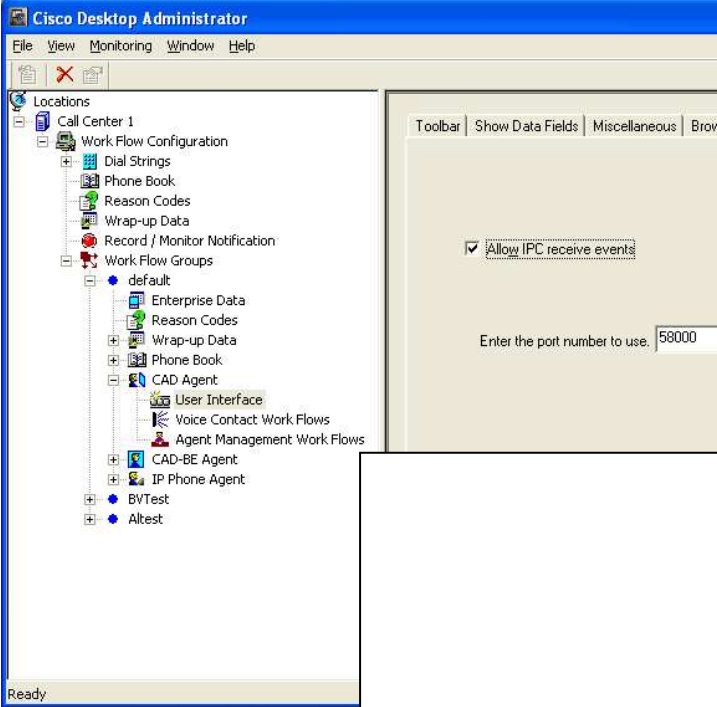
1. Up to 10 tabs are supported.
2. A different home page can be configured for each.



CAD Enhancement

IPC Receive Event

1. Custom 3rd party applications can control the agent desktop
2. Make Call, Start/stop Recording and Agent Notification actions are supported

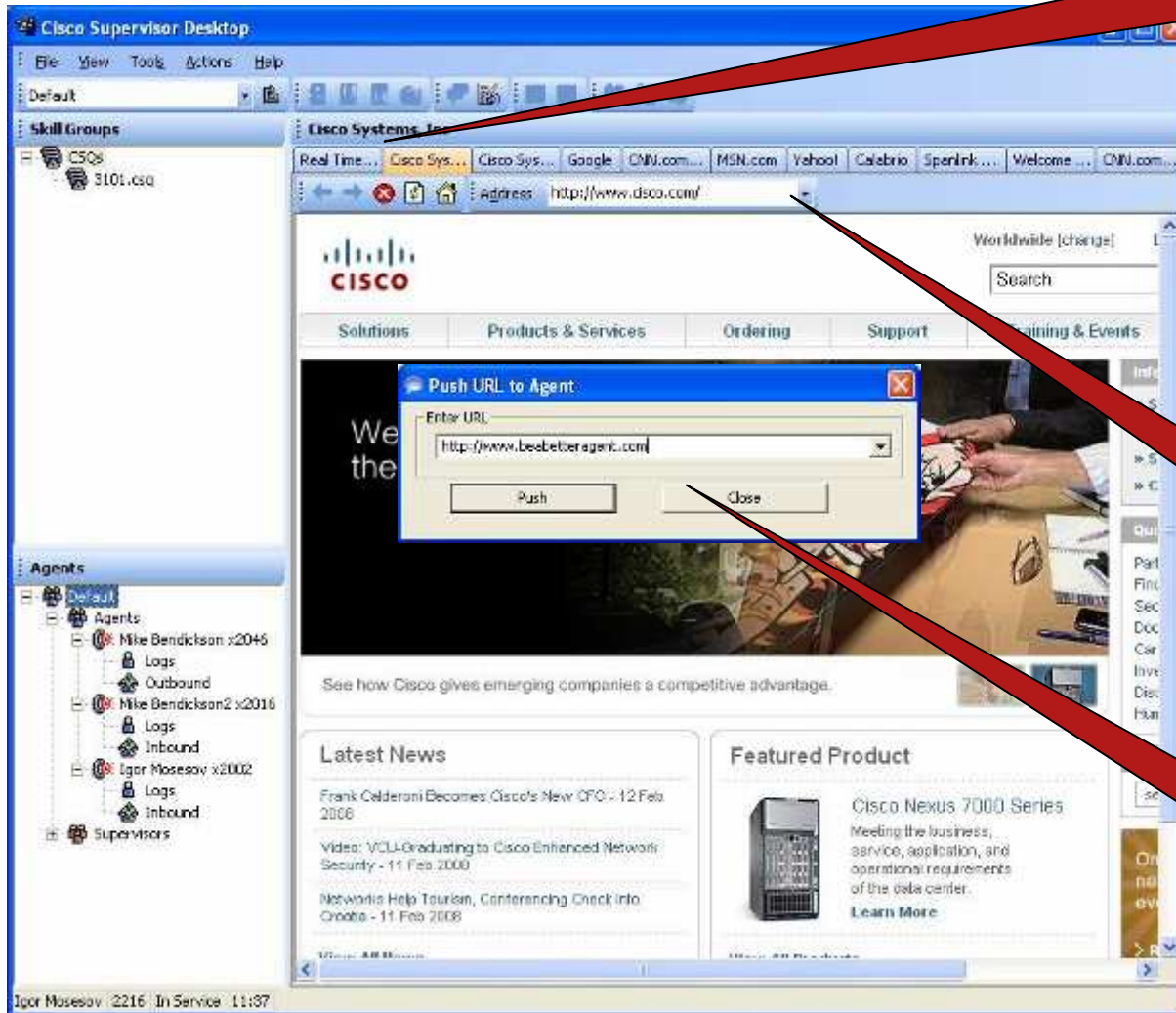


When enabled CAD will listen on the specified UDP socket for messages

3rd party apps send messages in XML format.

```
<?xml version="1.0"?>
<!-- IPC Receive Event Message -->
<IPCActions>
<IPCMakeCallAction>
<ActionName>IPC Make Call Action</ActionName>
<PhoneNumber>2961</PhoneNumber>
<DisplayError>true</DisplayError>
</IPCMakeCallAction>
</IPCActions>
```

CSD Enhancements



**Supervisor
may have up to
10 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**

Everything you need is on CCO

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

http://www.cisco.com/en/US/partner/prod/voicesw/networking_solutions_products_genericcontent0900aecd80710427.html

[Config tool 7.0](#)

Cisco Networkers Barcelona 26 – 29. Januar 2009. registrujte se!



Cisco Networkers
2009
January 26-29 Barcelona, Spain

<http://www.cisco.com/web/europe/cisco-networkers/2009/index.html>

