



Cisco Unified Contact Center Express



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Agenda



1. Cisco Unified Contact Center Express Introduction
2. Architecture Overview
3. Email & Web Interaction Managers
4. Workforce and Quality Management
5. UCCX 7.0 New Features

Cisco Unified Contact Center Express Introduction



Cisco Unified Contact Center Express 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*

Cisco Contact Center Express

- A Contact-Center-in-a-Box
 - Inbound/Outbound Voice solution can fit on one box
 - Fully integrated ACD, Desktops, CTI & IVR
 - Integrated Outbound, Email, Web/Chat, Quality Management and Workforce Management options
 - Real-Time and Historical Reporting
 - Recording
- 1-300 agent highly available inbound voice (actual deployment size varies depending on features required)
- Easy to use CTI with CRM and 3rd party applications
- Supports Cisco Unified Communications Manager and Communications Manager Express
- Flexible Virtual Contact Center
 - Agents and supervisors can be located at any site on a Cisco IP Communications WAN or on any ISP DSL or Cable modem connection at home
- Three packages for flexible price/performance options



Unified Contact Center Express Options

1. ACD

Simple groups; Conditional routing; custom variables

Skill/Competency groups; **Priority Queuing**

Priority (data-driven) routing with both **Enterprise DBMS** and **XML** data sources

Premium templates and custom historical reporting

2. Desktop

Premium **Cisco Agent Desktop**; **Enhanced** Cisco IP Phone Agent

Premium Agent E-Mail

Premium Blended Outbound Dialer

Enhanced Cisco Supervisor Desktop w/ real-time reports

Desktop workflows and custom action keys

On demand and event driven recording (agents and supervisors)

3. CTI **DBMS** and **XML** data sources

Simple screen pop of ANI/DNIS, customer entered data;

Third-party application screen pop

JAVA integration

4. IVR Prompt & Collect **plus automated IVR Self Service** applications

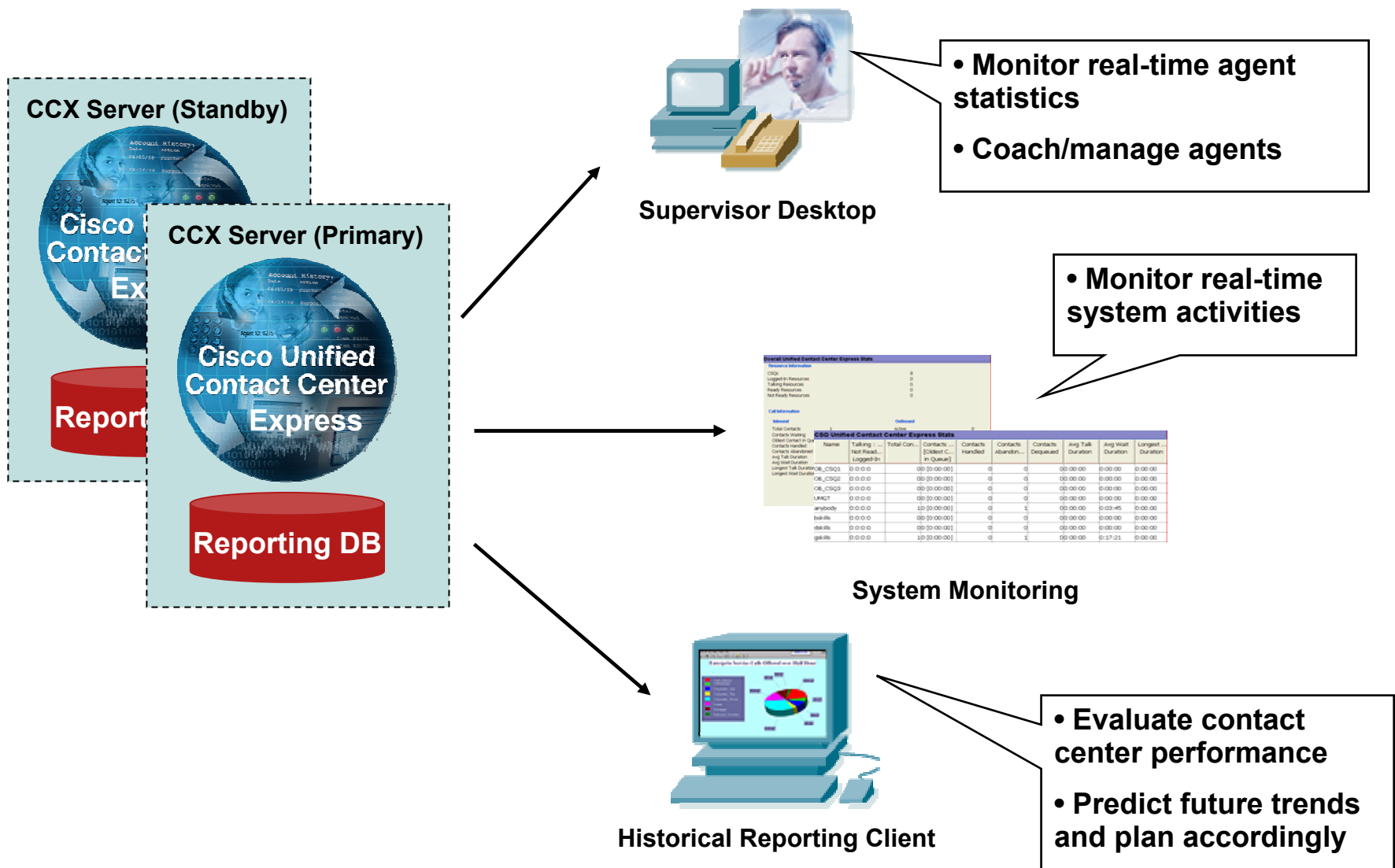
Queue point, custom messaging, prompts, collect (DTMF)

Database integration; **real-time notification**; **HTTP Triggers** (invoke workflow from web page)

VXML (DTMF & ASR), **Optional ASR** and **TTS**

Standard
Enhanced
Premium

Unified Contact Center Express Reporting Architecture



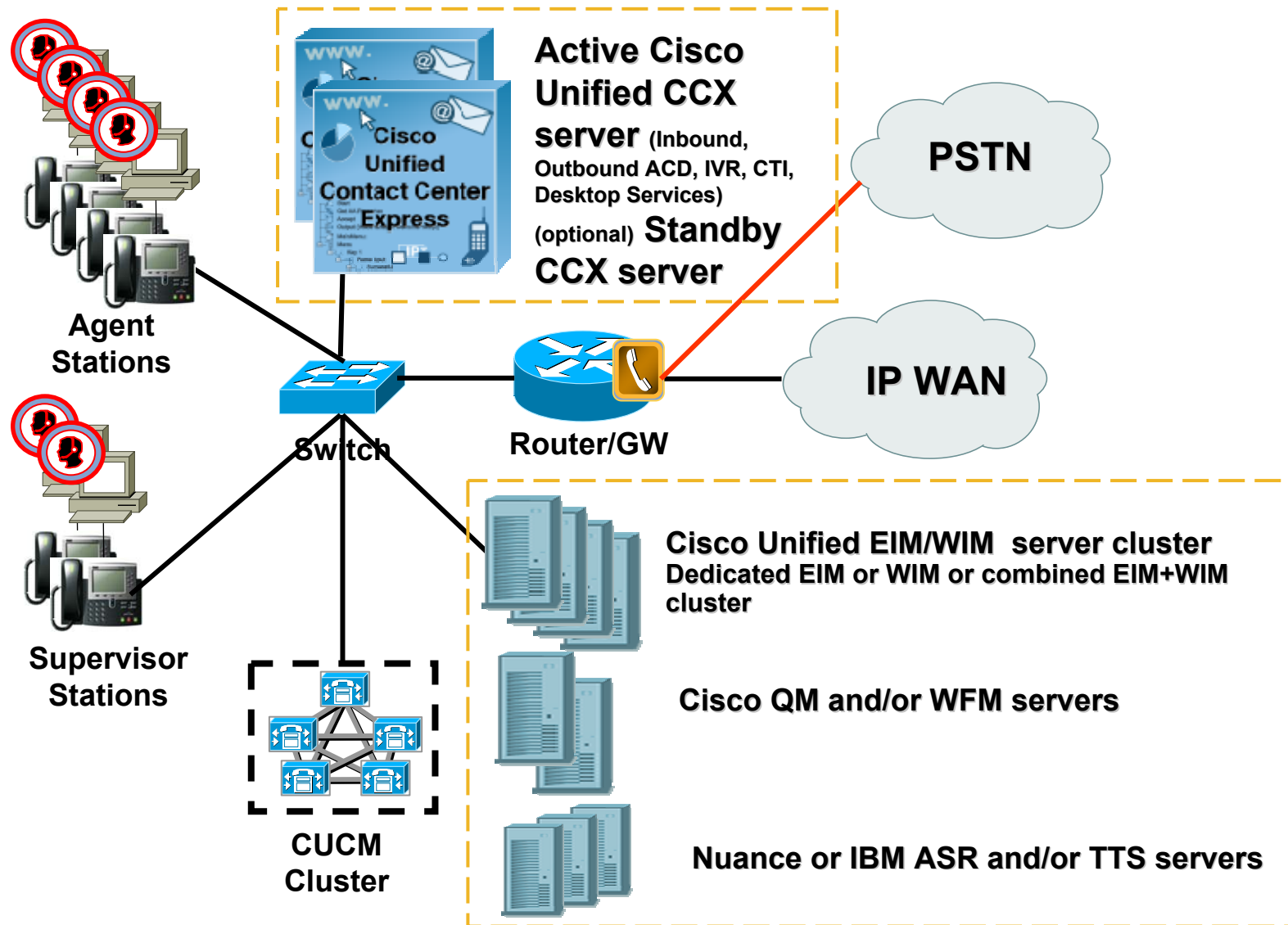
Cisco Unified Contact Center Express Vs. Enterprise

	Unified Contact Center Express	Unified Contact Center Enterprise
Scalability	Maximum 300 agent positions, 32 supervisors	Maximum of 8000 agents or supervisors
Redundancy	High Availability; Mirrored warm standby with load balancing; Automatic failover; No HA over the WAN	Carrier class reliability with distributed redundancy
Virtual Contact Center	Only with UCM centralized deployment model (single UCM cluster)	Distributed UCM deployment model (many UCM clusters)
Features	Fewer, less powerful features (e.g. no predictive outbound, no universal queue)	More features with greater sophistication and depth
Ability to integrate CRM and other applications	Simple, low cost key stroke emulation with any MS Windows application; HTTP for browser based applications; Socket Level Protocol for tight custom integrations with CCX	Powerful C++, Java, .NET development kits to enable custom agent desktops

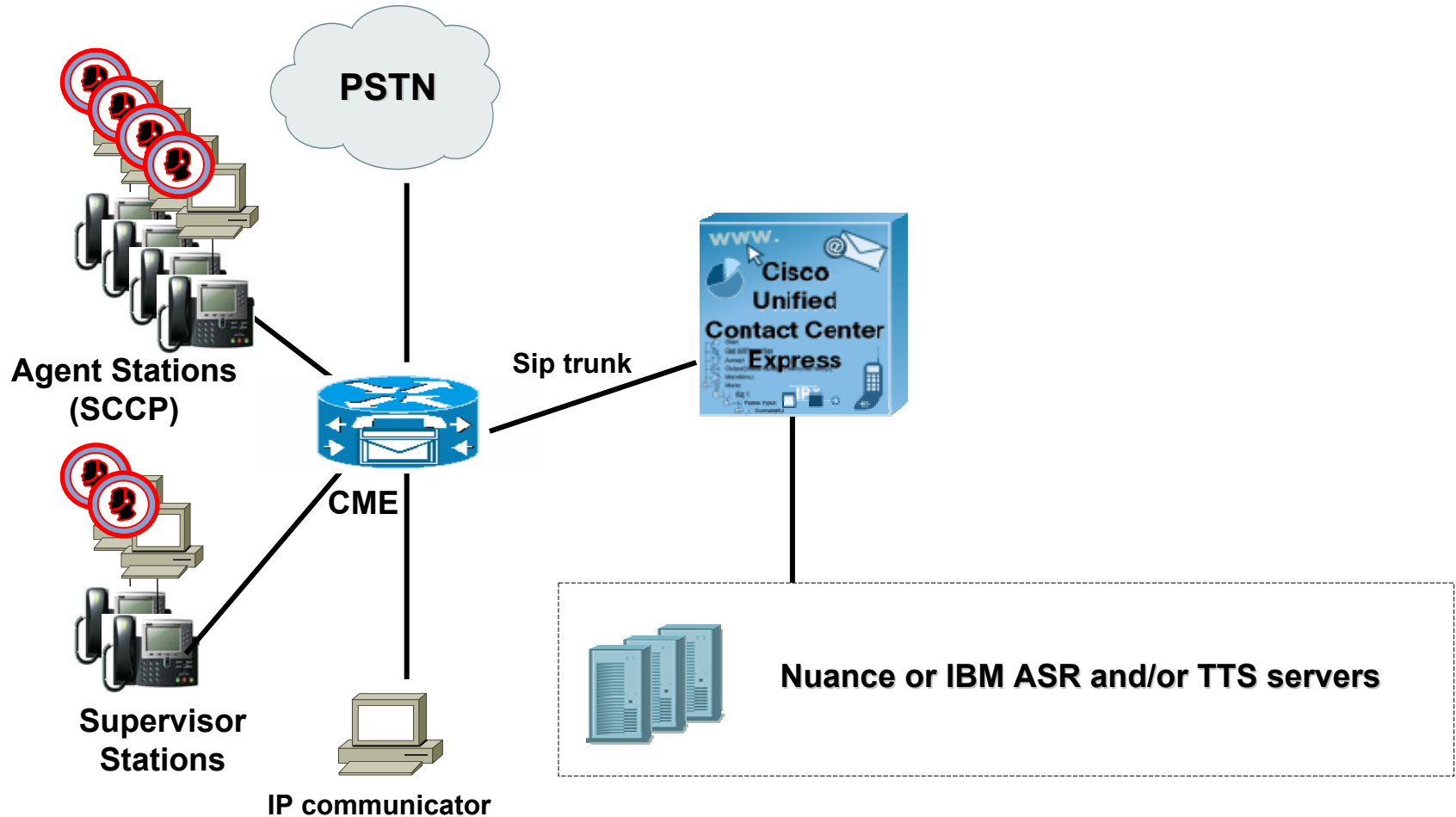
Architecture Overview



Unified Contact Center Express with Unified Communications Manager



Unified Contact Center Express with Communications Manager Express

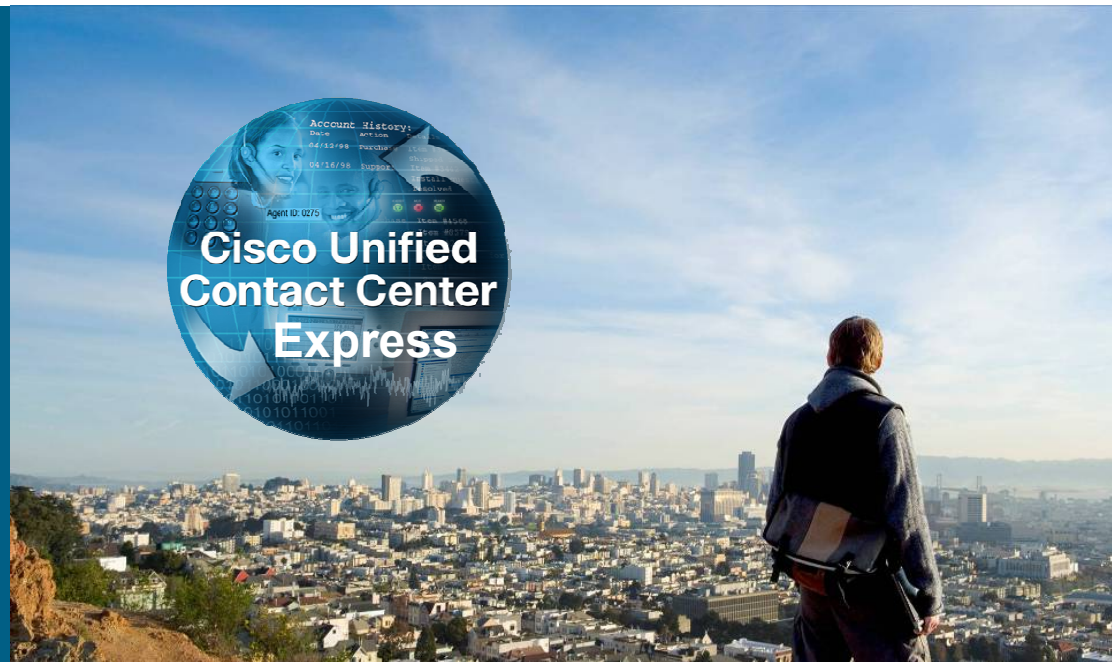


Unified Contact Center Express

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

E-Mail and Web Interaction Managers



How does Cisco Unified E-Mail Interaction Manager Work?

When a customer email or Web form inquiry is received, Unified E-Mail Interaction Manager:

1. Can send an acknowledgement with an expected response time
2. Analyze the content of the email, and send an auto-response from the knowledge base
3. Route the email to the best resource to handle it
4. Suggest articles from the knowledge base for the agent to insert into the response
5. Provide templates and macros to enable quick, consistent responses
6. Providing reporting to monitor your contact center

E-Mail Interaction Manager Agent Desktop

The screenshot displays the Cisco Agent Desktop interface, which is a web-based application running in a Microsoft Internet Explorer browser. The interface is divided into several sections:

- Top Bar:** Shows the user's state as "Reserved" and "Cisco Agent Desktop". It includes a toolbar with various icons for navigation and actions.
- Header Section:** Contains fields for "State", "Calling#", "Called#", "Alerting#", "Original Calling#", "Original Called#", and "Duration". Below this is a table with columns for "Field", "Data", "Device", "Type", "Description", and "Duration".
- Activity Console:** A table showing a list of activities. The table has columns for "Depart...", "Queue name", "Activity ID", "Subject", "Created on", "Contact point", and "Due on". The table contains several rows of data, including one with a red "X" in the "Subject" column.
- Information: Activity Body:** A section showing the details of a selected activity. It includes fields for "From:", "To:", "Cc:", and "Subject:". Below these fields is a text area containing the body of the email, which includes a signature for "Stratos D." and contact information.
- Reply Section:** A section for composing a reply. It includes fields for "From:", "To:", and "Subject:". Below these fields is a text area for the reply content.

Blue arrows point from the text boxes on the right to specific elements in the interface: one points to the "Cisco Interaction Manager" browser window, another points to the "Activity Console" table, and a third points to the "Reply" section.

E-Mail and Web
Interaction Manager
share common desktop

Both run in the Cisco
Agent Desktop
embedded browser

Visual cues for
overdue tasks

Red if awaiting input

Suggested
Responses

Bookmarks

Spellcheck

Rich HTML Editing

Knowledgebase

Customer History

External Links

How does Cisco Unified Web Interaction Manager Work?

When a customer requests live help from the web, Unified Web Interaction Manager provides text chat along with web page sharing

1. Information may be easily gathered on web site
 - Reduce handle time spent getting information
 - Use to ensure correct routing
 - Present to the agent
2. Once connected, agent and customer can share web pages while discussing issue via text chat
 - Answer question faster
 - Encourage self-service by teaching/helping customer to use web site
3. Integrated Knowledge base allows agents to respond quickly. Consistent response, regardless of which agent handled task.
4. Agent may work on multiple chat sessions at the same time.

Web Interaction Manager Agent Desktop

The screenshot displays the Cisco Agent Desktop interface. At the top, a status bar indicates 'Not Ready - Cisco Agent Desktop'. Below this is a toolbar with various icons. The main window is titled 'Cisco Interaction Manager - Agent Console - Microsoft Internet Explorer'. It features an 'Inbox' section on the left with a tree view showing 'My Work', 'Activities', 'My Activities', 'Current (12, 0)', 'Completed', and 'My Searches'. The central area shows a table of chat sessions:

S...	Case ID	Acti...	Subject	Customer ...	Activity du...	Time since ...	Chat status
1	5486	6595	Password	JC Rao	00:59	00:15	Waiting for yo...
4	5487	6672		Robert Medl	05:01	00:59	Waiting for cu...
2	5499	6596	HELP!	Pete Rose	01:15	01:15	Waiting for yo...
6	4999	7100	...hey man...	anonymous	11:12	03:01	Customer exit...

Red arrows point from the 'Waiting for yo...' status to the 'Multiple simultaneous chat sessions' and 'Red if awaiting input' callouts. Another red arrow points from the 'Waiting for yo...' status to the 'Push web pages' callout. A red arrow points from the 'Waiting for yo...' status to the 'Frequently-used responses' callout. A red arrow points from the 'Waiting for yo...' status to the 'Spell Check' callout. The bottom of the interface shows a 'Chat' window with a message history and a 'Send' button. The status bar at the bottom indicates 'User name: etech_da', 'Language: English', 'Ready', 'Open activities: 12, 0', and 'Open cases: 9'.

E-Mail and Web Interaction Manager share common desktop

Both run in the Cisco Agent Desktop embedded browser

Multiple simultaneous chat sessions

Red if awaiting input

Push web pages
Knowledgebase
Customer History
External Links

Frequently-used responses

Spell Check

Workforce and Quality Management



If Last Week's Schedule Looks Like This

Name	Monday	Visit from corporate today!! Tuesday	Wednesday
Adam Wong	xxx	9:00 AM - 3:00 PM	12:00 PM - 6:00 PM
Amber Koenig	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM 1:00 PM ok
Berta Alvarez	No phones → training		12:00 PM - 6:00 PM
Brianna Marsole	12:00 PM - 6:00 PM Sick	9:00 AM - 3:00 PM Sick	9:00 AM - 3:00 PM Sick
Caterina Gorzekova	9:00 AM - 3:00 PM	12:00 PM - 6:00 PM	6:00 AM - 12:00 PM
Darren Thomas	10:30 AM - 3:00 PM Sick	6:00 AM - 12:00 PM	9:00 AM - 3:00 PM 9:30 AM - 2:50 PM
DeWayne Jackson	12:00 PM - 6:00 PM		12:00 PM - 6:00 PM
Ismerelda Sanchez	9:00 AM	3:00 PM	
Ivonne Baez		3:00 PM	
Jennifer Harris-Lee	6:00 AM	2:00 PM	6:00 AM - 12:00 PM
Juan Rodriguez	9:00 AM	1:00 PM	12:00 PM - 6:00 PM
Maria Johnson			
Nicholi Supressia	6:00 AM - 1:00 PM	10:00 PM	6:00 AM - 12:00 PM
Rosario Valdez	training	training	training
Terisita Banderado	9:00 AM - 3:00 PM	xxx	xxx

NO more time off requests for Mon!



You Just Might Need Workforce Management

Workforce Management:

Provide Consistent Customer Service Levels

- Customer satisfaction is directly tied to variability of queuing time
- Insure appropriate agent staffing to match the contact volume and skills required
- Too few agents
 - Hold time rises, customers frustrated, hang up
 - Customer less receptive to revenue generation programs and service levels drop below corporate goals
- 1. Too many agents
 - Increases staffing costs
 - Lowers contact quality and agent satisfaction

Presenting Workforce Management

- 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 providing intraday information and proactive tools
- Adapts to multiple work groups with different locations, under different rules and in various time zones
- Accommodates other tasks like multi media contacts, training, group meetings, etcetera
- Integrated with Cisco Unified Contact Center
- Part of Cisco's family of customer contact solutions



If Your Agents Often Answer Calls Like This



You Just Might Need Quality Management

Quality Management: Businesses Need to Monitor Customer Contacts

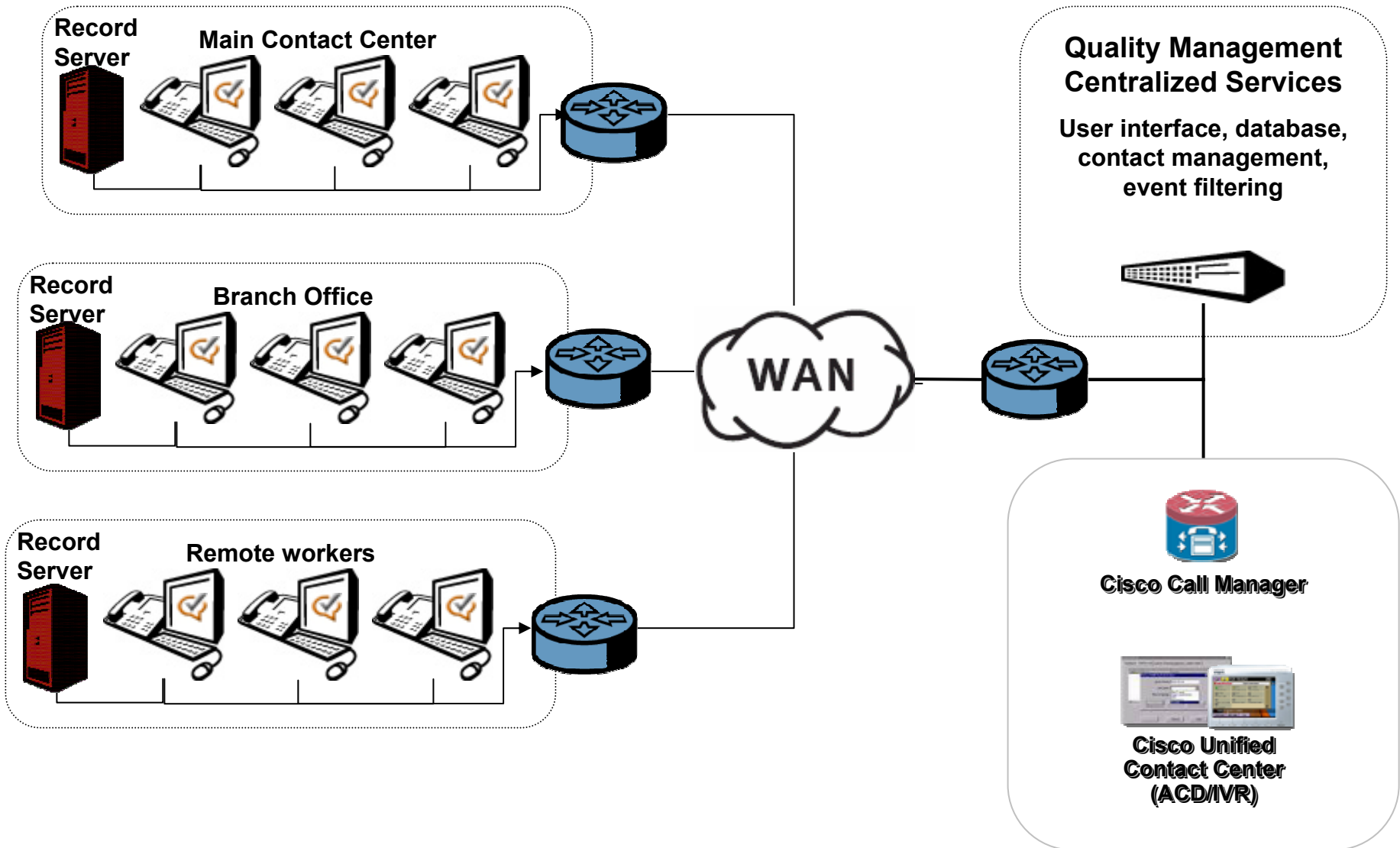
- Insure consistent high quality customer contacts
 - Continuously monitor agent skills – 7x24
 - Identify training needs and effectiveness
 - Across today's virtual call centers - main contact center, branch offices, retail locations, home agents
- Enable all customer contacts to be reviewed instantly for dispute resolution and to meet regulatory requirements
 - Record up to 100% of customer interactions
 - Rapid archival search and retrieval from anywhere
 - Secure, authenticated, domain restricted access

Presenting Quality Management

- Unique interactive edge recording architecture
 - Software service captures digital voice
- Intuitive, role specific, user interface
- Simple workflow based recording administration
- Fully customizable evaluation criteria
- Unified user administration with Cisco Unified Contact Center
- Improves the effectiveness and productivity of your contact center
- Part of a comprehensive customer contact application suite



How Does Interactive Edge Recording Work?



UCCX 7.0 New Features



New

Unified Contact Center Express 7.0 Premium

CCX 5.0 Premium (inbound voice only)

Same Price!
More Value!

$$\begin{array}{rcl} + & \text{CCX 5.0 Preview Blended Outbound} & \\ + & \text{New CUPS Integration} & \\ + & \text{New simplified Agent E-Mail} & \\ + & \text{New Desktop features} & \\ + & \text{New CAD Browser Edition} & \\ \hline = & \text{CCX 7.0 Premium Desktop} & \end{array}$$

Additional Cost Options:

WFO: Quality, Advanced Quality & Workforce Managers

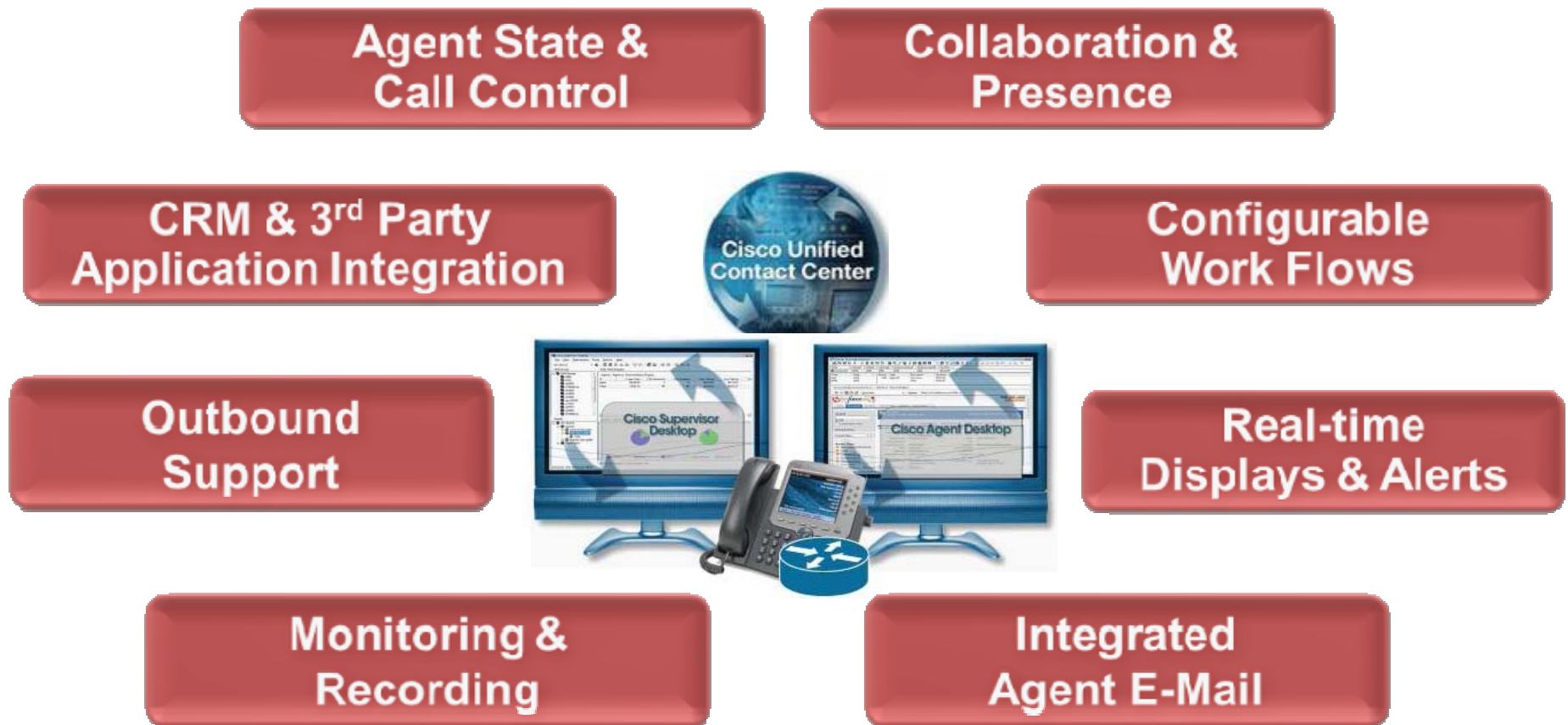
CIM : E-Mail and Web Interaction Managers

Overview and Version Compatibility

- CCX 7.0 is the successor to CCX 5.0.
- Runs on Windows 2003.
- First Customer Ship in Aug 2008
- Supports upgrade from CCX 4.5, 5.0(1), 5.0(2).
- Unified CM 6.1, CM 7.0
- CME 7.0
- UCCE / ICME Version 7.2, 7.5
- CSA -> Version 5.x or later
- CiscoWorks Campus Mgr 4.X
- CUOM 2.X












Cisco Agent Desktop Core Capabilities

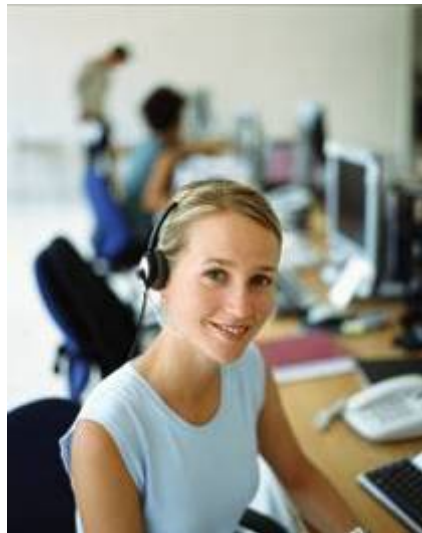
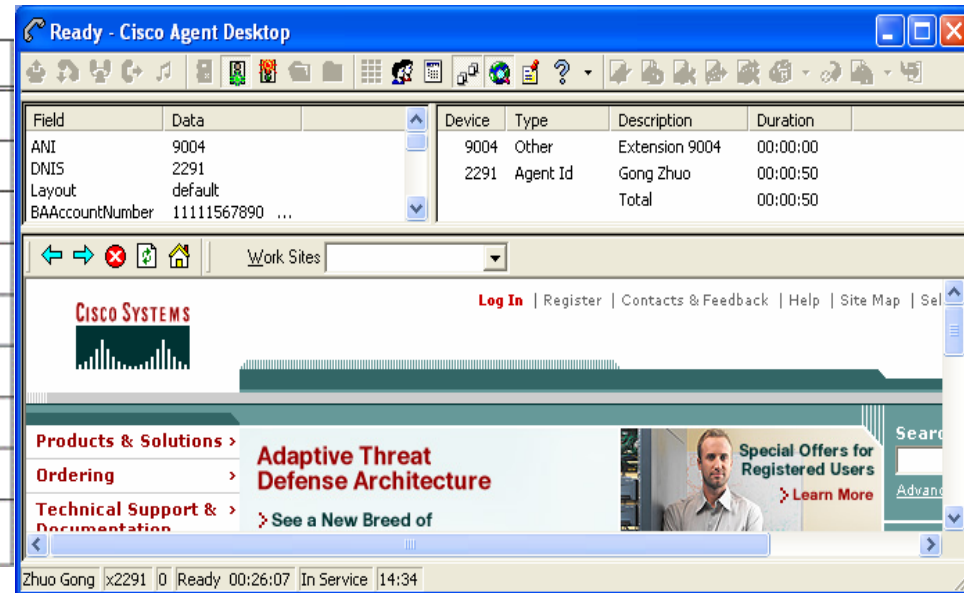


All work together in fully-packaged and configurable composite application.

Unified Contact Center Express Blended Preview Outbound

- Proactive communications for Preview Dialer based Campaigns
 - Merges inbound and outbound blending for contact centers
 - Integrated component of Cisco Agent Desktop
1. Support for new FCC/FTC, State and Federal Regulatory requirements

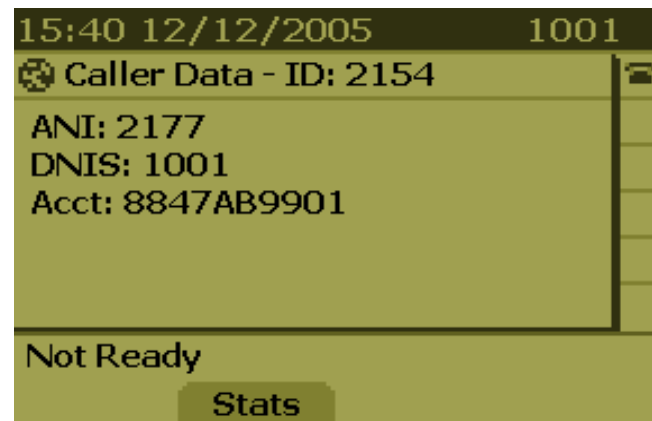
Icon	Button
	Accept
	Reject
	Reject Close
	Skip
	Skip Close
	Skip-Next
	Callback
	Reclassify
	Cancel Reservation



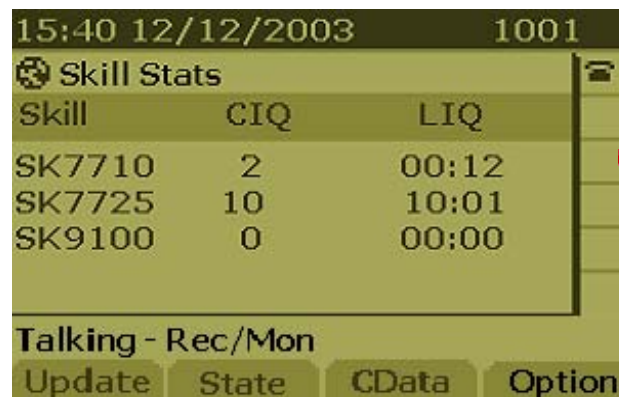
- Easy to use standards-based tools to manage contact lists and improve contact center productivity
- Skill groups run dedicated or blended
- Screen Pop via CAD task buttons
- Ensures agent available prior to placing the call
- Agent buttons to accept, skip, reject the previewed call

Cisco IP Phone Agent

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



Queue activity

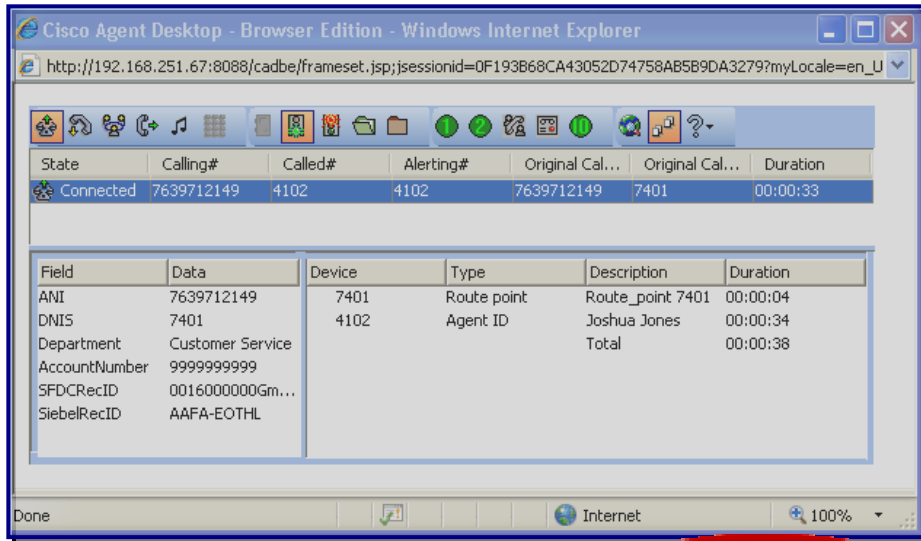


Powerful Features Independent of a PC

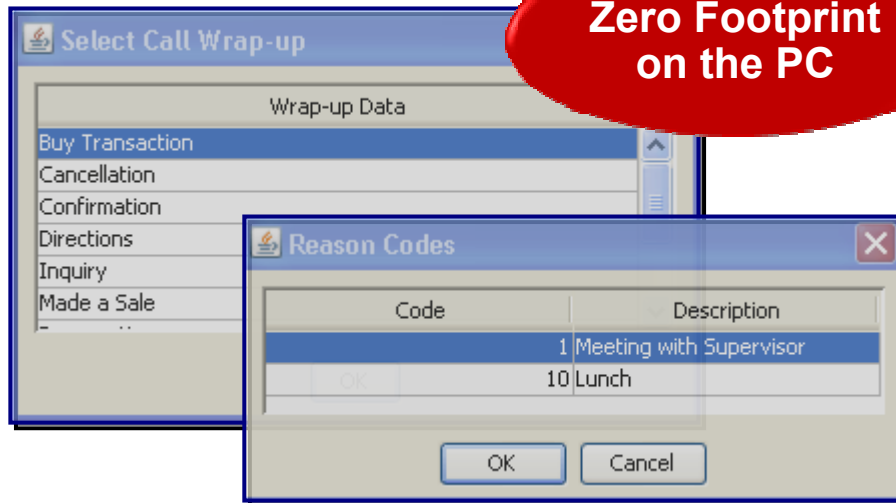
* Enhanced and Premium only

Express releases 5.0 and 7.0 only

Cisco Agent Desktop Browser Edition



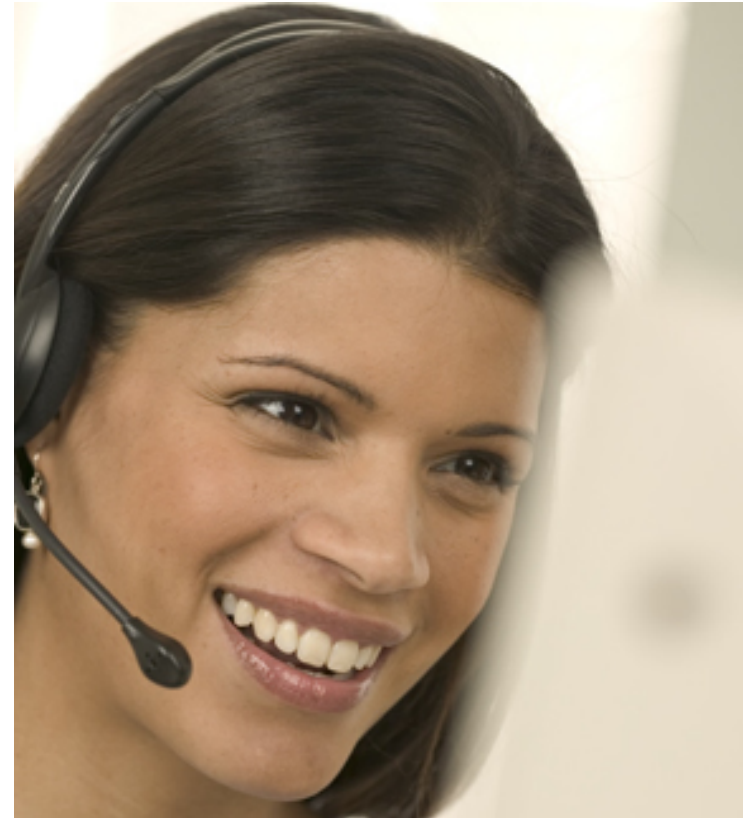
**Zero Footprint
on the PC**



- Browser Edition client can operate on Windows and Linux operating systems
Firefox and Internet Explorer
- Support Reason / Wrap-Up Codes
- Coordinated screens pops via http into external browser
- Supported with Enhanced and Premium version

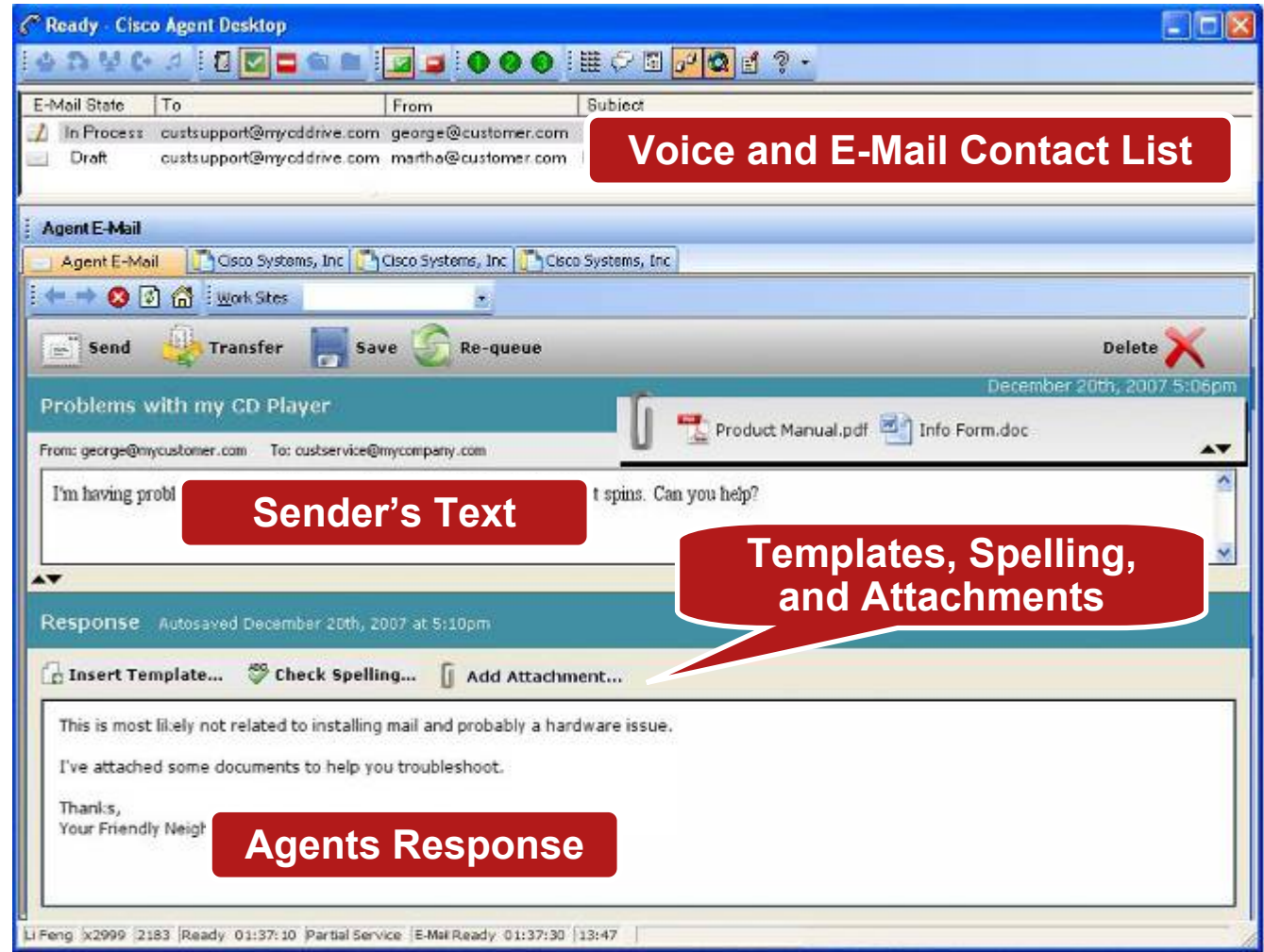
Agent E-Mail

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



Agent E-Mail

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



Agent E-Mail

Voice ACD and E-Mail States

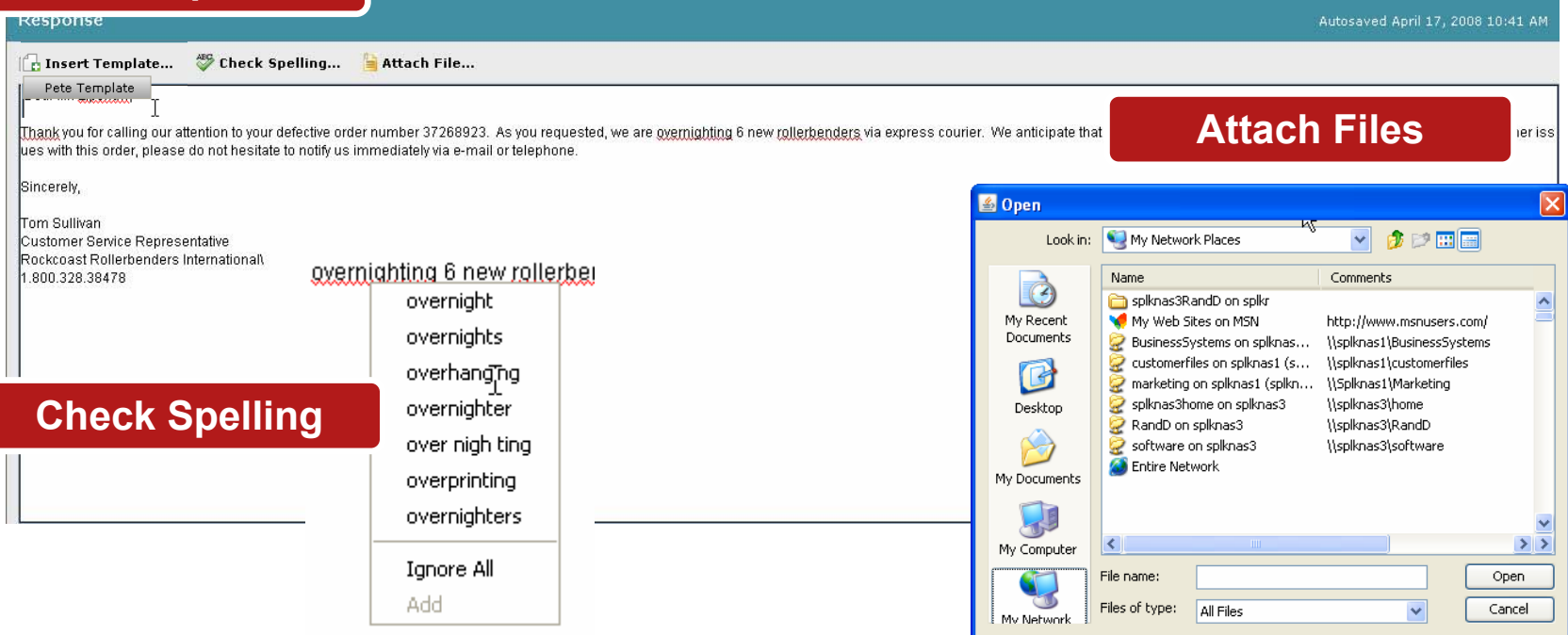


- Agents mix and match voice and e-mail states as desired
- If voice state is “Ready,” then e-mail processing can be interrupted by an ACD voice call
 - Desktop focus automatically changes to voice display
 - CAD auto saves e-Mail to “draft” and places agent in Agent E-Mail “Not Ready” state
- Agent can resume E-Mail processing at any time
- CAD accurately tracks agents’ state

Agent E-Mail

Composing E-Mail Response

Use Templates



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

Agent E-Mail

Agent E-Mail Reports

- 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

Agent Real Time Displays

File

Real Time Displays 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

Agent Real Time Displays

File

Real Time Displays 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

Agent Real Time Displays

File

Real Time Displays 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 fro		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 <subbu 2003qatest5.7@p1		0
7981:01:44	Sent	7981:01:56	00:00:15	00:00:12	2003qatest5.7@	subbutest <subbu 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

Agent Real Time Displays

File

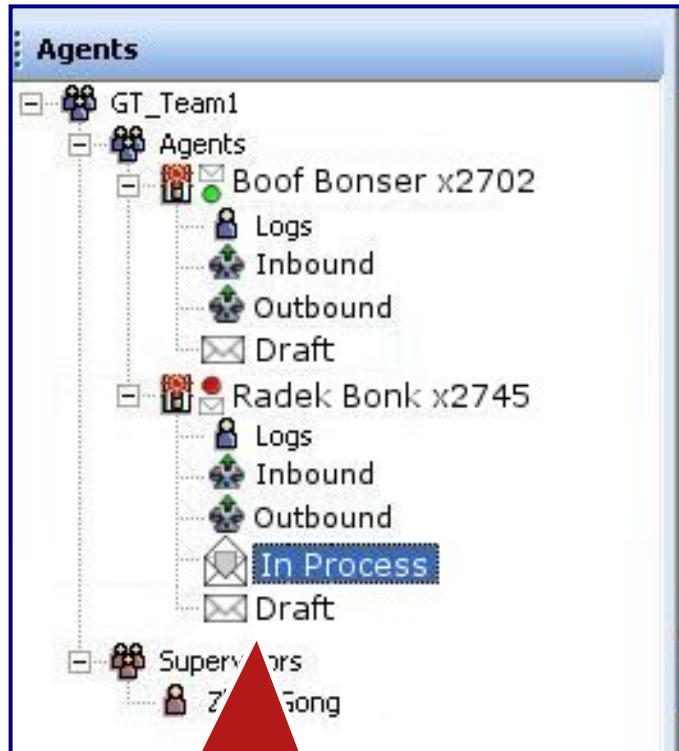
Real Time Displays Agent E-Mail Detail Display

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

View Agent Activity on CSD



Agent E-Mail activity per
contact

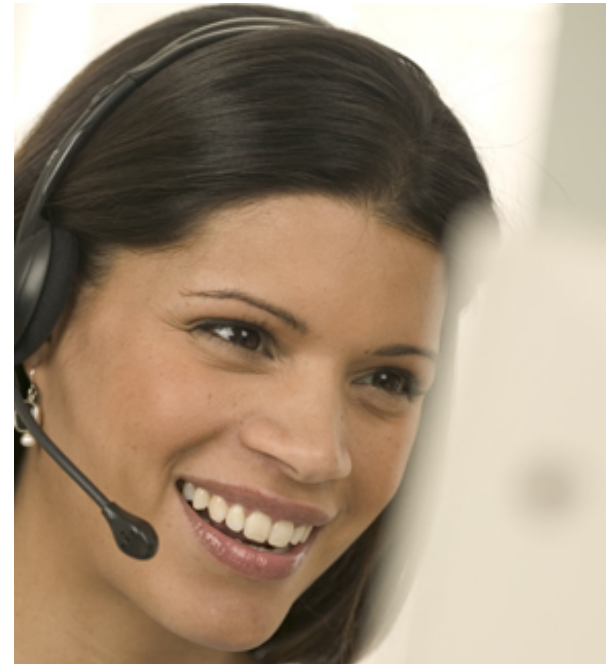
- Enhanced and New Reports provide Supervisor visibility to agent's E-Mail activity
 - Agent - Team Summary
(total e-mails presented and responded to by the team)
 - Agent - Team State
(agent by agent e-mail state for the team)
 - Agent – Agent vs. Team Summary (includes e-mail statistics for agent and 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)

EIM vs. Agent E-Mail

- **Routing:** EIM support different routing algorithms such as push, pull and pin. EIM agents can have emails automatically delivered to them, explicitly request for emails or pin specific emails to work on. With Agent E-mail, emails are automatically routed to agents. The pull and pin algorithms are not supported.
- **Service Level:** In EIM, emails can be assigned a service level to indicate the importance of the customer. Agent E-mail does not offer such support
- **Outbound Workflows:** With EIM, outbound workflows can be configured such that email replies from agents require supervisor approval before they are sent. This is not available with Agent E-mail.
- **Knowledge Base:** EIM offers a tree-structured knowledge base. Agents can search for and also submit articles to be included in the knowledge base. Agent E-mail support templates which are predefined text that agents can insert in their email responses.
- **Agent Login:** With EIM, an agent needs to login to both CAD and EIM. With Agent E-mail, an agent logs in once.
- **Agent State:** EIM manages the agent email state independently of the CAD state. With Agent E-mail, CAD has visibility into the agent's email interaction and can automatically move the agent to Email Not Ready state when a call is presented to the agent.
- **Historical Reports:** EIM offers comprehensive historical reports from the report console. Agent E-mail offers historical reports that are integrated with the CCX Historical Reporting client.
- **Real-time Reports:** EIM offers comprehensive real-time reports from the supervisor console. Agent E-mail offers email-related real-time reports that are integrated with CAD and CSD
- **Customer Cases:** EIM allows the same activities (emails, chats) to be grouped in a case. Agent E-mail does not offer such support.

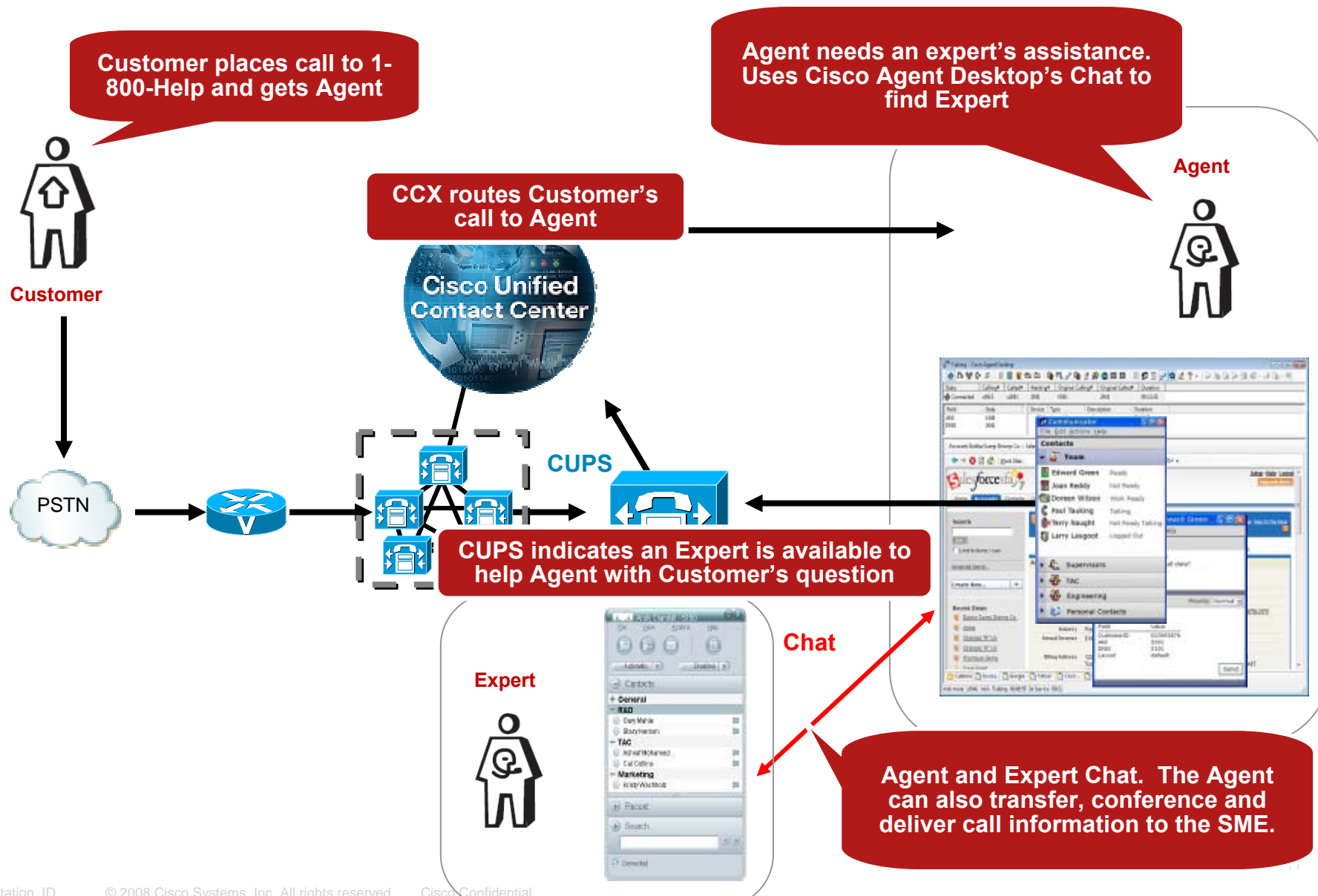
Presence Integration

- 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



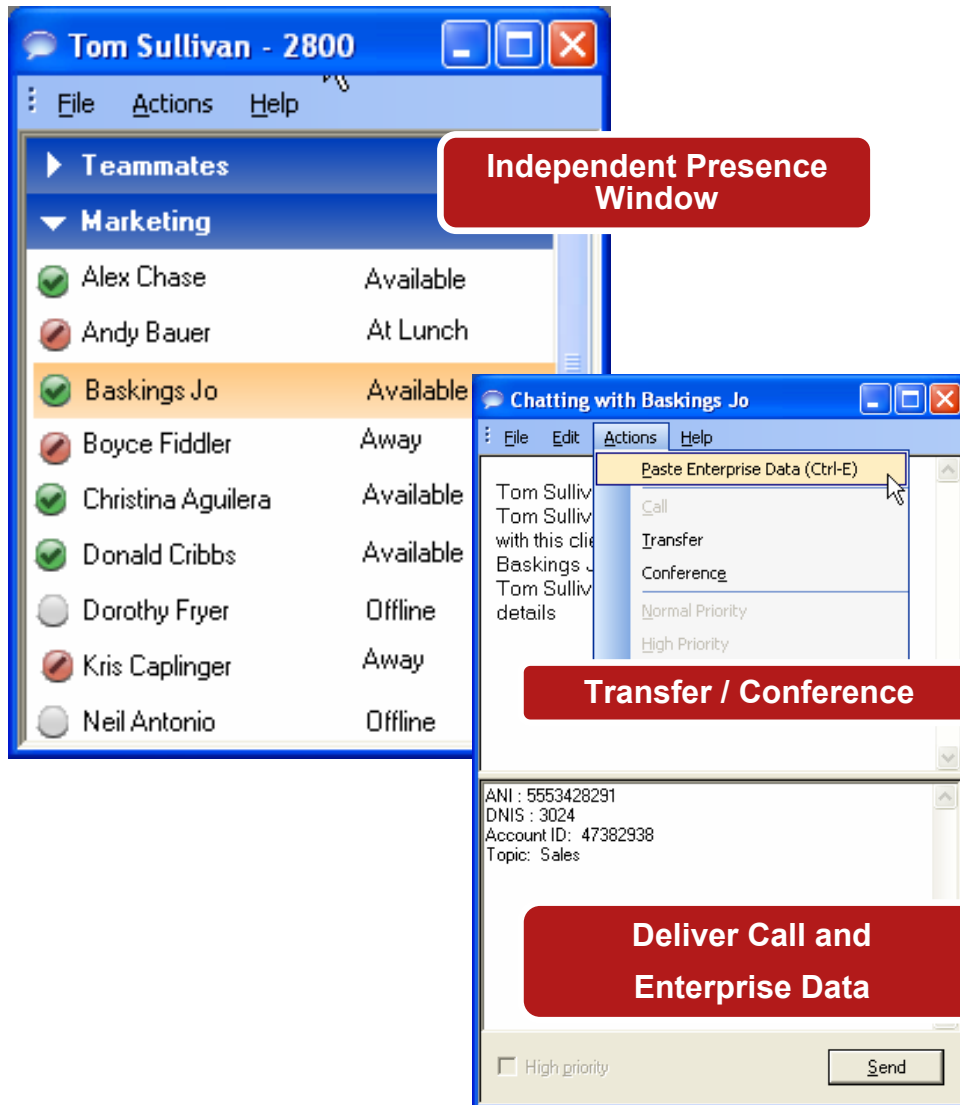
CUP Integration

Typical Use-Case Scenario



CUP Integration

Communicating with Subject Matter Experts



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

Cisco Contact Center Express ...

A Complete Solution for ALL Contact Center Needs



- **Voice:** both inbound and outbound voice
- **Agent Email:** Entry Level email solution (Premium option)
- **Presence:** Allows agents to easily find Experts. Facilitates chat, conference and transfer to SMEs
- **Email and Web:** Comprehensive email and web collaboration (Premium option)
- **Three packages** to fit your needs today and to provide growth for tomorrow
- Support for **Cisco Unified Communications Manager** and **Communications Manager Express**

Flash Demo

- CAD, CSD, Agent E-Mail and CAD with Presence
http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_presentation_list.html
- Workforce Optimization
http://www.cisco.com/en/US/partner/products/ps8293/prod_presentation_list.html
- Microsoft CRM Connector
http://www.cisco.com/cdc_content_elements/flash/net_sol_smb/crm_connector

