

## How Cisco IT Automated Employee Travel and Event Management

Cisco Unified Contact Center enables Cisco to control costs and provide better service for employee events and travel worldwide.

### BUSINESS BENEFITS

- Cost savings from consolidating travel centers and reducing international toll calls
- Increased automation and improved travel center productivity
- Increased employee satisfaction
- Greater visibility and risk management for events

“Without Cisco technology, I could not deliver the results and control we currently enjoy in handling travel arrangements.”

– **Caroline Strachan, global project manager, Cisco Corporate Travel Operations**

**How can you bring 12,500 sales personnel to the same place at the same time?** For Cisco Systems®, the company’s global sales meeting presents tremendous logistical challenges—in particular, the individual and often complex travel arrangements for each employee attending this annual event. Beyond event travel, the Cisco® Corporate Travel Operations Team serves more than 60,000 Cisco employees and temporary workers in 259 cities who travel worldwide for all types of business activity.

**Cisco Corporate Travel Operations makes extensive use of the Cisco network, Cisco products and technologies for contact centers, and tailored applications created by Cisco IT.** A key Cisco strategy has been to consolidate travel services by replacing telephone calls to local American Express travel offices. Instead, those calls are routed over the Cisco WAN to Cisco travel contact centers in Australia,

Japan, the United Kingdom, and the United States for 24-hour service. Cisco provides office space and network connectivity in corporate travel centers, while American Express provides trained travel counselors and the necessary travel infrastructure.

**Cisco contact center solutions.** Cisco Call Manager processes inbound and outbound calls for each travel center. A Cisco Intelligent Contact Management (ICM) system routes calls to specific travel centers over the Cisco network. Cisco IP Contact Center (IPCC) distributes and manages calls within each travel center. Cisco IP Interactive Voice Response (IVR) software provides a single access number for registration and travel related to events. The Cisco E-Mail Manager option queues employee e-mail messages to the travel center for handling by counselors during periods of low call demand. Cisco Web View software provides detailed reports on call activity.

**Custom applications from Cisco IT.** Cisco customer response applications customize the IVR menu, call routing, and call queuing capabilities within each travel center. An application built with Cisco Agent Desktop displays an employee’s Cisco directory page on the travel counselor’s monitor for quick access to the employee’s travel profile.

**Cisco Travel Network.** More than 75 percent of employee trips are arranged by using the Cisco Travel Network, an online travel booking tool that helps employees make or change their own travel reservations. Cisco has won several travel industry awards, reflecting the results achieved by centralizing travel centers and the company’s use of technology.

**Case Study:** [http://www.cisco.com/en/US/about/ciscoitwork/case\\_studies.html](http://www.cisco.com/en/US/about/ciscoitwork/case_studies.html)

## FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT [www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

## NOTE

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