



IP Contact Center Migration

How Cisco IT Migrated Call Centers to IP Contact Center



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge

Reduce the costs and IT challenges of multiple call centers while increasing operational efficiencies and delivering better service to callers

- Solution

A multi-year, multi-phase migration to Cisco IPCC and other Cisco contact center solutions

- Results

Capability to handle 10 million call transactions annually, with reduced costs and global call routing for improved efficiency and service

- Next Steps

Continued enhancements to meet business needs

Challenge: Revolutionize Call Centers

- By 1999, Cisco had more than 20 call centers worldwide, serving diverse callers and business needs
- Call handling was costly and inefficient
- Service to callers was variable
- Management was difficult due to inconsistent reporting and limited operational flexibility
- Multiple system types and limited system capacity and capabilities hindered the ability to define technical standards
- High burden for system support and management

Solution: Cisco Contact Center Products

- Use the Cisco network and Cisco products to reduce costs, make operations more efficient, and deliver better service
- Cisco CallManager and Cisco Intelligent Contact Management for call routing over the corporate WAN
- Cisco IP Contact Center for call distribution within each contact center
- Cisco IP Interactive Voice Response to help callers connect with the correct contact center on the first call

Solution: Cisco Contact Center Products **(Contd.)**

- Cisco Email Manager to queue customer and employee email messages for handling by contact center agents
- Cisco CTI OS Agent Desktop gives agents a PC-based softphone
- Cisco WebView software for call activity reports

Results: Improved Operations, Better Service

- Capability to handle more than 10 million call transactions annually
- Cost savings from improved call routing and transporting more call traffic on the Cisco WAN
- Calls routed globally based on agent availability and skills
- Higher satisfaction ratings from customers
- Call center data stored centrally and consolidated in a global view of all operations, including outsourcers

Next Steps: Continued Enhancements

- Assuring continued adherence to Cisco standards
- Developing custom applications for specific contact center needs
- Deploying new Cisco product versions to benefit from technology improvements

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

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