

The Cisco Products Behind the Articles in this Newsletter

Cisco Unified Contact Center Enterprise: Enhance Customer Interactions

Cisco Unified Contact Center for enterprise networks enhances callers' interactions with your agency help desk by using the existing IP network for skills-based contact routing, voice self-service, and screen pops from caller databases. When citizens or employees contact the agency help desk by phone, email, or live web chat, Cisco Unified Contact Center Enterprise routes the contact to the most appropriate expert in any location, including home agents. The routing decision is based on a combination of factors, including dialed number and caller ID; the caller's response to voice prompts; data entered on a web form; information in customer databases; and real-time contact center conditions such as time of day and agent availability. Intelligent routing helps agencies meet citizens' and employees' needs in the shortest possible amount of time.

For more information on Cisco Unified Contact Center Enterprise, visit:

www.cisco.com/en/US/products/sw/custcosw/ps1844

Cisco Unified Personal Communicator: Collaborate from Any Workspace

Cisco Unified Personal Communicator is a software client for PCs and laptops that provides a single, easy-to-use interface for your communications and collaboration tools: softphone, presence, instant messaging, visual voicemail, click to call, employee directory, communication history, video, and web conferencing. Access to all communications tools in one place simplifies collaboration. For example, an agency employee who needs information to make a decision can:

- View coworkers' presence information to find an expert who is currently available
- Send an instant message
- Escalate to a voice conference by just clicking to call from an integrated Outlook toolbar
- Escalate to a Cisco Unified MeetingPlace collaboration session that includes video and web sharing
- View a list of voicemail messages and click to listen in any order

For more information on Cisco Unified Personal Communicator, visit:

www.cisco.com/en/US/products/ps6844

Cisco Unified MeetingPlace: Simplify Voice, Video, and Web Collaboration

Cisco Unified MeetingPlace makes it easy for agency employees in any global location to collaborate with voice, video, and web sharing. Meeting organizers can set up voice, video, and web resources with a single step, using a web page, phone, or Microsoft Outlook calendar. Meeting invitees receive an email or calendar invitation and just click a link at the scheduled time to join. Cisco Unified MeetingPlace launches the web conference and dials out to the employee's video endpoint or phone, starting video automatically if the endpoint is capable. Employees who are not near a computer can dial in by phone. Agencies can save money and meet security requirements by deploying the solution on premises to use the agency's IP network.

For more information on Cisco Unified MeetingPlace, visit:

www.cisco.com/go/meetingplace

Cisco Unified Videoconferencing 3545: Conduct Face-to-Face Meetings and Training Sessions

Designed for medium to large agencies, the Cisco Unified Videoconferencing 3545 System enables cost-effective, high-quality video conferencing with people in multiple locations. It supports the various video and audio compression standards and protocols used within government, enabling participants to join video conferences with a variety of video-enabled devices. These can include Cisco Unified IP phones with video; Cisco Unified Video Advantage, which adds video to standard Cisco Unified IP Phones; standard- and high-definition room systems; and Cisco TelePresence systems. By enabling people to meet face to face without travel, Cisco Unified Videoconferencing solutions can enable collaboration, increase productivity, reduce travel costs, and reduce carbon emissions.

For more information on Cisco Unified Videoconferencing solutions, visit:
www.cisco.com/en/US/products/hw/video/ps1870

Cisco Unified Videoconferencing Manager–Desktop: Join Meetings from Your PC or Laptop

Cisco Unified Videoconferencing Manager–Desktop enables agency employees to join video conferences with only a PC or laptop with a network connection. To join a meeting, employees just click a link in an invitation. If they click the Participate Now button, they can actively participate with interactive audio, video, and H.239 data sharing. (To share video, employees need a video-enabled endpoint such as a Cisco Video Advantage, Cisco Unified IP Phone 7985, or Cisco Unified Personal Communicator.) Employees can chat with other participants and indicate they have a question, and meeting organizers can control the audio, mute, lock down the meeting, and share the desktop. For meetings with a few active participants and many observers, such as agency-wide meetings, employees can click the Watch Meeting Webcast button, which does not use up ports.

For more information on Cisco Unified Videoconferencing Manager, visit:
www.cisco.com/en/US/products/ps7088

To watch a video demonstration of the Cisco Unified Videoconferencing Manager Desktop, visit: www.youtube.com/watch?v=a4H-KBOM3cw




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