

Cisco
**Contact Center
Summit 2019**

Cisco On-Premises Contact Center Going Strong

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November 13, 2019



Strong on-premises momentum in FY19

3.6M+

Agents

#1

N.A Market
Share

>575

Flex Customers

128K+

Flex Seats

Thank You!

Release 12.0 – recap



Experience

Unified Admin
Desktop Refresh
CUIC Refresh
Capabilities for Business
Users



Platform

12K PCCE, 24K UCCE
ECC expansion
Pick/Pull Routing
OS Upgrades



Security

End to end data
security
Security vulnerabilities
AD Auth decoupling

On-premises contact center strategy

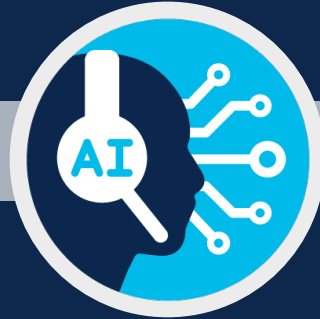
Connected

Cloud Connect Services



Cognitive

Intelligence



Platform

Flexible and Simple

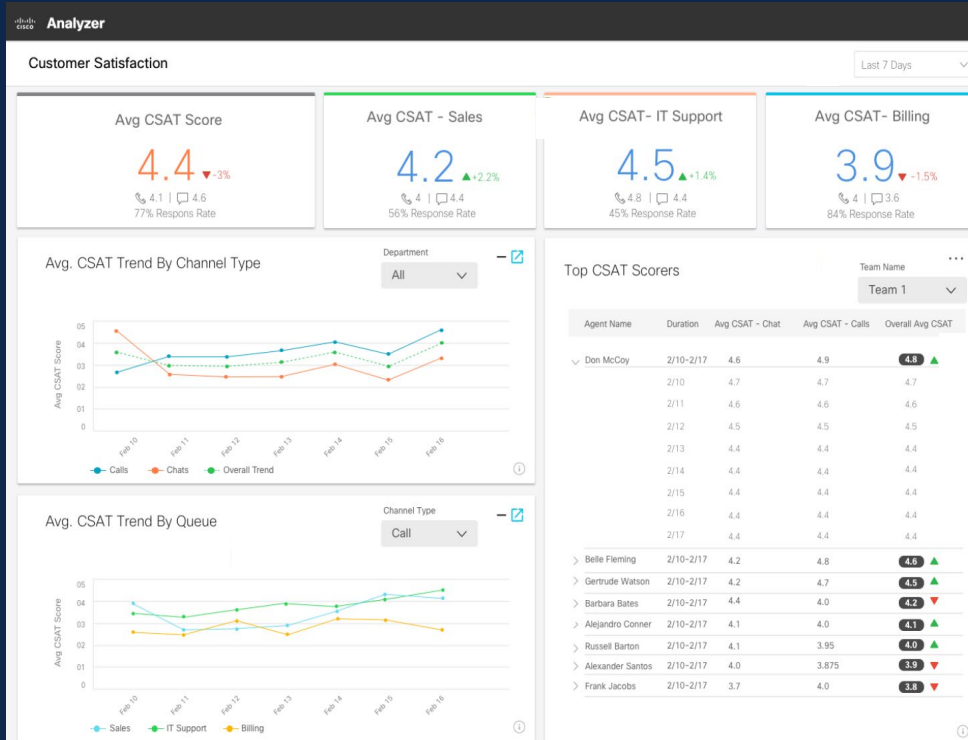


Flex Subscription
Unified Architecture

12.5 Highlights



Business insights via Analyzer



Out of box
Business Metrics

Abandoned Contacts

Exploratory Analytics

Mashup data from multiple
on-premise clusters

A person is working at a laptop on a wooden desk. A coffee cup is in the foreground, and two smartphones are on the desk. The scene is dimly lit with a blue overlay. The text 'Analyzer Demo' is on the left. The right side has colorful abstract shapes.

Analyzer Demo

Smart licensing

Current Licensing



Exp & Ent CC Deployment

Complex, Fixed, Locked



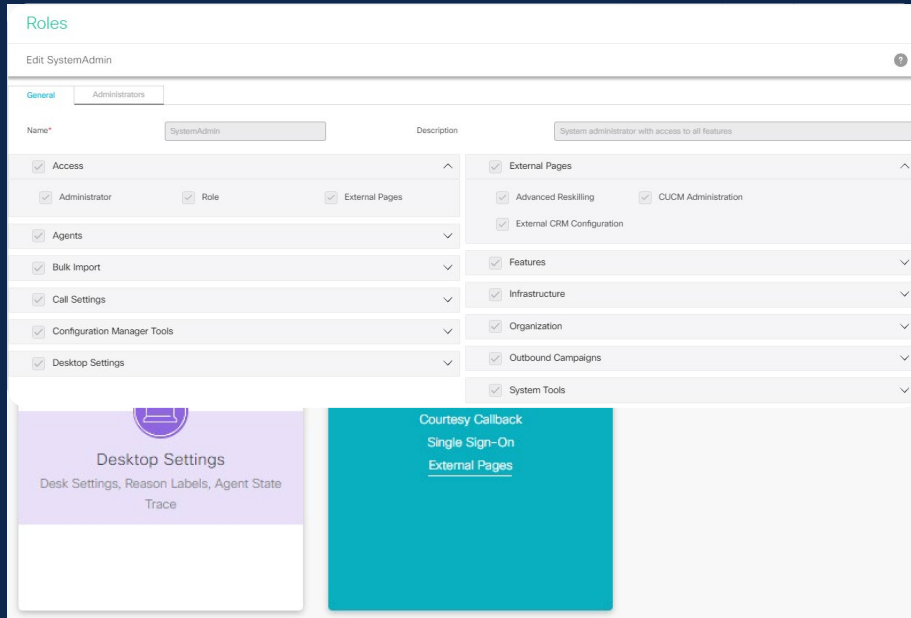
Smart Licensing



Smart Licensing Enabled

Simple, Flexible and Unlocked

Unified Admin: External Integrations



Flexibility

Embed simple external pages or gadgets

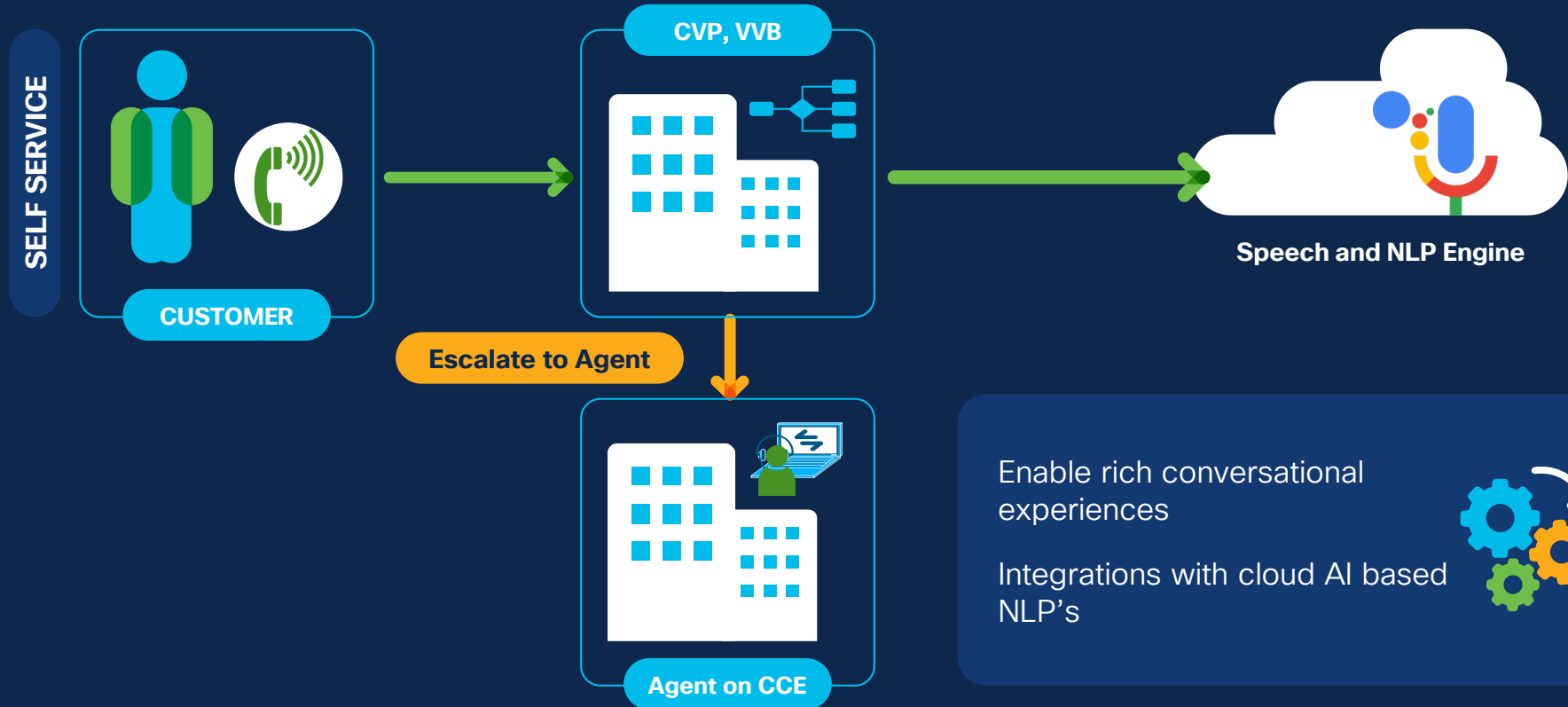
Organize your flow

Add a top-level card or within card

Role-based access

Delegation

Customer Virtual Assistant



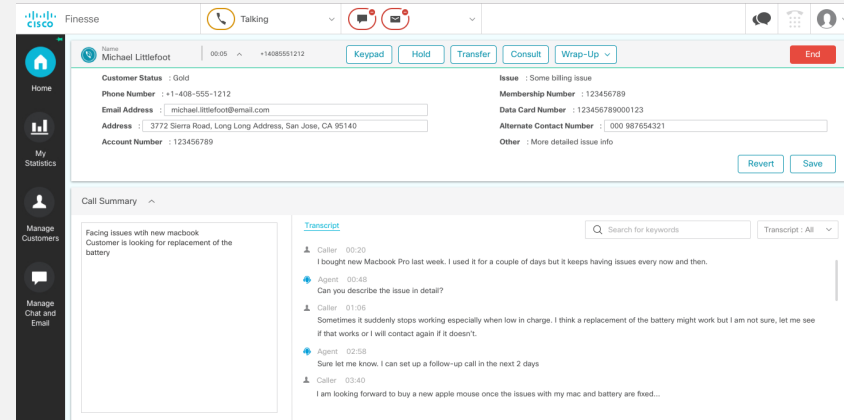
Voicea Integration

Call Transcripts for Historical Customer Context & Agent productivity

CCE TRIAL: Q1 CY20

Call Transcripts powered by Voicea:

- Agents can reference call transcripts of customer interactions and create post-call summaries faster and more accurately.
- Partners can use APIs to get post-call transcripts and use them to enable custom solutions (e.g. store them for regulatory requirements)
- Currently English-only



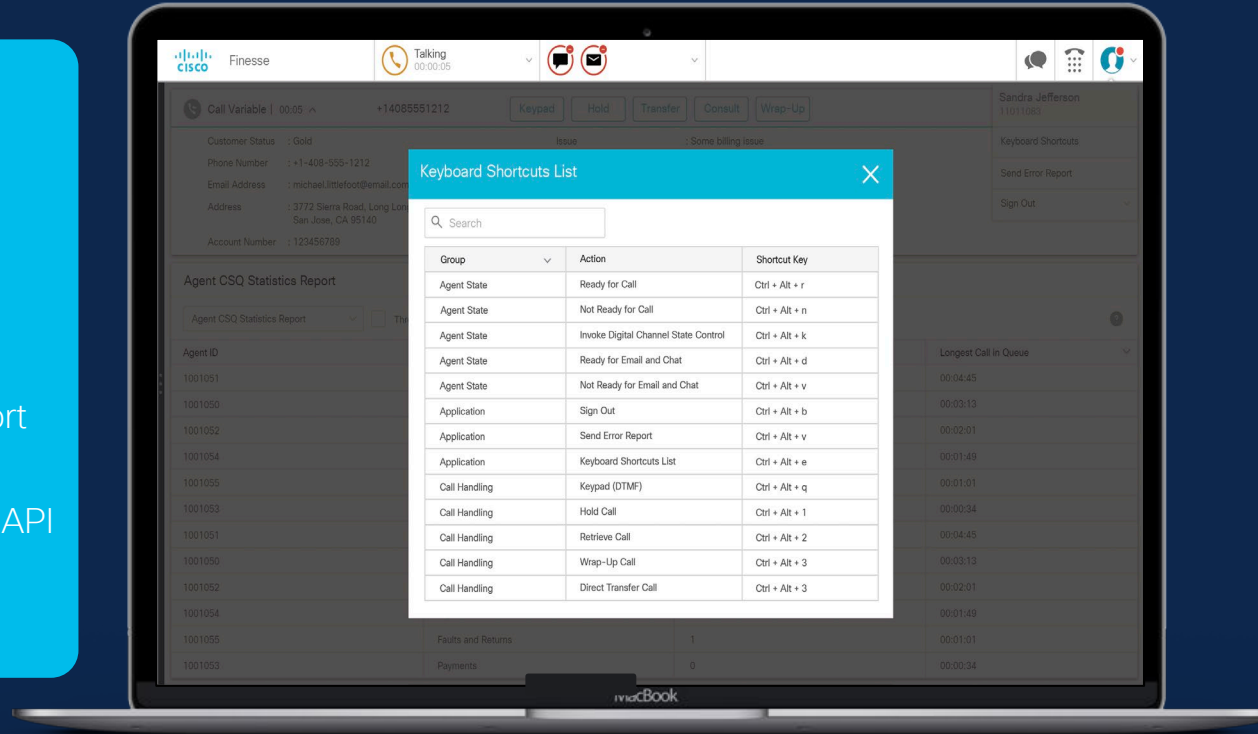
The screenshot displays the Cisco Finesse interface during a call. The top navigation bar includes the Cisco logo, the name 'Finesse', and a 'Talking' status indicator. A sidebar on the left contains navigation options: Home, My Statistics, Manage Customers, and Manage Chat and Email. The main content area is divided into several sections:

- Customer Information:** Name: Michael Littlefoot, Phone Number: +1-409-555-1212, Email Address: michael.littlefoot@email.com, Address: 3772 Sterns Road, Long Long Address, San Jose, CA 95140, Account Number: 123456789.
- Issue Details:** Issue: Some billing issue, Membership Number: 123456789, Data Card Number: 123456789000123, Alternate Contact Number: 000 987654321.
- Call Summary:** Facing issues with new macbook. Customer is looking for replacement of the battery.
- Transcript:** A chronological log of the call conversation:
 - 00:20 - Caller: I bought new MacBook Pro last week. I used it for a couple of days but it keeps having issues every now and then.
 - 00:48 - Agent: Can you describe the issue in detail?
 - 01:06 - Caller: Sometimes it suddenly stops working especially when low in charge. I think a replacement of the battery might work but I am not sure, let me see if that works or I will contact again if it doesn't.
 - 02:58 - Agent: Sure let me know. I can set up a follow-up call in the next 2 days.
 - 03:40 - Caller: I am looking forward to buy a new apple mouse once the issues with my mac and battery are fixed...



Desktop

- Shortcut keys
- Drag & Drop, Resize Gadgets
- Update call variable during call
- Agent Statistics Live Data Report
- Make call from Ready state via API
- Failover Optimization





Demo – Unified Admin,
CVA, Finesse, CloudCherry

Meeting the needs of all of our customers

Current
On-Premises

Transition
Zone

Cloud Contact
Center





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