

## Cisco Unified Contact Center Express 7.0

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

### Product Overview

Cisco Unified Contact Center Express meets the needs of midmarket and enterprise branch or departmental companies that need easy-to-deploy, easy-to-use, secure, virtual, highly available, and sophisticated customer interaction management for up to 300 agents. Cisco Unified Contact Center Express support for powerful, agent-based service as well as fully integrated self-service applications results in reduced business costs and improved customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services in a single-server, contact-center-in-a-box deployment while offering the flexibility to scale to larger, more demanding environments. Cisco Unified Contact Center Express helps ensure your business rules for inbound and outbound voice and email; and customer interaction management helps ensure that each contact is delivered to the right agent the first time.

Cisco Unified Contact Center Express is provided in three versions: Standard, Enhanced, and Premium, to better match product functions with your customer contact interaction management requirements. All Cisco Unified Contact Center Express products are tightly integrated with Cisco Unified Communications Manager.

This document applies only to Cisco Unified Contact Center Express 7.0 and later.

### Features and Benefits

#### Routing Capabilities

Maximum return on investment for contact centers is provided when your company's business rules can influence the behavior of the contact center. The routing capabilities of Cisco Unified Contact Center Express facilitate categorization and prioritization of customer contacts in a way that best meets your business requirements to help ensure that each contact is routed to the right agent at the right location the first time to maximize resolution on the first call. Cisco Unified Contact Center Express routing supports a wide range of routing logic that can accurately target and selectively route different classes of contacts, or even single out individual contacts for customized, prioritized routing treatment.

Cisco Unified Contact Center Express offers call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on your business rules. With Cisco Unified Contact Center Express Premium, product integration with your enterprise's customer database can help ensure that the optimal routing decisions are made. In addition, the application can give agents extensive information on a per-contact basis through a customer-relationship-management (CRM) or other application screen pop.

#### Email Management

Customers are turning to company websites to locate information about products and services, to seek support, and to conduct transactions. In addition, customers are seeking alternative ways, such as email, to contact customer support centers, and the volume of incoming email interactions to contact centers is growing. Cisco Unified Contact Center Express offers the Agent E-Mail feature for email management.

Agent E-Mail is a basic email queuing and response system, designed specifically for Cisco Agent Desktop for the Cisco Unified Contact Center Express platform. Agent E-Mail is a zero-footprint feature that is tightly integrated into the agent desktop embedded browser, with controls built into the toolbar and display. It provides contact centers with the ability to queue and route email messages to staff and skilled agents, helping strike a balance between email and call-handling activities.

### **Workforce Optimization, Quality Management and Compliance Recording**

Cisco Unified Workforce Optimization integrated with Cisco Unified Contact Center Express helps supervisors and other managers align contact center performance with business objectives by integrating workforce optimization within the team's daily workflow - combining agent and supervisor desktop tools in a composite application with workforce optimization software to unify the entire customer interaction process.

Directly integrated with Cisco Supervisor Desktop, Cisco Unified Workforce Optimization unifies the tactical tools that supervisors need to optimize team performance: Cisco Unified Workforce Optimization Workforce Management, Quality Management and Compliance Recording software. The Workforce Management component allows contact center managers to develop schedules for multiple sites, manage critical performance indicators, and manage real-time adherence to schedules. At the same time, the Quality Management software provides a voice transaction, compliance and evaluation solution, with optional, advanced, quality-management features such as screen recording for agent performance optimization and dispute resolution. Compliance Recording enables simplified telephony recording either by using preconfigured workflows with up to 100 percent recording, or on-demand recording through the recording API. Recordings can also be searched for and replayed to verify compliance or resolve disputes.

### **Outbound Dialing Capabilities**

The Cisco Outbound Option complements the powerful inbound call-handling capability of the Cisco Unified Contact Center Express platform by offering blended preview outbound dialing capabilities. You can build campaigns to use preview dialing that is integrated with inbound calls to provide a blended inbound/outbound solution. These blended functions let agents serve both inbound calls and outbound campaign tasks when the inbound queue is empty, allowing for the most efficient use of agent resources for both inbound calls and outbound campaigns.

### **Computer Telephony Integration**

Cisco Unified Contact Center Express can integrate with any CRM or other application that can run on the agent's Microsoft Windows desktop. Integration is achieved using a powerful real-time programmable CTI workflow engine that invokes keystroke-macro emulation to automate the transfer of caller-entered information, or through an external application action. Cisco Unified Contact Center Express provides powerful integration tools through support for custom Java classes and methods that can be invoked under real-time workflow control. These features facilitate the integration of Cisco Agent Desktop with other Windows and web-based applications with minimal software development.

In addition, Cisco Unified Contact Center Express Premium allows you to apply HTTP integration to provide integration and a screen pop with browser-based applications such as Salesforce.com running in the Cisco Agent Desktop embedded browser.

Finally, Cisco Unified Contact Center Express third-party CTI protocol provides for deep integration with ACD and IVR subsystems for traditional custom CTI integrations.

### **IVR and Self-Service Capabilities and Benefits**

Unlike many competitive products, Cisco Unified Contact Center Express does not require purchase of additional IVR services, but rather provides an integrated, ready-to-use IVR solution. Every package provides an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer

phone-keypad presses through dual tone multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent.

Cisco Unified Contact Center Express Premium adds the ability to have true, sophisticated, and fully automated self-service applications integrated with your agent-assisted contact interaction management. This critical feature helps enable significant cost reduction on a per-contact basis and provides significant flexibility in handling customer contacts.

Two, full self-service IVR ports are packaged at no additional charge with each Cisco Unified Contact Center Express Premium seat. In addition, support is provided for adding advanced self-service technologies such as Automatic Speech Recognition (ASR), Text to Speech (TTS), and Voice XML (VoiceXML). The application also supports real-time notification services through email and third-party fax or paging solutions, as well as the ability to invoke custom workflow processing (for example, web-based callback) through HTTP requests.

### **Cisco Unified CallConnector for Microsoft Dynamics CRM**

The Cisco Unified CallConnector for Microsoft Dynamics CRM, part of the Cisco Unified Communications system, is a free middleware application that integrates Cisco Unified Contact Center Express with Microsoft Dynamics CRM 3.0 (Microsoft CRM). This integration with Microsoft CRM includes productivity-enhancement features for employees, such as screen pops, click to dial, and call tracking. The call information collected by the Cisco Unified CallConnector for Microsoft Dynamics CRM allows companies to make better business decisions based on actual call metrics pertaining to employees or customers.

### **Cisco Agent Desktop and Cisco Unified Presence Integration**

Integration of Cisco Agent Desktop with Cisco Unified Presence extends real-time collaboration into the broader enterprise by integrating the contact center desktop applications with Cisco Unified Presence. Through this integration, agents and supervisors can collaborate with relevant colleagues and subject matter experts outside the contact center. For efficiency and convenience, the contact center defines the view to show only those colleagues that are appropriate for agents to access.

Both parties use familiar applications. Contact center personnel use the Cisco Agent Desktop and Cisco Supervisor Desktop, and subject matter experts outside of the contact center use the Cisco Unified Personal Communicator or Cisco IP Phone Messenger. This feature helps agents connect with experts on the first try by knowing beforehand whether they are available and how they prefer to be reached.

### **Video and Cisco Unified Contact Center Express**

Cisco Unified Contact Center Express can connect callers and agents through video in a couple of ways: through integration with Cisco TelePresence™ and Cisco Unified Video Advantage.

Using Cisco TelePresence in combination with Cisco Unified Contact Center Express, virtual agents can be connected to callers via the skills-based routing and integrated queuing of Cisco Unified Contact Center Express. Once connected, the agent and customer appear in life size on video displays for a high impact, face-to-face customer service interaction. This feature is ideal for applications in finance, such as branch-office experts, retail for high-end electronics sales, healthcare for remote consultations, and interpretive services, as well as for administrative services such as lobby personnel. It creates the intimacy of a one-on-one meeting and at the same time allows the agent to be in multiple places quickly and easily.

Also, agents and customers can add a level of intimacy to calls by employing video through the Cisco Unified Video Advantage camera. Each of the video-enabled endpoints can take advantage of video among all parties on the call, adding a level of connectedness between the parties that can lead to a more complete and better overall interaction between agents and customers.

## Agent Capabilities and Benefits

Each Cisco Unified Contact Center Express seat provides optimal flexibility in your contact center by providing full licensing to use the seat as either an agent or a supervisor seat. Enhanced and Premium agent seats can be either PC- or Cisco Unified IP Phone-based agent stations. Standard seats provide a Cisco Unified IP Phone Agent IP Phone-based agent station. Each seat provides full licensing for Cisco Agent Desktop or Cisco IP Phone Agent, Cisco Supervisor Desktop, Cisco Desktop Administrator, Cisco Historical Reporting Client, and for the Enhanced and Premium versions, Cisco Supervisor and Agent Desktop include on-demand recording. With the Enhanced and Premium versions, even if a PC failure occurs, an agent is fully licensed to continue working through the Cisco IP Phone Agent.

Cisco Unified Contact Center Express keeps the agent in touch with every call through critical data and call-state information by providing the ability to present a screen pop to the agent for each call. Information presented to the agent includes customer-entered data as well as call-state information describing how long the call has been connected to the ACD, how long the call has been in queue, and how long the agent has been talking with the caller.

Cisco Agent Desktop gives agents tools to access information and respond rapidly to customer requests. Voice contact workflows, the enterprise data pane, and the integrated browser display (screen pop) show agents customer data as calls are presented, preventing redirection of calls and the necessity for customers to repeat information. Task automation buttons and the personal phone directory allow agents to instantly activate frequently performed functions that shorten response time and automate after-call work to follow up on a customer inquiry. Collaboration tools such as chat and transfer of caller data help keep responses accurate.

Additionally, Cisco Agent Desktop offers the ability to provide workflows that process business rules based on critical call-state events, the ability to invoke any CRM or other application able to run on the agent's Microsoft Windows desktop, and the ability to display information in the form of a screen pop from the ACD or IVR subsystem to that application.

When the Premium Cisco Outbound Option with preview dialing is enabled, the Cisco Agent Desktop provides all the controls necessary for agents to participate in outbound campaigns. The Premium Outbound option enables either dedicated outbound or seamless blended inbound and outbound call handling for agents.

Note: For complete details regarding Cisco Agent Desktop and Cisco Supervisor Desktop for Cisco Unified Contact Center Express 7.0, including options available for Standard, Enhanced, and Premium versions, please refer to the Cisco Agent Desktop for Cisco Unified Contact Center Express 7.0 data sheet:

[http://www.cisco.com/en/US/products/sw/custcosw/ps427/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html).

## Management Capabilities and Benefits

### Supervisory Features

The ability of Cisco Supervisor Desktop to monitor critical performance metrics and actively chat, monitor, record, and send team messages allows managers to coach, train, and encourage agent behavior so that agents consistently perform their job function and process calls efficiently. The ability to send agents scrolling team messages and chat with individual members or the entire team allows supervisors to coach agents, resolve problems, and instantly communicate business changes. Supervisors can coach agents unobtrusively on cross-sell and up-sell opportunities and help agents resolve customer situations.

Within the supervisor desktop, contact center managers can see team performance, agent statistics, and status at a glance by using easy-to-navigate tabbed pages and graphical reports. To coach agents, they can silently monitor calls and offer encouragement using chat. They can also initiate call recording for later review and training.

Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.

Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when they are away from their workstation for an extended period. With Cisco Supervisor Desktop, supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls. This function is critical to highly distributed contact center deployments. Supervisors can also change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

**Note:** For complete details regarding Cisco Agent Desktop and Cisco Supervisor Desktop for Cisco Unified Contact Center Express 7.0, including options available for Standard, Enhanced, and Premium versions, please refer to the Cisco Agent Desktop for Cisco Unified Contact Center Express 7.0 data sheet: [http://www.cisco.com/en/US/products/sw/custcosw/ps427/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html).

For mobile supervisors or supervisors who want to be more in tune with their team in the contact center, there is Cisco Mobile Supervisor, which allows supervisors to remain connected to real-time reporting information and monitor their teams from their mobile devices. Supervisors can view a subset of Cisco Supervisor Desktop reports, including a list of queues belonging to a selected team, the queue summary report for a selected queue, and agents belonging to a selected team or a queue, along with their current agent state. If a problem arises, the supervisor is connected, sees the problem, and can communicate with the team to adjust resources appropriately to meet or exceed customer satisfaction requirements.

To learn more about Cisco Mobile Supervisor, visit:

[http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/ciscomobile\\_vds.html](http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/ciscomobile_vds.html).

### **Cisco Agent Desktop Browser Edition for Enhanced and Premium Versions**

The Cisco Agent Desktop Browser Edition executes as a thin client from within a commercial web browser, making it easy to deploy and maintain. The Cisco Agent Desktop Browser Edition also includes an agent toolbar, contact data, enterprise data, and agent status information, making it an ideal solution in thin-client applications.

### **Administration**

The Cisco Unified Contact Center Express web-based administration provides a run-anywhere, enterprisewide point of control for single- or multisite contact centers. Cisco Unified Contact Center Express transparently integrates information from Cisco Unified Communications Manager and integrates with the Cisco Unified Communications Manager web-based administration to provide cross access and a common interface. Cisco Unified Contact Center Express Administration allows a wide range of real-time reporting statistics across all activity within the contact center, regardless of agent or supervisor location and for all calls in process. In addition, supervisors can use administrative capabilities to dynamically re-skill agents.

### **Reporting**

The Cisco Unified Contact Center Express solution provides the real-time and historical data necessary for mission-critical contact center reporting. Real-time reports are provided both at the supervisor level (integrated with the Cisco Supervisor Desktop) on a per-agent or per-team basis and also at the administration level, across the entire contact center.

The reporting function provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels, contact-handling procedures, and technology investments. Standard

reporting templates provide automatically operational functions for common reporting needs. Custom reports can extend the standard reporting package to meet specific reporting needs. Furthermore, the open software architecture of Cisco Unified Contact Center Express allows for export of reporting data in a variety of formats.

### **Cluster Management**

When Cisco Unified Contact Center Express is deployed with multiple servers, all servers are members of the Cisco Unified Contact Center Express cluster and can be viewed, monitored, and taken in and out of service. Using open Internet standards and the inherent capabilities of Cisco devices, Cisco Unified Communications Management Suite helps network managers oversee their converged networks while maintaining confidence that their IP telephony environments, including Cisco Unified Contact Center Express, are performing as expected.

Cisco Unified Communications Management Suite provides real-time, detailed fault analysis designed specifically for Cisco devices in the IP telephony environment. This focus on Cisco devices facilitates monitoring of Cisco Unified IP Telephony technology-based networks for a variety of fault conditions, analysis of these conditions, and notification of network managers through intelligent traps that detail the problem that has occurred. Functions supporting Cisco Unified Contact Center Express include server discovery, health statistics, subsystem process checks, application run-time status, and other critical network management capabilities.

### **System Capabilities and Benefits**

#### **Open Systems**

Cisco Unified Contact Center Express software takes full advantage of industry-standard hardware platforms, giving you the benefits of many software functions at a modest hardware cost. The open architecture of the system, which includes an Open Database Connectivity (ODBC)-compliant database as well as Java interfaces for CTI applications, can integrate with existing contact center solutions, preserving investments in traditional systems and providing a platform for future applications.

#### **Redundant High Availability**

Cisco Unified Contact Center Express offers high-availability redundancy for dual server cluster deployments, including support for automatic failover of inbound voice ACD, IVR, and desktop services, as well as database replication and failover and load-balanced redundancy for historical reporting and on-demand recording.

#### **Integrated Service-Creation Environments**

The Cisco Unified Contact Center Express Workflow Editor is the service-creation and scripting environment for mapping business rules to call-flow behavior and call treatments. It can operate from any location on the enterprise WAN, and workflows can be uploaded and run on the Cisco Unified Contact Center Express server. This environment is a visual editor that provides a simple, drag-and-drop, easy-to-understand interface for building powerful, custom, business-communication applications.

#### **Scalability**

Cisco Unified Contact Center Express can provide a contact-center-in-a-box for inbound and outbound voice on a single server for 1 to 300 agents. Dual server clusters provide a redundant, high-availability option across a virtual contact center. Cisco Unified Contact Center Express supports a Cisco Customer Interaction Network based on the Cisco Unified Intelligent Contact Management and Cisco IP Contact Center (IPCC) Peripheral Gateway, enabling prerouting, postrouting, and centralized reporting for multiple Cisco Unified Contact Center Express systems across a Cisco Unified Communications WAN.

## Security

To help maintain network security in the contact center and throughout the enterprise, Cisco Unified Contact Center Express supports Cisco Security Agent, as well as virus-detection software from the major antivirus software vendors. Cisco Security Agent is a host-based intrusion detection system that provides security to mission-critical enterprise servers and hosts. It provides benefits beyond conventional endpoint security solutions, such as virus-scanning software and firewalls, by identifying and preventing malicious behavior before it can occur. This process helps remove potential known and unknown security risks that threaten enterprise networks and applications. By analyzing behavior rather than relying on signature matching, Cisco Security Agent complements the capabilities of the antivirus software; together, they provide a robust solution to protect your network and reduce operational costs.

## Cisco Unified Contact Center Express 7.0 Features and Specifications

Cisco Unified Contact Center Express 7.0 is available for Cisco Unified Communications Manager 6.1, 7.0 and 7.1, as well as for Cisco Unified Communications Manager Express 7.0 and 7.1 on integrated services routers and Cisco Unified Communications 500 Series for Small Business platforms.

**Note:** Cisco Unified Contact Center Express does not support Cisco Unified Communications Manager Express in Cisco Unified Survivable Remote Site Telephony (SRST) mode.

**Note:** All capacities stated in this document are system maximums. Actual maximums are a function of the hardware server(s) and mix of features deployed on those servers.

**Note:** This document applies only to Cisco Unified Contact Center Express 7.0 and later versions.

Cisco Unified Contact Center Express supports all critical functional areas of today's contact centers, including:

- Inbound voice features
- Blended Preview Outbound Dialer
- Agent E-Mail
- Integration with Cisco Unified Presence Server to enable agents and supervisors to determine availability of and to interact with subject matter experts
- Cisco Unified Workforce Optimization (including Quality Manager, Advanced Quality Manager, and Workforce Manager)
- Third-party integration (for example, with CRM applications)
- Customer database integration with ODBC or Structured Query Language (SQL)
- IVR for both Automated-Attendant and self-service applications
- Real-time and historical reporting
- Cisco Agent Desktop and Cisco Supervisor Desktop

Tables 1 through 8 provide further information about Cisco Unified Contact Center Express. Following is a summary of what each of these tables describes:

- [Table 1](#) describes Cisco Unified Communications Manager products supported by the Premium, Enhanced, and Standard versions of Cisco Unified Contact Center Express 7.0 and later.
- [Table 2](#) describes the feature availability for Cisco Unified Contact Center Express 7.0 in the Premium, Enhanced, and Standard versions when it is deployed with Cisco Unified Communications Manager 6.1, 7.0 and 7.1. It also describes the features for Cisco Unified Communications Express 7.0 and 7.1 when it is



deployed with Cisco integrated services routers or with the Cisco Unified Communications 500 Series for Small Business.

- [Table 3](#) describes licensing for Cisco Unified Contact Center Express 7.0.
- [Table 4](#) describes the inbound voice features available for Cisco Unified Contact Center Express 7.0 in the Premium, Enhanced, and Standard versions.
- [Table 5](#) describes the outbound voice features available for Cisco Unified Contact Center Express 7.0. Outbound voice features are available in the Premium version only.
- [Table 6](#) describes the maximum system capacities for inbound and blended inbound and outbound systems with Cisco Unified Contact Center Express 7.0.
- [Table 7](#) describes the Quality and Advanced Quality Manager features available in the three versions of Cisco Unified Contact Center Express 7.0.
- [Table 8](#) describes the Workforce Manager features available in three versions of Cisco Unified Contact Center Express 7.0.

### Platform Support and Compatibility

Tables 1 and 2 list information about Cisco Unified Contact Center Express platform support and compatibility.

**Table 1.** Cisco Unified Communications Manager Products Supported by Cisco Unified Contact Center Express 7.0 and Later

Cisco Unified Communications Manager Product				Cisco Unified Contact Center Express			
Product	Platform	Release	Platform	Standard	Enhanced	Premium	Release
<b>Cisco Unified Communications Manager</b>	Cisco Media Convergence Servers	6.1, 7.0 and 7.1	Cisco Media Convergence Servers	Yes	Yes	Yes	7.0.1 and later versions
<b>Cisco Unified Communications Manager Express</b>	Cisco Integrated Services Routers	7.0 and 7.1	Cisco Media Convergence Servers	Yes	Yes	Yes	7.0.1 and later versions
<b>Cisco Unified Communications Manager Express</b>	Cisco Unified Communications 500 Series for Small Business	7.0	Cisco Media Convergence Servers	Yes	No	No	7.0.1 and later versions

**Table 2.** Feature Availability for Cisco Unified Contact Center Express 7.0 with Cisco Unified Communications Manager 6.1, 7.0 and 7.1

Feature	Premium	Enhanced	Standard	Optional
<b>Cisco Unified Contact Center Express 7.0 Feature Availability with Cisco Unified Communications Manager 6.1, and 7.0 or 7.1</b>				
<b>Inbound Voice</b>	Yes	Yes	Yes	No
<b>Integration with Cisco Unified Presence Server</b>	Yes Included	Yes Included	Yes Included	Yes
<b>Blended Preview Outbound Dialer</b>	Yes Included	No	No	Yes
<b>Agent E-Mail</b>	Yes Included	No	No	Yes
<b>Inbound Voice High Availability Option</b>	Yes	Yes	No	Yes
<b>Compliance Recording</b>	Yes	Yes	Yes	Yes
<b>Quality Manager Option</b>	Yes	No	No	Yes
<b>Advanced Quality Manager Option</b>	Yes	No	No	Yes
<b>Workforce Manager Option</b>	Yes	No	No	Yes



Cisco Unified Contact Center Express 7.0 Feature Availability with Cisco Unified Communications Manager Express 7.0 and 7.1 for Integrated Services Routers				
Inbound Voice Non-High Availability	Yes	Yes	Yes	No
Integration with Cisco Unified Presence Server	No	No	No	-
Blended Preview Outbound Dialer	No	No	No	-
Agent E-Mail	Yes	No	No	Yes
Inbound Voice High Availability	No	No	No	-
Blended Preview Outbound Dialer	No	No	No	-
Remote Monitoring	No	No	No	
Compliance Recording	No	No	No	-
Quality Manager	No	No	No	-
Advanced Quality Manager	No	No	No	-
Workforce Manager	No	No	No	-
Cisco Unified Contact Center Express 7.0 Feature Availability with Cisco Unified Communications Manager Express 7.0 for Cisco Unified Communications 500 Series for Small Business				
Inbound Voice Non-High Availability	No	No	Yes	No
Integration with Cisco Unified Presence Server	No	No	No	-
Blended Preview Outbound Dialer	No	No	No	-
Basic Agent E-mail	No	No	No	-
Inbound Voice High Availability	No	No	No	-
Blended Preview Outbound Dialer	No	No	No	-
Remote Monitoring	No	No	No	
Compliance Recording	No	No	No	-
Quality Manager	No	No	No	-
Advanced Quality Manager	No	No	No	-
Workforce Manager	No	No	No	-

**Note:** The following features are not available with Cisco Unified Contact Center Express 7.0 when deployed with Cisco Unified Communications Manager Express 7.0 and 7.1 for Integrated Services Routers or Cisco Unified Communications 500 Series for Small Business:

- Call control on Cisco Agent Desktop
- Barge-In and Intercept on Cisco Agent Desktop
- Consult Transfer Step in scripts

Additionally, Cisco Unified Contact Center Express 7.0 does not support Cisco Unified Communications Manager Express in Survivable Remote Site Telephony (SRST) mode.

### Licensing

Licensing for Cisco Unified Contact Center Express 7.0 varies by feature, as indicated by Table 3. Licenses are either concurrent or named user licenses. All packaging is per user with the exception of the Inbound Voice High Availability server software option.

**Concurrent licensing example:** Customer has three shifts each of 100 users for a total of 300 unique users. Customer needs to purchase 100 licenses.

**Named user licensing example:** Customer has three shifts of 100 users for a total of 300 unique users. Customer needs to purchase 300 licenses.

**Table 3.** Cisco Unified Contact Center Express 7.0 Licensing and Packaging

Feature	Licensing and Packaging
Inbound Voice Non-High Availability	Concurrent license
Inbound Voice High Availability	Server software option
Compliance Recording	Named user license
Quality Manager	Named user license
Advanced Quality Manager	Named user license
Workforce Management	Named user license

### Inbound Voice Features

Table 4 lists inbound voice features available in the different versions of Cisco Unified Contact Center Express 7.0 when it is deployed with Cisco Unified Communications Manager. Please note that not all these features are available when Cisco Unified Contact Center Express is deployed with Cisco Unified Communications Manager Express.

**Table 4.** Cisco Unified Contact Center Express 7.0 Inbound Voice Features

Feature	Premium	Enhanced	Standard
<b>General System Features with Server Software</b>			
<b>Hardware configuration</b>	Cisco Media Convergence Servers and Cisco approved partner servers	Cisco Media Convergence Servers and Cisco approved partner servers	Cisco Media Convergence Servers and Cisco approved partner servers
<b>System software configuration</b>	Microsoft Windows Server 2003 software Microsoft Windows XP and Vista desktop client software	Microsoft Windows Server 2003 software Microsoft Windows XP and Vista desktop client software	Microsoft Windows Server 2003 software Microsoft Windows XP and Vista desktop client software
<b>Cisco Unified Communications Managers supported</b>	Cisco Unified Communications Managers 6.1, 7.0 and 7.1 Cisco Unified Communications Manager Express 7.0 and 7.1	Cisco Unified Communications Managers 6.1, 7.0 and 7.1 Cisco Unified Communications Manager Express 7.0 and 7.1	Cisco Unified Communications Managers 6.1, 7.0 and 7.1 Cisco Unified Communications Manager Express 7.0 and 7.1
<b>Operating system(s) supported</b>	Cisco original equipment manufacturer (OEM) Windows Server 2003	Cisco OEM Windows Server 2003	Cisco OEM Windows Server 2003
<b>Inbound voice redundancy support</b>	High availability with automatic failover Note: Not available for Cisco Unified Communications Manager Express	High availability with automatic failover Note: Not available for Cisco Unified Communications Manager Express	Not available
<b>Maximum number of analog trunks supported</b>	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Maximum number of digital trunks supported</b>	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Maximum number of IP trunks supported</b>	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.

<b>Maximum number of Session Initiation Protocol (SIP) trunks supported</b>	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.
<b>Maximum number of trunk groups supported</b>	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Call conferencing</b>	Included	Included	Included
<b>Agent interdialing support</b>	Included	Included	Included
<b>Direct-outward-dialing (DOD) support</b>	Included	Included	Included
<b>Inbound Voice Seats</b>			
<b>Maximum number of configurable inbound agents supported</b>	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Maximum number of active inbound agents supported</b>	300	300	300
<b>Maximum number of inbound supervisor positions supported</b>	32	32	32
<b>Inbound seat license type</b>	Concurrent user	Concurrent user	Concurrent user
<b>Integrated ACD Features with Server Software</b>			
<b>Custom scripting with Cisco Unified Contact Center Express Drag and Drop Editor</b>	Included	Included	Included
<b>Maximum number of agent groups supported</b>	150	150	150
<b>Maximum number of agents per group</b>	300	300	300
<b>Automatic Number Identification (ANI) support</b>	Included	Included	Included
<b>Dialed Number Identification Service (DNIS) support</b>	Included	Included	Included
<b>Route on Skill</b>	Included	Included	Included
<b>Route on Skill competency</b>	Included	Included	Included
<b>Conditional routing (time of day, day of week, custom variables, etc.)</b>	Included	Included	Included
<b>Overflow, interflow, and intraflow routing</b>	Included	Included	Included
<b>Custom routing based on data from database access (for example, data-directed priority routing)</b>	Included	Not available	Not available
<b>Dynamic priority queuing</b>	Included	Included	Not available
<b>Maximum number of definable skills groups</b>	150	150	150
<b>Maximum number of skills per agent</b>	50	50	50
<b>Maximum number of routing programs</b>	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Integrated IVR Features with Server Software</b>			
<b>Play messages to callers: Music</b>	Included through Cisco Unified Communications Manager Music On Hold server or .wav file	Included through Cisco Unified Communications Manager Music On Hold server or .wav file	Included through Cisco Unified Communications Manager Music On Hold server or .wav file
<b>Play messages to callers: Prompts</b>	Included through .wav file	Included through .wav file	Included through .wav file

<b>Play messages to callers: Combine prompts, music, and messages</b>	Included and fully customizable	Included and fully customizable	Included and fully customizable
<b>Capture and process caller dual tone multifrequency (DTMF) input</b>	Included	Included	Included
<b>Automated-Attendant support</b>	Included and fully customizable	Included and fully customizable	Included and fully customizable
<b>Database integration</b>	Included	Not available	Not available
<b>Automatic Speech Recognition (ASR)</b>	Optional through Media Resource Control Protocol (MRCP): Order from Nuance or IBM	Not available	Not available
<b>Text to Speech (TTS)</b>	Optional through MRCP: Order from Nuance or IBM	Not available	Not available
<b>Real-time notification services (email; support for paging and fax)</b>	Included (paging and fax require integration with third-party services)	Not available	Not available
<b>VoiceXML for ASR, TTS, and DTMF</b>	Included	Not available	Not available
<b>Read data from HTTP and XML pages</b>	Included	Included	Included
<b>Run workflows through HTTP request</b>	Included	Not available	Not available
<b>Integrated self-service application support</b>	Included	Not available	Not available
<b>Integration with Cisco Unified Presence Server with Cisco Unified Contact Center Express Seat License</b>			
<b>Support for Cisco Unified Presence Server Releases 6.1 and 7.0</b>	Included	Included	Included
<b>Support for Cisco Unified Presence Server fault tolerance</b>	Included	Included	Included
<b>Support for intercluster and foreign domains as supported by Cisco Unified Presence Server</b>	Included	Included	Included
<b>Contact ("buddy") lists are under administration control; assign contact lists to workflow groups; agents have visibility to appropriate contacts only</b>	Included	Included	Included
<b>Persistent, independent presence popup window continuously updated with agent state and subject-matter-expert presence state</b>	Included	Included	Not available with Cisco IP Phone Agent (Agent may use nonintegrated Cisco IP Phone Messenger only.)
<b>Integrated CTI and Screen Pop Features with Cisco Unified Contact Center Express Seat License</b>			
<b>Populate ANI or DNIS and customer-defined workflow data</b>	Included	Included	Included
<b>Automatically start any Microsoft Windows-compatible application: Pass initialization parameters</b>	Included	Included	Not available
<b>Populate data to any Microsoft Windows-compatible application</b>	Included	Included	Not available
<b>Populate data to any browser-based application</b>	Included	Not available	Not available
<b>Customer database integration (ODBC or SQL)</b>	Included	Not available	Not available
<b>Integrated PC-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
<b>Work Flow Automation and Task buttons</b>	Included	Included	Not available
<b>Populate third-party applications on events</b>	Included	Included	Note: As of Cisco Unified Contact Center Express 5.0.2, Cisco Agent Desktop is no longer included in the Standard version.
<b>"Record" and archive calls</b>	Included	Included	
<b>"Work" agent state for after-call</b>	Included	Included	

wrap-up activity			
Wrap-up codes	Included	Included	
Chat with supervisor or agents using Instant Messaging	Included	Included	
Call log tracks call activity of incoming and outgoing calls	Included	Included	
Agent log tracks agent state changes and other information	Included	Included	
Soft phone with phone directory	Included	Included	
Support for Cisco IP Communicator: No Cisco IP Phone required for agent phone	Included	Included	
Agent State buttons	Included	Included	
Integrated browser: Integrated support for browser-based applications; browsing to administratively approved websites	Included	Not available	
<b>Integrated Agent E-Mail General System Features with Cisco Unified Contact Center Express Cisco Agent Desktop</b>			
Microsoft Exchange 2003 or Microsoft Exchange 2007	Not included; must be purchased from Microsoft vendor	Not available	Not available
Assign one or more email addresses to a single CSQ	Included	Not available	Not available
Blended voice and email agents	Included and configurable	Not available	Not available
Dedicated email agents	Included and configurable	Not available	Not available
Fully integrated with Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator	Included	Not available	Not available
Email contact detail records saved to Cisco Unified Contact Center Express historical database	Included	Not available	Not available
<b>Integrated Agent E-Mail with Cisco Unified Contact Center Express Seat License</b>			
Shared global response templates	Included	Not available	Not available
Separate voice and email state model	Included	Not available	Not available
Automatic change of focus for desktop to voice call handling for agents also in voice CSQ	Included	Not available	Not available
Spell checker (excluding double-byte languages)	Included	Not available	Not available
Agent can save email draft response and resume at a later time	Included	Not available	Not available
Agent can requeue email	Included	Not available	Not available
Agent email contacts included in agent CSQ, Agent ACD State, Agent E-mail Log, and Agent E-mail Detail real-time reports	Included	Not available	Not available
<b>Integrated IP Phone-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
<b>Note: Please refer to Cisco Unified Contact Center Express 7.0 Solution Reference Network Design (SRND) for list of supported Cisco Unified IP Phones.</b>			
Log in or out	Included	Included	Included
Ready or not ready	Included	Included	Included
Shows agent phone state	Included	Included	Included
Real-time reports	Included	Included	Included

Agent may initiate on-demand recording	Included	Included	Not available
Supervisor can use Silent Monitor, Barge In, and Intercept	Included	Included	Not available
<b>Integrated PC-Based Supervisor Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
View agent activity in real time	Included	Included	Included
View agent and skill group statistics in tabular and graphical views	Included	Included	Included
Chat: Send text messages to any or all agents	Included	Included	Not available
Marquee: Broadcast scrolling messages to agents	Included	Included	Not available
Support for Cisco IP Communicator: No Cisco IP Phone required for agent phone	Included	Included	Included
Log out agent	Included	Included	Included
Make agent ready	Included	Included	Included
Coaching: Provide agent guidance through chat	Included	Included	Not available
Silent Monitor: Listen in on an agent's call	Included	Included	Not available
Ability for supervisor to use Silent Monitor remotely from any phone through a dial-in IVR session	Included	Not available	Not available
Barge-In: Join in on an agent's conversation	Included	Included	Not available
Intercept: Take a call from an agent	Included	Included	Not available
Record: Capture and archive call audio	Included	Included	Not available
Integrated browser: Integrated support for browser-based applications; browsing to administratively approved websites	Included	Not available	Not available
Support for supervisors to take calls using included Cisco Agent Desktop	Included	Included	Not available (Cisco Agent Desktop not included)
Support for supervisors to take calls using included Cisco IP Phone Agent	Included	Included	Included
<b>Integrated Agent E-Mail for Supervisors with Cisco Unified Contact Center Express Seat License</b>			
Supervisor real-time reporting for Agent E-Mail mail volume by CSQ and for agent detail email volume by CSQ	Included	Not available	Not available
<b>Integrated ACD Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
Abandoned Call Detail Activity report	Included	Included	Included
Aborted and Rejected Call Detail report	Included	Included	Included
Agent Call Summary report	Included	Included	Included
Agent Detail report	Included	Included	Included
Agent Login Logout Activity report	Included	Included	Included
Agent Not Ready Reason Code Summary report	Included	Included	Included

Agent State Detail report	Included	Included	Included
Agent State Summary report (by agent)	Included	Included	Included
Agent State Summary report (by interval)	Included	Included	Included
Agent Wrap-up Data Summary report	Included	Included	Included
Agent Wrap-up Data Summary Detail report	Not Available	Included	Included
Application Summary report	Included	Included	Included
Call Custom Variables report	Included	Included	Included
Called Number Summary Activity report	Included	Included	Included
Common Skill Contact Service Queue Activity report	Included	Included	Included
Contact Service Queue Activity report (by CSQ)	Included	Included	Included
Contact Service Queue Activity report (by interval)	Included	Included	Included
Contact Service Queue Activity report	Included	Included	Included
Contact Service Queue Call Distribution Summary report	Included	Included	Included
Contact Service Queue Priority Summary report	Included	Included	Included
Contact Service Queue Service Level report	Included	Included	Included
CSQ Agent Summary report	Included	Included	Included
Detailed Call, CSQ, Agent report	Included	Included	Included
Priority Summary Activity report	Included	Included	Not available
Remote Monitoring Detail report	Included	Not available	Not available
<b>Integrated Self-Service Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
Application Performance Analysis report	Included	Included	Included
Call-by-Call Contact Call Detail Record (CCDR) report	Included	Included	Included
Traffic Analysis report	Included	Included	Included
<b>Integrated Multichannel Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
Outbound Agent Detail Summary report	Included	Not available	Not available
Outbound Campaign Summary report	Included	Not available	Not available
Agent E-Mail Inbox Traffic Analysis report	Included	Not available	Not available
Agent E-Mail CSQ Activity Summary report	Included	Not available	Not available
Agent E-Mail Agent Summary Activity report	Included	Not available	Not available
Agent E-Mail CSQ Agent Summary Activity report	Included	Not available	Not available
<b>Integrated Recording with Cisco Unified Contact Center Express Seat License</b>			
On-demand agent recording	Included	Included	Not available
On-demand supervisor recording	Included	Included	Not available



Integrated Administration			
Browser-based: Administer from anywhere on Cisco Unified Communications WAN	Included	Included	Included
Web-enabled real-time reporting client	Included	Included	Included
Full integration with Cisco Unified Operations Manager, Cisco Unified Campus Manager, and Cisco Unified Resource Manager Essentials, including support for Simple Network Management Protocol (SNMP) support and alarm service	Included	Included	Included
Support for third-party MIBs	Included	Included	Included
Tracing and local logging	Included	Included	Included
Voicemail Integration			
Voice messaging interface	Optional (Cisco Unity® messaging or Cisco Unity Express)	Optional (Cisco Unity messaging or Cisco Unity Express)	Optional (Cisco Unity messaging or Cisco Unity Express)
Maximum number of voice mailboxes supported	Please consult product documentation	Please consult product documentation	Please consult product documentation
Maximum number of voice storage hours	Unlimited (storage limitation hard disk-dependent)	Unlimited (storage limitation hard disk-dependent)	Unlimited (storage limitation hard disk-dependent)
Support for other vendor voicemail	Yes (through call transfer to voicemail system)	Yes (through call transfer to voicemail system)	Yes (through call transfer to voicemail system)

**Outbound Voice Features**

As Table 5 shows, outbound voice features are available only in the Premium version of Cisco Unified Contact Center Express 7.0. Note also that these features are available only when Cisco Unified Contact Center Express 7.0 is deployed with Cisco Unified Communications Manager. They are not available when Contact Center Express is deployed with Cisco Unified Communications Manager Express.

Please note that as of Cisco Unified Contact Center Express 7.0.1, the Blended Preview Outbound Dialer is no longer sold as a separate option but rather is included at no additional charge in the Premium version. Each Premium version agent may be either an inbound only, outbound only, or a blended inbound and outbound voice agent.

**Note:** The seat maximums shown in Table 5 for Blended Preview Outbound Dialer are inclusive of inbound voice seats also deployed.

**Table 5.** Cisco Unified Contact Center Express 7.0 Outbound Voice Features

Feature	Premium	Enhanced	Standard
<b>General System Features with Server Software</b>			
<b>Note: These features are the same as for inbound voice with the exception of redundancy.</b>			
Hardware configuration	Deploys and executes co-resident on inbound voice server	Not available	Not available
<b>Outbound Voice Seats</b>			
Maximum number of configurable outbound agents supported	Unlimited (no software limitations)	Not available	Not available
Maximum number of active outbound agents supported	300	Not available	Not available
Maximum number of outbound supervisor positions supported	32	Not available	Not available
Outbound license type	Concurrent user	Not available	Not available
<b>Outbound Preview Dialer Features</b>			

Maximum number of active outbound campaigns	15	Not available	Not available
Maximum number of CSQs per outbound campaign	10	Not available	Not available
Maximum number of active contacts per outbound campaign	10,000	Not available	Not available
<b>Integrated CTI and Screen Pop Features with Cisco Unified Contact Center Express Seat License</b>			
Populates customer's name, account number, and phone number dialed	Included	Not available	Not available
Start any Microsoft Windows compatible application	Using CAD task button	Not available	Not available
Send information to any Microsoft Windows-compatible application	Using CAD task button	Not available	Not available
<b>Integrated PC-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
Ability for agent to initiate on-demand recording	Included	Not available	Not available
Ability for supervisor to use Silent Monitor, Barge-In, and Intercept	Included	Not available	Not available
Ability for agent to accept, reject, or skip outbound contact	Included	Not available	Not available
Ability for agent to mark a contact as "Do not call" for a particular campaign	Included	Not available	Not available
<b>Integrated IP Phone-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
VoiceXML for ASR, TTS, and DTMF	Included	Not available	Not available
<b>Integrated PC-Based Supervisor Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
View agent activity in real time	Included	Not available	Not available
Support for Cisco IP Communicator: No Cisco IP Phone required for agent phone	Included	Not available	Not available
Coaching: Provide agent guidance through chat	Included	Not available	Not available
Silent Monitor: Listen in on an agent's call	Included	Not available	Not available
Ability for supervisor to use Silent Monitor remotely from any phone through a dial-in IVR session	Included	Not available	Not available
Barge-In: Join in on an agent's conversation	Included	Not available	Not available
Intercept: Take a call from an agent	Included	Not available	Not available
Record: Capture and archive call audio	Included	Not available	Not available
<b>Integrated Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
Outbound Campaign Summary report	Included	Not available	Not available
Outbound Agent Detail Performance report	Included	Not available	Not available
<b>Administration</b>			
Ability for administrator to create and configure campaigns	Included	Not available	Not available
Ability for administrator to create non-North American area code to time-zone mappings	Included	Not available	Not available

Ability for administrator to mark "Do not call" contacts as "Do not call" across all campaigns	Included	Not available	Not available
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The summary overview of system maximums for inbound and outbound voice shown in Table 6 are for reference only. All system configurations are required to use the Cisco Contact Center Express Configuration and Ordering Tool to pass required Cisco A2Q bid assurance.

Please note that all deployments containing outbound seats are by definition blended inbound/outbound deployments. In addition, the system maximums listed in Table 6 apply only to Cisco MCS 7816-H3 and MCS 7816-I3, MCS 7825-H3 and MCS 7825-I3, MCS 7835-H2 and MCS 7835-I2, and MCS 7845-H2 and 7845-I2 and later versions of these servers. Older versions of these servers have lower scalability limits, which you can determine by using the Cisco Unified Contact Center Express Configuration and Ordering Tool.

**Table 6.** Reference Capacities for Inbound and Blended Inbound and Outbound Systems

Critical Inbound-only Voice System Maximum Capacities when Deployed with Cisco Unified Communications								
	Standalone Server				Two-Server Cluster			
Server	Cisco MCS 7845	Cisco MCS 7835	Cisco MCS 7825	Cisco MCS 7816	Cisco MCS 7845	Cisco MCS 7835	Cisco MCS 7825	Cisco MCS 7816
Agents	300	150	100	75	300	150	100	75
Supervisors	32	15	10	8	32	15	10	8
Email Agents*	120	120	30	30	120	120	30	30
Monitoring**	32	10	10	5	32	10	10	5
Recording and Playback**	32	10	10	8	32	10	10	8
Customer Service Queues	150	25	25	25	150	25	25	25
Historical reporting sessions	5	5	3	3	16	10	10	10
Basic (Standard and Enhanced) and Advanced (Premium) IVR ports	300	150	100	75	300	150	100	75
Critical Blended Inbound and Outbound Voice System Maximum Capacities when Deployed with Cisco Unified Communications								
	Standalone Server				Two-Server Cluster			
Server	Cisco MCS 7845	Cisco MCS 7835	Cisco MCS 7825	Cisco MCS 7816	Cisco MCS 7845	Cisco MCS 7835	Cisco MCS 7825	Cisco MCS 7816
Agents	300	75	75	50	300	75	75	50
Supervisors	32	10	10	5	32	10	10	5
Email Agents*	120	120	30	30	120	120	30	30
Monitoring and recording	32	16	16	16	32	32	32	32
Customer Service Queues	150	25	25	25	150	25	25	25
Historical reporting sessions	2	2	2	2	8	4	4	4
Basic (Standard and Enhanced) and Advanced (Premium) IVR ports	300	150	100	75	300	150	100	75
Critical Inbound Voice System Maximum Capacities when Deployed with Cisco Unified Communications Manager Express								
	Cisco Unified Communications Manager Express on Integrated Services Router				Cisco Unified Communications Manager Express on Cisco Unified Communications 500 Series for Small Business			
Server	All				All			
Agents	50				48			
Supervisors	10				5			
Monitoring	10				N/A			
Recording & Playback	10				N/A			
Customer Service Queues	50				48			

Historical reporting sessions	2	2
Basic (Standard and Enhanced) and Advanced (Premium) IVR ports	50	48

\* Based on 12 email messages per hour per agent.

\*\* See SRND for additional limitations for SPAN-based recording and monitoring

\*\*\* 64 for Premium, 32 for Enhanced

### Cisco Unified Workforce Optimization

Cisco Unified Workforce Optimization suite assists contact centers in efficiently managing their personnel to deliver consistent customer service matching their business goals. The suite consists of the following components:

- **Compliance Recording:** This user license bundle enables audio telephony recording either by preconfigured workflows with up to 100 percent recording, or on-demand recording through the recording API. In addition, the Compliance Recording license provides the browser-based user interface to search for and replay recorded contacts within the scope of the user's defined role.
- **Quality Manager:** This user licensing bundle includes all of the functionality listed within the Compliance Recording bundle plus customized contact quality evaluation and reporting on aggregate quality scores for agents, teams or groups.
- **Advanced Quality Manager:** This user license bundle includes all of the functionality listed within the Quality Manager bundle plus it adds synchronized agent screen recording.
- **Workforce Manager:** This system efficiently manages contact center staff and resources to meet customer service-level objectives. The Workforce Manager process includes forecasting contact volume based upon historical trends, and scheduling personnel based upon their work rules to help ensure that target service-level goals are achieved. Agent and supervisor dashboards are available for tracking schedules and managing service levels on an intra-day basis.

Note that Quality Manager, Advanced Quality Manager, and Workforce Manager are available only with the Premium version of Cisco Unified Contact Center Express 7.0.

Table 7 lists important information about Quality Manager, Advanced Quality Manager and Compliance Recording.

**Table 7.** Cisco Unified Contact Center Express 7.0 Quality Manager, Advanced Quality Manager and Compliance Recording

Feature	Quality Manager (Available with Premium only)	Advanced Quality Manager (Available with Premium only)	Compliance Recording (Available with Standard, Enhanced and Premium)
<b>General System Features with Server Software</b>			
<b>Hardware configuration</b>	A single Cisco MCS 7816, MCS 7825, MCS 7835 or MCS 7845 Media Convergence Server and Cisco approved partner servers	A single Cisco MCS 7816, MCS 7825, MCS 7835 or MCS 7845 Media Convergence Server and Cisco approved partner servers	A single Cisco MCS 7816, MCS 7825, MCS 7835 or MCS 7845 Media Convergence Server and Cisco approved partner servers
<b>System software configuration</b>	Microsoft Windows server software; Browser-based client compatible with Microsoft Windows XP and Vista client OS	Microsoft Windows server software; Browser-based client compatible with Microsoft Windows XP and Vista client OS	Microsoft Windows server software; Browser-based client compatible with Microsoft Windows XP and Vista client OS
<b>Operating system(s) supported</b>	Microsoft Windows Server 2003 from Microsoft reseller	Microsoft Windows Server 2003 from Microsoft reseller	Microsoft Windows Server 2003 from Microsoft reseller
<b>Database supported</b>	Microsoft SQL 2005 from Microsoft reseller	Microsoft SQL 2005 from Microsoft reseller	Microsoft SQL 2005 from Microsoft reseller
<b>Redundancy support</b>	Not available	Not available	Not available
<b>Maximum number of configurable named users supported (agents, supervisors, or others)</b>	900	900	3600
<b>Maximum number of concurrently active users supported (total agent,</b>	300	300	1200

<b>supervisor, or other users)</b>			
License type	Named user	Named user	Named user
<b>Features with Server Software</b>			
<b>Voice contact recording</b>	Included	Included	Included
<b>Synchronized agent screen recording</b>	Not available	Included	Not available
<b>Extended screen recording for after-call work</b>	Not available	Included	Not available
<b>Customizable evaluation forms</b>	Included	Included	Not available
<b>Agent quality assessment</b>	Included	Included	Not available
<b>Evaluation approvals</b>	Included	Included	Not available
<b>100-percent call logging, archival search tools, and reporting</b>	Included	Included	Included
<b>Role-specific graphical dashboards</b>	Included	Included	Not available
<b>On-demand recording</b>	Included	Included	Included
<b>Knowledge worker (non-ACD user) recording</b>	Included	Included	Included
<b>Agent quality reporting</b>	Included	Included	Not available
<b>Ten fields for user-defined call metadata</b>	Included	Included	Included

Table 8 lists information about Cisco Unified Contact Center Express 7.0 Workforce Manager.

**Table 8.** Cisco Unified Contact Center Express 7.0 Workforce Manager

Feature	Premium	Enhanced	Standard
<b>Hardware configuration</b>	Cisco MCS 7835 or MCS 7845 Media Convergence Servers and Cisco approved partner servers	Not available	Not available
<b>System software configuration</b>	Browser-based client/user access, IE 6.x or 7.x	Not available	Not available
<b>Operating system(s) supported</b>	Microsoft Windows Server 2003 from Microsoft reseller	Not available	Not available
<b>Database supported</b>	Microsoft SQL 2005 from Microsoft reseller	Not available	Not available
<b>Redundancy support</b>	Not available	Not available	Not available
<b>Maximum number of named Workforce Manager users supported (agents, supervisors, or others)</b>	900	Not available	Not available
<b>Maximum number of concurrent Workforce Manager users supported (total agent, supervisor, or other seats)</b>	300	Not available	Not available
<b>Workforce Manager license type</b>	Included	Not available	Not available
<b>Contact forecasting</b>	Included	Not available	Not available
<b>Agent scheduling</b>	Included	Not available	Not available
<b>Role-based user interfaces</b>	Included	Not available	Not available
<b>Real-time and historical adherence</b>	Included	Not available	Not available
<b>Standard performance reports, including agent report card</b>	Included	Not available	Not available

## Summary

Cisco Unified Contact Center Express offers an integrated, full-featured solution for managing customer voice contacts while retaining all the benefits of fully converged Cisco Unified Communications deployment. Cisco Unified Contact Center Express delivers sophisticated call routing, management, and administration features for departmental, enterprise branch, or small to medium-sized enterprise customer-care needs.

Cisco Unified Contact Center Express offers ease of installation, configuration, and application hosting, as well as reduced business application integration complexity, ease of agent administration, increased agent flexibility, and network hosting efficiencies. With all these features, Cisco Unified Contact Center Express continues the evolution toward a true Customer Interaction Network.

## Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services can enhance your technology experience to accelerate true business advantage.

## For More Information

For more information about the Cisco Unified Contact Center Express, visit [www.cisco.com/go/uccx](http://www.cisco.com/go/uccx) or contact your local Cisco account representative.



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