

## Cisco Unified Contact Center Express 5.0

Cisco® Unified Contact Center Express — an integral component of the Cisco Unified Communications system — offers an integrated, full-featured solution for managing customer contacts with all the benefits of the converged Cisco Unified IP Telephony architecture.

Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable users in any workspace to easily collaborate every time, everywhere, so everyone's included. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

Cisco Unified Contact Center Express helps customers move into the next phase of customer contact — beyond today's contact center to a Customer Interaction Network, a distributed, IP-based customer-service infrastructure that comprises a continuously evolving suite of innovative, multichannel services and customer-relationship-management (CRM) applications. These services and applications provide premium responsiveness and streamlined customer exchanges to help your organization deliver superior customer service. A Customer Interaction Network extends customer-service capabilities across the entire organization, giving your business a more integrated and collaborative approach to customer satisfaction and leading to better customer experiences.

### **Cisco Unified Contact Center Express 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 assisted 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, e-mail, Web, and chat; 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.

## **Routing Capabilities and Benefits**

Maximum return on investment for contact centers is provided when your company's business rules can influence the behavior of the contact center. Cisco Unified Contact Center Express routing capabilities facilitate categorization and prioritization of customer contacts in a way that best meets your business requirements to ensure that each contact is routed to the right agent at the right location the first time. 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.

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 and move contacts between agent groups and reprioritize contacts in queue based on your business rules are available. The Cisco Unified Contact Center Express Premium product integration with your enterprise's customer database can help ensure that the optimal routing decisions are made; the application can give agents extensive information on a per-contact basis through a CRM or other application screen pop.

## **Cisco Unified E-Mail Interaction Manager**

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 e-mail, to contact customer support centers, and the volume of incoming e-mail interactions to contact centers is growing. Cisco Unified E-Mail Interaction Manager, integrated with Cisco Unified Contact Center Express, increases agent productivity through a powerful yet intuitive user interface. A full suite of tools, including suggested responses, a knowledge base, and customer history, are easily accessible, enabling quick, consistent responses to e-mail messages that come into the contact center.

## **Cisco Unified Web Interaction Manager**

The Cisco Unified Web Interaction Manager gives your organization tools to increase sales, facilitate new revenue-generation opportunities, and enhance customer satisfaction and loyalty. Integrated with Cisco Unified Contact Center Express, its powerful Web chat and collaboration features allow your contact center agents to deliver immediate answers to customer questions supported by comprehensive information stored in a shared knowledge base or Webpages and other Web-based content. This added channel in the contact center adds to agent productivity — and ultimately to increased customer satisfaction.

## **Cisco Unified Workforce Optimization**

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 Manager and Quality Manager 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 Manager piece provides a voice compliance and evaluation solution, with optional

advanced quality-management features such as screen recording, for agent performance optimization and dispute resolution.

### **Cisco Outbound Option**

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, which 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 integration of Cisco Agent Desktop with other Windows-based applications such as Siebel 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.

### **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, 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 Extensible Markup Language (VoiceXML), as well as providing support for real-time notification services through e-mail, fax, or paging and 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.

### **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. Agent seats can be either PC or Cisco Unified IP phone-based agent stations. Each seat provides full licensing for Cisco IP Phone Agent, Cisco Supervisor Desktop, Cisco Desktop Administrator, Cisco Historical Reporting Client, and, for Enhanced and Premium, Cisco Agent Desktop and on-demand recording. 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, which 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 Cisco Outbound Option with preview dialing is enabled, the Cisco Agent Desktop provides all the controls necessary for agents to participate in outbound campaigns.

### **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 the 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 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 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 also can 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.

### **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 Cisco Unified Communications Manager-provisioned information 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.

### **Reporting**

The Cisco Unified Contact Center Express solution provides 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 team basis as well as at the Cisco Unified Contact Center Express 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 detailing 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 on-demand recording servers.

### **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 a single server or scale to support up to 300 agents in a multiserver cluster with a redundant high-availability option across a virtual multisite contact center. Cisco Unified Contact Center Express supports a Cisco Customer Interaction Network based on the Cisco Unified Intelligent Contact Management and Cisco 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 Communications Services**

Cisco and its certified partners can help you deploy a secure, resilient Cisco Unified Communications Solution, meeting aggressive deployment schedules and accelerating business advantage. Cisco's portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

Cisco's unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

## 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 — continuing the evolution toward a true Customer Interaction Network.

\*For complete details regarding Cisco Agent Desktop and Cisco Supervisor Desktop for Cisco Unified Contact Center Express 5.0, including options available for Standard, Enhanced, and Premium versions, please refer to the Cisco Agent Desktop for Cisco Unified Contact Center Express 5.0 data sheet.

## Cisco Unified Contact Center Express 5.0 Features and Specifications

Cisco Unified Contact Center Express 5.0 is available for Cisco Unified Communications Manager 5.1, 6.0, and 6.1, as well as for Cisco Unified Communications Manager Express 4.2 on integrated services router and Cisco Unified Communications 500 Series for Small Business platforms.

**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. Cisco Assessment to Quality (A2Q) bid assurance requires passing bid assurance in presales prior to making a formal offer to a customer. The Cisco Unified Contact Center Express 5.0 Configuration and Ordering Tool is the required mechanism to submit to and pass bid assurance. The configuration tool provides a structured way to configure software features and required and supported servers, and to automatically bid assure a configuration. It also provides a bill of materials for the configuration.

**Note:** This document applies only to Cisco Unified Contact Center Express 5.0.2 and later 5.0.x versions. Cisco Unified Contact Center Express 5.0.1 feature content differs from that in this document.

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

- Inbound Voice



- Blended Preview Outbound Dialer
- Cisco Unified E-Mail Interaction Manager and Web Interaction Manager
- Cisco Unified Workforce Optimization (including Quality Manager, Advanced Quality Manager, and Workforce Manager)
- Third-party integration (for example, with CRM)
- Customer database integration with ODBC or Structured Query Language (SQL)
- IVR
- Real-time and historical reporting
- Agent and supervisor desktops

Please consult the following pages and tables for each area of interest.

Table 1: Cisco Unified Contact Center Express Supported Cisco Unified Communications Manager Products

Table 2: Cisco Unified Contact Center Express 5.0 Feature Availability with Cisco Unified Communications Manager 5.1, 6.0, and 6.1; Cisco Unified Communications Express on Cisco integrated services routers; and the Cisco Unified Communications 500 Series for Small Business.

## Licensing

Table 3: Cisco Unified Contact Center Express 5.0 Licensing

## Inbound Voice

Table 4: Cisco Unified Contact Center Express 5.0 Inbound Voice

Table 5: Cisco Unified Contact Center Express 5.0 Outbound Voice

## Blended Preview Outbound Dialer

Table 6: Reference Capacities for Inbound and Blended Inbound and Outbound Systems

## Cisco Unified Workforce Optimization

Table 7: Cisco Unified Contact Center Express 5.0 Quality and Advanced Quality Manager

Table 7: Cisco Unified Contact Center Express 5.0 Workforce Manager

## Cisco Unified E-Mail Interaction Manager and Web Interaction Managers

**Table 1.** Cisco Unified Contact Center Express Supported Cisco Unified Communications Manager Products

Cisco Unified Communications Manager Product			Cisco Unified Contact Center Express				
Product	Platform	Release	Platform	Standard	Enhanced	Premium	Release
<b>Cisco Unified Communications Manager</b>	Media convergence servers	5.1 and 6.0	Media convergence servers	Yes	Yes	Yes	5.0.1 and later 5.0 versions
<b>Cisco Unified Communications Manager</b>	Media convergence servers	6.1	Media convergence servers	Yes	Yes	Yes	5.0.1 and later 5.0 versions
<b>Cisco Unified Communications Manager Express</b>	Integrated services routers	4.2	Media convergence servers	Yes	Yes	Yes	5.0.1 and later 5.0 versions



<b>Cisco Unified Communications Manager Express</b>	Cisco Unified Communications 500 Series for Small Business	4.2	Media convergence servers	Yes	No	No	5.0.1 and later 5.0 versions
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**Table 2.** Cisco Unified Contact Center Express 5.0 Feature Availability with Cisco Unified Communications Manager 5.1, 6.0, and 6.1

Feature	Premium	Enhanced	Standard	Optional?
<b>Inbound Voice</b>	Yes	Yes	Yes	No
<b>Inbound Voice High Availability Option</b>	Yes	Yes	No	Yes
<b>Blended Preview Outbound</b>	Yes	No	No	Yes
<b>Basic E-Mail Interaction Manager</b>	Yes	No	No	Yes
<b>Advanced E-Mail Interaction Manager</b>	Yes	No	No	Yes
<b>Basic Web Interaction Manager</b>	Yes	No	No	Yes
<b>Advanced Web Interaction Manager</b>	Yes	No	No	Yes
<b>Quality Manager</b>	Yes	No	No	Yes
<b>Advanced Quality Manager</b>	Yes	No	No	Yes
<b>Workforce Manager</b>	Yes	No	No	Yes
<b>Cisco Unified Contact Center Express 5.0 Feature Availability with Cisco Unified Communications Manager Express 4.2 for Integrated Services Routers</b>				
<b>Inbound Voice Non-High Availability</b>	Yes	Yes	Yes	No
<b>Inbound Voice High Availability</b>	No	No	No	NA
<b>Blended Preview Outbound</b>	No	No	No	NA
<b>Basic E-Mail Interaction Manager</b>	Yes	No	No	Yes
<b>Advanced E-Mail Interaction Manager</b>	Yes	No	No	Yes
<b>Basic Web Interaction Manager</b>	Yes	No	No	Yes
<b>Advanced Web Interaction Manager</b>	Yes	No	No	Yes
<b>Quality Manager</b>	No	No	No	NA
<b>Advanced Quality Manager</b>	No	No	No	NA
<b>Workforce Manager</b>	No	No	No	NA
<b>Cisco Unified Contact Center Express 5.0 Feature Availability with Cisco Unified Communications Manager Express 4.2 for Cisco Unified Communications 500 Series for Small Business</b>				
<b>Inbound Voice Non- High Availability</b>	No	No	Yes	No
<b>Inbound Voice High Availability</b>	No	No	No	NA
<b>Blended Preview Outbound</b>	No	No	No	NA
<b>Basic E-Mail Interaction Manager</b>	No	No	No	NA
<b>Advanced E-Mail Interaction Manager</b>	No	No	No	NA
<b>Basic Web Interaction Manager</b>	No	No	No	NA
<b>Advanced Web Interaction Manager</b>	No	No	No	NA
<b>Quality Manager</b>	No	No	No	NA
<b>Advanced Quality Manager</b>	No	No	No	NA
<b>Workforce Manager</b>	No	No	No	NA

## Licensing

Licensing for Cisco Unified Contact Center Express varies by feature. Licenses are either concurrent or named licenses.

**Concurrent licensing example:** Customer has 3 shifts each of 100 users for a total of 300 unique users. Customer needs to purchase 100 licenses.

**Named licensing example:** Customer has 3 shifts of 100 users for a total of 300 unique users. Customer needs to purchase 300 licenses.

**Table 3.** Cisco Unified Contact Center Express 5.0 Licensing

Cisco Unified Contact Center Express 5.0 Packaging, Pricing, and Licensing	
All packaging is per user (with exception of High Availability server software option)	
Feature	Packaging
Inbound Voice Non-High Availability	Concurrent
Inbound Voice High Availability	Server Software Option
Blended Preview Outbound	Concurrent*
Basic E-Mail Interaction Manager	Concurrent
Advanced E-Mail Interaction Manager	Concurrent
Basic Web Interaction Manager	Concurrent
Advanced Web Interaction Manager	Concurrent
Quality Manager	Named user
Advanced Quality Manager	Named user
Workforce Management	Named user
Concurrent = Logged in agent or supervisor	Names specific individual
Server Software Option	* Requires Inbound Voice license

## Inbound Voice

Please note that not all inbound voice features available with Cisco Unified Contact Center Express 5.0 deployed with Cisco Unified Communications Manager are available when deployed with Cisco Unified Communications Manager Express.

**Table 4.** Cisco Unified Contact Center Express 5.0 Inbound Voice

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 2003 server software Microsoft Windows XP and Vista desktop client software (with Cisco Unified Contact Center Express 5.0.2 and later 5.0.x)	Microsoft Windows 2003 server software Microsoft Windows XP and Vista desktop client software (with Cisco Unified Contact Center Express 5.0.2 and later 5.0.x versions)	Microsoft Windows 2003 server software Microsoft Windows XP and Vista desktop client software (with Cisco Unified Contact Center Express 5.0.2 and later 5.0.x versions)
<b>Cisco Unified Communications Managers supported</b>	Cisco Unified Communications Managers 5.1 and 6.x Cisco Unified Communications Manager Express 4.2	Cisco Unified Communications Managers 5.1 and 6.x Cisco Unified Communications Manager Express 4.2	Cisco Unified Communications Managers 5.1 and 6.x Cisco Unified Communications Manager Express 4.2
<b>Operating system(s) supported</b>	Cisco original equipment manufacturer (OEM) Windows 2003 Server	Cisco OEM Windows 2003 Server	Cisco OEM Windows 2003 Server

<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) Note: Not supported for Cisco Unified Communications Manager Express	Unlimited (no software limitations) Note: Not supported for Cisco Unified Communications Manager Express	Unlimited (no software limitations) Note: Not supported for Cisco Unified Communications Manager Express
<b>Maximum number of IP trunks supported</b>	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Maximum number of Session Initiation Protocol (SIP) trunks supported</b>	Unlimited (no software limitations) Note: Not supported for Cisco Unified Communications Manager Express	Unlimited (no software limitations) Note: Not supported for Cisco Unified Communications Manager Express	Unlimited (no software limitations) Note: Not supported for Cisco Unified Communications Manager Express
<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 &amp; 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>Asynchronous-network-interface (ANI) support</b>	Included	Included	Included
<b>Digital 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

Maximum number of definable skills groups	150	150	Included
Maximum number of skills per agent	50	50	50
Maximum number of routing programs	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
<b>Integrated IVR Features with Server Software</b>			
Play messages to callers: Music	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
Play messages to callers: Prompts	Included through .wav file	Included through .wav file	Included through .wav file
Play messages to callers: Combine prompts, music, and messages	Included fully customizable	Included fully customizable	Included fully customizable
Capture and process caller dual tone multifrequency (DTMF) input	Included	Included	Included
Automated-Attendant support	Included fully customizable	Included fully customizable	Included fully customizable
Database integration	Included	Not available	Not available
Automatic Speech Recognition	Optional through Media Resource Control Protocol (MRCP): Order from Nuance or IBM	Not available	Not available
Text to Speech	Optional through MRCP: Order from Nuance or IBM	Not available	Not available
Real-time notification services (e-mail – support for paging and fax)	Included: Paging and fax require integration with third-party services	Not available	Not available
VoiceXML for ASR, TTS, and DTMF	Included	Not available	Not available
Read data from HTTP and Extensible Markup Language (XML) pages	Included	Included	Included
Run workflows through HTTP Request	Included	Not available	Not available
Integrated self-service application support	Included	Not available	Not available
<b>Integrated CTI and Screen Pop Features with Cisco Unified Contact Center Express Seat License</b>			
Populate ANI or DNIS and customer-defined workflow data	Included	Included	Included
Automatically start any Microsoft Windows-compatible application: Pass initialization parameters	Included	Included	Not available
Populate data to any Microsoft Windows-compatible application	Included	Included	Not available
Populate data to any browser-based application	Included	Not available	Not available
Customer database integration (ODBC or SQL)	Included	Not available	Not available
<b>Integrated PC-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
Work Flow Automation and Task buttons	Included	Included	Note: As of Cisco Unified Contact Center Express 5.0.2, Cisco Agent Desktop is no longer included in the Standard package. Not available
Populate third-party applications on events	Included	Included	
"Record" and archive calls	Included	Included	
"Work" agent state for after-call wrap-up activity	Included	Included	
Wrap-up codes	Included	Included	

<b>Chat with supervisor or agents using Instant Messaging</b>	Included	Included	
<b>Call log tracks call activity of incoming and outgoing calls</b>	Included	Included	
<b>Agent log tracks agent state changes and other information</b>	Included	Included	
<b>Softphone with phone directory</b>	Included	Included	
<b>Support for Cisco IP Communicator: No Cisco IP phone required for agent phone</b>	Included	Included	
<b>Agent State buttons</b>	Included	Included	
<b>Integrated browser: Integrated support for browser-based applications; browsing to administratively approved Websites</b>	Included	Not available	
<b>Integrated IP Phone-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License (Please refer to Cisco Unified Contact Center Express 5.0 Solution Reference Network Design (SRND) for list of supported Cisco Unified IP phones)</b>			
<b>Log in or out</b>	Included	Included	Included
<b>Ready or not ready</b>	Included	Included	Included
<b>Shows agent phone state</b>	Included	Included	Included
<b>Real-time reports</b>	Included	Included	Included
<b>Agent may initiate on-demand recording</b>	Included	Included	Not available
<b>Supervisor can Silent Monitor, Barge In, and Intercept</b>	Included	Included	Not available
<b>Integrated PC-Based Supervisor Desktop Features with Cisco Unified Contact Center Express Seat License</b>			
<b>View agent activity in real time</b>	Included	Included	Included
<b>View agent and skill group statistics in tabular and graphical views</b>	Included	Included	Included
<b>Chat: Send text messages to any or all agents</b>	Included	Included	Not available
<b>Marquee: Broadcast scrolling messages to agents</b>	Included	Included	Not available
<b>Support for Cisco IP Communicator: No Cisco IP phone required for agent phone</b>	Included	Included	Included
<b>Log out agent</b>	Included	Included	Included
<b>Make agent ready</b>	Included	Included	Included
<b>Coaching: Provide agent guidance through Chat</b>	Included	Included	Not available
<b>Silent Monitoring: Listen in on an agent's call</b>	Included	Included	Not available
<b>Ability for supervisor to remotely Silent Monitor from any phone through a dial-in IVR session</b>	Included	Not available	Not available
<b>Barge-In: Join In on an agent's conversation</b>	Included	Included	Not available
<b>Intercept: Take a call from an agent</b>	Included	Included	Not available
<b>Record: Capture and archive call audio</b>	Included	Included	Not available

<b>Integrated browser: Integrated support for browser-based applications; browsing to administratively approved Websites</b>	Included	Not available	Not available
<b>Support for supervisors to take calls using included Cisco Agent Desktop</b>	Included	Included	Not available (CAD not included)
<b>Support for supervisors to take calls using included Cisco IP Phone Agent</b>	Included	Included	Included
<b>Integrated ACD Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
<b>Abandoned Call Detail Activity report</b>	Included	Included	Included
<b>Aborted and Rejected Call Detail report</b>	Included	Included	Included
<b>Agent Call Summary report</b>	Included	Included	Included
<b>Agent Detail report</b>	Included	Included	Included
<b>Agent Login Logout Activity report</b>	Included	Included	Included
<b>Agent Not Ready Reason Code Summary</b>	Included	Included	Included
<b>Agent State Detail report</b>	Included	Included	Included
<b>Agent State Summary report (by agent)</b>	Included	Included	Included
<b>Agent State Summary report (by interval)</b>	Included	Included	Included
<b>Agent Wrap-up Data Summary</b>	Included	Included	Included
<b>Agent Wrap-up Data Summary</b>	Included	Included	Not available
<b>Intercept: Take a call from an agent</b>	Included	Included	Not available
<b>Application Summary report</b>	Included	Included	Included
<b>Call Custom Variables report</b>	Included	Included	Included
<b>Called Number Summary Activity report</b>	Included	Included	Included
<b>Common Skill Contact Service Queue Activity report</b>	Included	Included	Included
<b>Contact Service Queue Activity report (by contact service queue [CSQ])</b>	Included	Included	Included
<b>Contact Service Queue Activity report (by interval)</b>	Included	Included	Included
<b>Contact Service Queue Activity report</b>	Included	Included	Included
<b>Contact Service Queue Call Distribution Summary</b>	Included	Included	Included
<b>Contact Service Queue Priority Summary report</b>	Included	Included	Included
<b>Contact Service Queue Service Level report</b>	Included	Included	Included
<b>CSQ Agent Summary report</b>	Included	Included	Included
<b>Detailed Call, CSQ, Agent report</b>	Included	Included	Included
<b>Priority Summary Activity report</b>	Included	Included	Not available
<b>Remote Monitoring Detail report</b>	Included	Not available	Not available
<b>Integrated Self-Service Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
<b>Application Performance Analysis report</b>	Included	Not available	Not available

Detailed Call-by-Call Contact Call Detail Record (CCDR) report	Included	Not available	Not available
Traffic Analysis report	Included	Not available	Not available
<b>Integrated Multichannel Historical Reporting with Cisco Unified Contact Center Express Seat License</b>			
Multichannel Agent Contact Summary report	Included with Cisco Unified Web and E-Mail Interaction Manager license	Not available	Not available
Multichannel Agent Login/Logout Activity report	Included with Cisco Unified Web and E-Mail Interaction Manager license	Not available	Not available
Multichannel CSQ Activity report	Included with Cisco Unified Web and E-Mail Interaction Manager license	Not available	Not available
Outbound Agent Detail Summary report	Included with outbound license	Not available	Not available
Outbound Campaign Summary report	Included with outbound license	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
<b>Integrated Administration</b>			
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
<b>Voicemail Integration</b>			
Voice messaging interface	Optional (Cisco Unity <sup>®</sup> 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)
Unified messaging support	Optional (Cisco Unity messaging)	Optional (Cisco Unity messaging)	Optional (Cisco Unity messaging)

### Blended Preview Outbound Dialer

Important: Each deployed Blended Preview Outbound Dialer seat requires a corresponding deployment of an inbound voice seat.

Example 1: A deployment that requires 100 inbound voice agents, 25 of whom also need to perform outbound voice calls, requires 100 inbound voice seats plus an additional 25 outbound seats.



Example 2: A deployment that requires 25 inbound voice agents only performing inbound voice and 75 outbound agents performing only outbound voice requires 100 inbound voice seats and 75 outbound voice seats.

Important: Please note that the seat maximums shown in Table 5 for Blended Preview Outbound Dialer are inclusive of inbound voice seats also deployed.

Please note that outbound voice features are available only with the Premium package and only when Cisco Unified Contact Center Express 5.0 is deployed with Cisco Unified Communications Manager — not when deployed with Cisco Unified Communications Manager Express.

**Table 5.** Cisco Unified Contact Center Express 5.0 Outbound

Feature	Premium	Enhanced	Standard
<b>General System Features with Server Software (Same as for Inbound Voice with exception of redundancy)</b>			
<b>Hardware configuration</b>	Deploys and executes co-resident on inbound voice server	Deploys and executes co-resident on inbound voice server	Deploys and executes co-resident on inbound voice server
<b>System software configuration</b>	Same as inbound voice	Same as inbound voice	Same as inbound voice
<b>Cisco Unified Communications Managers supported</b>	Cisco Unified Communications Manager 5.1 and 6.x Cisco Unified Contact Center Express for Cisco Unified Communications Manager Express on integrated services routers Note: Outbound is not supported in Cisco Unified Contact Center Express 5.0 for Cisco Unified Communications Manager Express 4.2 Cisco Unified Contact Center Express for Cisco Unified Communications Manager Express on Cisco Unified Communications 500 Series for Small Business Note: Only Cisco Unified Contact Center Express 5.0.2 (and later) Standard is supported for Cisco Unified Communications Manager Express 4.2 on Cisco Unified Communications 500 Series for Small Business. Cisco Unified Contact Center Express Enhanced and Premium are not supported.		
<b>Operating system(s) supported</b>	Same as inbound voice	Same as inbound voice	Same as inbound voice
<b>Outbound Voice redundancy support</b>	Cold standby for Cisco Unified Communications Manager Note: Not available for Cisco Unified Communications Manager Express	Not available	Not available
<b>Maximum number of analog trunks supported</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Maximum number of digital trunks supported</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Maximum number of IP trunks supported</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Maximum number of SIP trunks supported</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Maximum number of trunk groups supported</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Call conferencing</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Agent interdialing support</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Direct Outward Dialing (DOD) support</b>	Same as for inbound voice	Same as for inbound voice	Same as for inbound voice
<b>Outbound Voice Seats</b>			
<b>Maximum number of configurable outbound agents Supported</b>	Unlimited (no software limitations)		
<b>Maximum number of active outbound agents supported</b>	300	Maximum number of active outbound agents supported	300

Maximum number of outbound supervisor positions supported	32	Maximum number of outbound supervisor positions supported	32
Outbound license type	Concurrent user	Outbound license type	Concurrent user
<b>Outbound Preview Dialer Features</b>			
Maximum number of active outbound campaigns	15	Not Applicable	Not Applicable
Maximum number of CSQs per outbound campaign	10	Not Applicable	Not Applicable
Maximum number of active contacts per outbound campaign	10,000	Not Applicable	Not Applicable
<b>Integrated CTI/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	Included	Not available
Ability for supervisor to 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>			
Support for Cisco IP Phone Agent only based agents	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 Monitoring: Listen in on an agent's call	Included	Not available	Not available
Ability for supervisor to remotely Silent Monitor 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	Ability for administrator to create and configure campaigns	Ability for administrator to create and configure campaigns	Ability for administrator to create and configure campaigns
Ability for administrator to create non-North American area code to time zone mappings	Ability for administrator to create non-North American area code to time zone mappings	Ability for administrator to create non-North American area code to time zone mappings	Ability for administrator to create non-North American area code to time zone mappings

<b>Ability for administrator to mark “Do Not Call” contacts as Do Not Call across all campaigns</b>	Ability for administrator to mark “Do Not Call” contacts as Do Not Call across all campaigns	Ability for administrator to mark “Do Not Call” contacts as Do Not Call across all campaigns	Ability for administrator to mark “Do Not Call” contacts as Do Not Call across all campaigns
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Please Note: 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.

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

Key Blended Inbound Voice System Maximum Capacities when deployed with Cisco Unified Communications								
	Standalone Server				2 Server Cluster			
<b>Server</b>	7845	7835	7825	7816	7845	7835	7825	7816
<b>Agents</b>	300	150	100	75	300	150	100	75
<b>Supervisors</b>	32	15	10	8	32	15	10	8
<b>Monitoring and Recording</b>	64	32	32	32	64	32	32	32
<b>Historical Reporting Sessions</b>	5	5	3	3	16	10	10	10
<b>Basic (Standard and Enhanced) and Advanced (Premium) Interactive Voice Response (IVR) ports</b>	300	150	100	75	300	150	100	75

Key Blended Inbound/Outbound Voice System Maximum Capacities when deployed with Cisco Unified Communications								
	Standalone Server				2 Server Cluster			
<b>Server</b>	7845	7835	7825	7816	7845	7835	7825	7816
<b>Agents</b>	300	75	75	50	300	75	75	50
<b>Supervisors</b>	32	10	10	5	32	10	10	5
<b>Monitoring and Recording</b>	32	16	16	16	32	32	32	32
<b>Historical Reporting Sessions</b>	2	2	2	2	8	4	4	4
<b>Basic (Standard and Enhanced) and Advanced (Premium) Interactive Voice Response (IVR) ports</b>	300	150	100	75	300	150	100	75

Key Inbound Voice System Maximum Capacities when deployed with Cisco Unified Communications Manager Express		
	Cisco Unified Communications Manager Express on ISR	Cisco Unified Communications Manager Express on Cisco Unified Communications 500 Series for Small Business
<b>Server</b>	All	All
<b>Agents</b>	50	48
<b>Supervisors</b>	10	5
<b>Monitoring and Recording</b>	32	NA
<b>Historical Reporting Sessions</b>	2	2
<b>Basic (Standard and Enhanced) and Advanced (Premium) Interactive Voice Response (IVR) ports</b>	50	48

## 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.

- **Quality Manager:** This system records and replays selected customer contacts for dispute resolution or to measure and improve upon customer contact quality. The Quality Manager process includes customized evaluation and reporting on contact quality in addition to the recording and reply of customer contacts.
- **Advanced Quality Manager:** This application adds synchronized Cisco Agent Desktop screen recording to the features provided by Quality Manager.
- **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 ensure the target service levels and managing service level conformance on a daily basis.

**Table 7.** Cisco Unified Contact Center Express 5.0 Quality and Advanced Quality Manager

Feature	Premium	Enhanced	Standard
<b>General System Features with Server Software</b>			
<b>Hardware configuration</b>	Cisco media convergence server and Cisco approved partner servers TO BE ADDED	Not available	Not available
<b>System software configuration</b>	Microsoft Windows client-server software	Not available	Not available
<b>Operating system(s) supported</b>	Microsoft Windows 2003 Server from Microsoft Reseller 7816 or 7825	Not available	Not available
<b>Database supported</b>	Microsoft SQL 2000 from Microsoft reseller	Not available	Not available
<b>Redundancy support</b>	Not available	Not available	Not available
<b>Quality Manager Seats</b>			
<b>Maximum number of configurable Quality Manager seats (agents, supervisors, or other) supported</b>	Maximum number of configurable Quality Manager seats (agents, supervisors, or other) supported		
<b>Maximum number of active Quality Manager total agent, supervisor, or other seats supported</b>	Maximum number of active Quality Manager total agent, supervisor, or other seats supported	Maximum number of active Quality Manager total agent, supervisor, or other seats supported	Maximum number of active Quality Manager total agent, supervisor, or other seats supported
<b>Quality Manager license type</b>	Quality Manager license type	Quality Manager license type	Quality Manager license type
<b>Quality Manager Features with Server Software</b>			
<b>Voice contact recording</b>	Voice contact recording	Voice contact recording	Voice contact recording
<b>Cisco Agent Desktop screen recording</b>	Cisco Agent Desktop screen recording	Cisco Agent Desktop screen recording	Cisco Agent Desktop screen recording
<b>Agent quality assessment</b>	Agent quality assessment	Agent quality assessment	Agent quality assessment
<b>100-percent call logging and archival search tools</b>			
<b>Role-specific dashboards</b>	Role-specific dashboards	Role-specific dashboards	Role-specific dashboards
<b>Agent quality reporting</b>	Agent quality reporting	Agent quality reporting	Agent quality reporting
<b>General System Features with Server Software</b>			

<b>Hardware configuration</b>	Cisco MCS 7835 or MCS 7845 Media Convergence Servers and Cisco approved partner servers TO BE ADDED	Not available	Not available
<b>System software configuration</b>	Microsoft Windows client-server software	Not available	Not available
<b>Operating system(s) supported</b>	Microsoft Windows 2003 Server from Microsoft reseller	Not available	Not available
<b>Database supported</b>	Microsoft SQL 2000 from Microsoft reseller	Not available	Not available
<b>Redundancy support</b>	Not available	Not available	Not available
<b>Workforce Manager Seats</b>			
<b>Maximum number of configurable Workforce Manager seats (agents, supervisors, or other) supported</b>	Unlimited (no software limitations)	Not available	Not available
<b>Maximum number of active Workforce Manager total agent, supervisor, or other seats supported</b>	900	Not available	Not available
<b>Workforce Manager license type</b>	Per named user	Not available	Not available
<b>Workforce Manager Features with Server Software</b>			
<b>Contact forecasting</b>	Contact forecasting	Contact forecasting	Contact forecasting
<b>Agent scheduling</b>	Agent scheduling	Agent scheduling	Agent scheduling
<b>Role-based user interfaces</b>	Role-based user interfaces	Role-based user interfaces	Role-based user interfaces
<b>Real-time and historical adherence</b>	Real-time and historical adherence	Real-time and historical adherence	Real-time and historical adherence
<b>Standard performance reports, including agent report card</b>	Standard performance reports, including agent report card	Standard performance reports, including agent report card	Standard performance reports, including agent report card

### Cisco Unified E-Mail Interaction Manager and Web Interaction Manager

Please send e-mail to [multichannel@cisco.com](mailto:multichannel@cisco.com) for information about Cisco Unified E-Mail Interaction Manager and Web Interaction Manager with Cisco Unified Contact Center Express.



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