

## Cisco Unified Customer Voice Portal 7.0

### Product Overview

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 enables users in any workspace to easily connect every time, everywhere, so everyone is included, using any media, device, or operating system. 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 Customer Voice Portal (CVP) delivers voice and video self-service that are in a class of their own. Using Cisco Unified Customer Voice Portal, organizations can provide intelligent, personalized self-service over the phone, allowing customers to efficiently retrieve the information they need from the contact center.

Customers can use touch-tone service or their own voice to request information with self-service, and, if live agent assistance is requested, Cisco Unified Customer Voice Portal can transfer information given by the customer and the call itself to the agent, resulting in a smooth customer service experience. In addition, Cisco Unified Customer Voice Portal can support video interactions, including self-service, queuing, and agent, across mobile devices and kiosks.

Cisco Unified Customer Voice Portal can help eliminate the clunky, one-size-fits-all menu trees that can frustrate customers. It includes intelligent software that empowers enterprise contact centers to deliver more relevant and personalized voice applications that exceed customer expectations. Enhanced management and reporting software allows for centralized management of larger, distributed deployments and enhanced visibility of self-service performance against business metrics.

By combining the power of open standards with intelligent application development and management software, and by providing enhanced call control, platform management, and reporting services, Cisco Unified Customer Voice Portal gives enterprises a high-performance solution for the contact center that can deliver world-class customer service and increase customer satisfaction and overall business profitability.

### Features and Benefits

#### Business Advantages of Cisco Unified Customer Voice Portal

Table 1 lists the business benefits of Cisco Unified Customer Voice Portal.

**Table 1.** Business Benefits of Cisco Unified Customer Voice Portal

Business Need	How Cisco Unified Customer Voice Portal Addresses It
<b>Align the contact center with business strategy</b>	Ensures that customer service supports strategies by providing unique, personalized service to each customer based on any and all customer data in the enterprise. Enable the contact center to change as quickly as the business changes.
<b>Reduce costs</b>	Offsets the high costs associated with assisted-service contact center agents by directing customers to more cost-effective, personalized voice self-service applications.
<b>Create a consistent, world-class customer experience</b>	Provides a transparent handoff of information by allowing the live agents to see the self-service interactions prior to call delivery.

Table 2 highlights some of the new features introduced with Cisco Unified Customer Voice Portal 7.0.

**Table 2.** New Features with Cisco Unified Customer Voice Portal 7.0

Features	Benefits
<b>Video menus</b>	Customers are presented with self-service menus through video and make selections with their keypad for a faster, more intuitive caller experience.
<b>Video self-service</b>	Customers select prerecorded or live videos to view during a self-service session to enable richer caller interactions.
<b>Video queuing</b>	Customers view video while in queue for an agent, resulting in a more immersive customer experience.
<b>Video agent</b>	One-way (customer or agent), or two-way (customer and agent) video sessions facilitate a unique, hands-on customer service experience. Agents can select additional videos to be played to the caller, and the video session can be recorded.
<b>Support for third-generation (3G) mobile video and video kiosks</b>	The solution supports multiple video-enabled customer touch points, including video-enabled mobile devices, through 3G wireless networks and video kiosks.

## Product Specifications

Table 3 gives specifications of Cisco Unified Customer Voice Portal.

**Table 3.** Product Specifications

Specification	Detail/Guidance
<b>Product compatibility</b>	Please consult the Cisco Unified Customer Voice Portal 7.0 Bill of Materials (BOM)
<b>Software compatibility</b>	Please consult the Cisco Unified Customer Voice Portal 7.0 BOM
<b>Protocols</b>	Session Initiation Protocol (SIP) and H.323 Call Control
<b>Components</b>	Cisco Unified Customer Voice Portal Call Server, Cisco Unified Customer Voice Portal Voice Extensible Markup Language (VoiceXML) Server, and Cisco Unified Customer Voice Portal Video Management Server

## System Requirements

For information about system requirements, please consult the Cisco Unified Customer Voice Portal 7.0 BOM.

## Ordering Information

To place an order, visit the Cisco Ordering Home Page and refer to Table 4. To download software, visit the Cisco Software Center.

**Table 4.** Ordering Information

Product Name	Part Number
<b>Cisco Unified Customer Voice Portal</b>	CVP-7.x

## 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. The Cisco 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.

## For More Information

For more information about Cisco Unified Customer Voice Portal, visit <http://www.cisco.com/go/cvp>.



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV  
Amsterdam, The Netherlands

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