

Cisco Unified Voice Self-Service Products, Cisco Unified Customer Voice Portal 4.1

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 connect anywhere, anytime, and anyplace, 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 self-service that is in a class of its own. Using Cisco Unified CVP, 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 CVP can transfer information given by the customer and the call itself to the agent, resulting in a smooth customer service experience.

Cisco Unified CVP 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 into 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 CVP 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.

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

Align the contact center with business strategy	Ensure 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.
Reduce costs	Offset the high costs associated with assisted-service contact center agents by directing customers to more cost-effective, personalized voice self-service applications.
Create a consistent, world-class customer experience	Provide 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 4.1.

Table 2. New Features with Cisco Unified Customer Voice Portal 4.1

Visual Voice Application Debugger	Increases designer and developer productivity by testing call flows directly from within the CVP Studio environment. Executes call flows visually without requiring a separate VoiceXML browser and watches element and session level variable data change as the call progresses.
Web Services Element	Expands application capabilities with a new core call-flow element to support integration with sophisticated Web services using Web Services Description Language (WSDL) and Service Oriented Architecture Protocol (SOAP) from directly within the CVP Studio environment.
Enhanced multi-language support	Provides native support for configuration data in more than one language.
Offline application build support	Integrates more closely with automated build and test infrastructure by running application build and deployment functions without starting CVP Studio, using the new offline application build facility in CVP 4.1.
Eclipse 3.2 support	CVP 4.1 takes advantage of new enhancements and improvements provided with Eclipse 3.2 resulting in a better user experience and a more productive developer environment.
Java 5 support	Allows developers to use more recent Java technology by taking advantage of compiling custom components for use with CVP 4.1 using JDK 5.

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

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.



Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0708R)