Advanced Features for Cisco Contact Center

Overview

Using the survivability.tcl script, CUBE can complement the Cisco Contact Center Enterprise solution with several unique features.

- Courtesy Call Back: With the Cisco Voice Portal (CVP) application, a caller may request an automated callback, rather than wait in a queue for an extended period. When an agent becomes available, CVP sends a request to place a call to the original caller. When the call is answered, the agent is connected.

- Contact Center Survivability: If there is a failure when connecting to an agent, the script takes control of the call and redirects it to a preconfigured destination. If the call cannot be redirected, a pre-recorded announcement from a local file is played out to the caller before disconnecting the call.

Before Cisco IOS XE Cupertino 17.9.1a, these features were only available for unencrypted PSTN trunks. From Cisco IOS XE Cupertino 17.9.1a, they may also be used with encrypted (SRTP) trunks.

For more information about CCB and callback criteria, see Configuration Guide for Cisco Unified Customer Voice Portal, Release 12.6(1).

Feature Information Survivability.tcl Script for Contact Center

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to www.cisco.com/go/cfn. An account on Cisco.com is not required.

Table 1: Feature Information for Courtesy Callback with SRTP

Restrictions

- SRTP passthru cannot be used with Courtesy Call Back.