Configure Cisco Unified Contact Center Express

Cisco Unified Contact Center Express

Cisco Unified Contact Center Express (Unified CCX) provides your system with the features of a large contact center packaged into a single- or dual-server deployment. Unified CCX scales up to 400 concurrent agents, 42 supervisors, 150 agent groups, and 150 skill groups. It includes email, chat, outbound calling, inbound calling, workforce optimization, and reporting.

Unified CCX works with Unified Communications Manager, which manages all contact center calls on behalf of Unified CCX. When a call is placed to your help desk, your call system recognizes that the number is destined for the Unified CCX application server. With this configuration, Unified CCX receives the incoming call and handles the request based on the extension number that was dialed. The script plays prompts, collects digits and, if necessary, uses the information from the caller to select an appropriate agent. If an assigned agent is not available, the call is put into an appropriate queue and a recorded message or music is streamed to the caller. As soon as an agent is available, Unified CCX instructs Unified Communications Manager to call the agent's phone.

When the agent picks up, relative call context is provided in the agent's desktop application. This step ensures that agents have the proper information in front of them to support the customer.

For detailed tasks about how to configure Unified CCX to integrate with your system, see the *Cisco Unified CCX Administration Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-and-configuration-guides-list.html.