Optional Features in Packaged CCE

Feature Descriptions

You can choose to enable these features at any time after your Packaged CCE system is installed, configured, and operational.

Agent Greeting

Agent Greeting manages the recording and playing of greeting messages from agents. An agent's recorded greeting plays automatically to callers when they connect to that agent. Agents can set up different greetings for different types of callers, if the call center supports that option.

Agent Request

Agent Request allows a customer to make request on the web to receive a return call from an agent. The request is initiated by a SocialMiner callback feed.

Courtesy Callback

Courtesy Callback offers customers the option to hang up and then receive a callback when an agent is close to being available, rather than having to wait for an extended time on hold. Customers do not lose their place in the queue. The system collects callback information from the caller, monitors agent availability, and calls the customer when the agent is close to available.

Enterprise Chat and Email

Enterprise Chat and Email (ECE) is an optional feature that provides chat and email functionality to the contact center. The ECE server routes chat and email contacts to agents on their Cisco Finesse desktops. The ECE server can be installed on the Packaged CCE Side B host or on an external server.

ECE includes the following features:

- Email—Email is supported by ECE to create a communication channel between a customer and an agent. There are various steps involved in efficiently responding to emails from customers. Emails are first retrieved into the system and routed to appropriate users or queues. After a response is created, it is processed through the system and sent to the customer.

- Chat—A chat is a real-time interaction between an agent and a customer during which they exchange text messages. As part of a chat, agents can also push web pages to customers. Based on how chat

activities are routed to agents, they can be categorized as standalone chats or integrated chats. An integrated chat is routed to an integrated queue and a message is sent to Packaged CCE. The system processes the activity and assigns the chat to an available agent.

- Web Callback—The Web Callback feature allows the user to request a callback by submitting a form on a website. ECE processes the submitted information and connects the user with an agent. ECE then sends a request to Packaged CCE to route the callback request to the agent.

- Delayed Callback—The Delayed Callback feature is similar to Web Callback, but when ECE receives the delayed callback request, it adds the request in the Delayed Callback table. ECE sends the HTML page to the customer, indicating that the customer will receive a callback within a specified time. When the specified time arrives, ECE moves the request to the Packaged CCE queue for routing to Unified CCE.

For more information about this feature, see the Enterprise Chat and Email documentation at https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html.

Extension Mobility and Extension Mobility Cross Cluster

Extension Mobility and Extension Mobility Cross Cluster are Cisco Unified Communications Manager features that allow agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones.

Extension Mobility works on phones that are located within the same Unified Communications Manager cluster. Extension Mobility Cross Cluster works on phones that are located in different Unified Communications Manager clusters.

As part of the configuration in **Unified Communications Manager Administration**, you create a device profile for each agent that will use Extension Mobility, and associate each device profile with the appropriate agent. You can add either all of the device profiles to the pguser, or all of the phones that the agents use to the pguser. You do not need to add both the profiles and phones to the pguser.

For more information, see the Extension Mobility section of the *Feature Configuration Guide for Cisco Unified Communications Manager* at https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html.

Mobile Agent

Mobile Agent supports call center agents who are using phones that are not directly controlled by Packaged CCE. A mobile agent can be located outside of the contact center, using an analog phone or a mobile phone. Mobile agents may also be located in the contact center using an IP phone connection that is not controlled by Packaged CCE. All mobile agents use broadband connection to access the same Agent desktop and agent state controls as non-mobile agents.

Packaged CCE supports both Call by Call and Nailed Connection mode.

Outbound Option

Outbound Option manages and performs outbound dialing campaigns. You configure the system to automatically dial numbers using imported contact lists and filtering rules. When a call connects to a live person, the system transfers the call to an agent skilled in handling that calling campaign.

Post-Call Survey

Post-Call Survey sends a caller to an automated survey after the agent disconnects. A Post-Call Survey is typically used to determine whether customers are satisfied with their call center experiences.

Single Sign-On

Single sign-on (SSO) is an authentication and authorization process. (Authentication proves you are the user you say that you are, and authorization verifies that you are allowed to do what you are trying to do.) SSO allows users to sign in to one application and then securely access other authorized applications without a prompt to resupply user credentials. SSO permits Cisco supervisors or agents to sign on only once with a username and password to gain access to all of their Cisco browser-based applications and services within a single browser instance. By using SSO, Cisco administrators can manage all users from a common user directory and enforce password policies for all users consistently.

Task Routing for Third-Party Multichannel Applications

Task Routing application programming interfaces (APIs) provide a standard way to request, queue, route, and handle third-party multichannel tasks in CCE.

Contact Center customers or partners must develop SocialMiner and Finesse applications using these APIs to use the Task Routing feature. The SocialMiner application submits nonvoice task requests to CCE. The Finesse application enables agents to sign in to different types of media and handle the tasks. Agents log in to and manage their state in each media independently.

Whisper Announcement

Whisper Announcement plays a brief message to an agent before connecting a caller to the agent. The message may include information about the caller or choices the caller made from menu options.

Video Contact Center

Video Contact Center provides high-quality video collaboration between customers and agents. Depending on how Video Contact Center is deployed, customers may connect with agents either from within the enterprise network or from devices outside the enterprise.

Avaya Support

Support for Avaya integration has been provided in Packaged CCE 4000 and 12000 Agent deployments. You can maintain an Avaya Peripheral Gateway (PG) in a Packaged CCE environment and use its intelligent contact center routing capability to route calls to geographically distributed contact center sites.

ICM-to-ICM Gateway Support

Support for ICM-to-ICM Gateway has been provided in Packaged CCE 4000 and 12000 Agent deployments. ICM-to-ICM Gateway extends the ICM software capability by allowing agents to simultaneously pre-route/post-route calls, and supply additional call-related information to a second agent on a different ICM. This enables the initial agent to pass on gathered information without the customer's needing to repeat it to the second agent.

Integrations with Other Cisco Products

You can extend Packaged CCE functionality by integrating it with other Cisco products.

Cisco MediaSense

Cisco MediaSense is a media recording platform that uses Web 2.0 application programming interfaces (APIs) to expose its functionality to third-party customers so they can create custom applications.

Cisco MediaSense can be used by compliance recording companies whose regulatory environment requires all conversations to be recorded and maintained. These recordings can later be used by a

compliance auditor or a contact center supervisor to resolve customer issues or for training purposes. These recordings can also be used by speech analytics servers or transcription engines.

Cisco MediaSense is not dependent on the use of any other contact center product. However, it can work with all contact center products. Its only dependency is Cisco Unified Communications Manager (Unified CM), which is used to set up the recording profile and call control service connection (SIP trunk) information.

For information about Cisco MediaSense, see https://www.cisco.com/en/US/products/ps11389/index.html.

Cisco Silent Monitoring

Silent monitoring allows a supervisor to listen in on agent calls for quality control and performance evaluation. Packaged CCE supports Unified CM-based silent monitoring.

Supervisors can start Unified CM-based silent monitor sessions by selecting an agent on the Team Performance page on their Cisco Finesse desktops and clicking **Start Monitoring**. They can then click **End** to end the session.

Cisco SocialMiner

Cisco SocialMiner is a customer-care system that provides capture, filtering, workflow, queuing, and reporting for social media engagement teams. Internet postings captured by SocialMiner are referred to as Social Contacts. SocialMiner stores the social contacts and groups them into user-defined Campaigns. Each Campaign obtains social contacts from one or more Feeds. SocialMiner presents the social contacts to social media customer care personnel who can search, review, categorize, and respond to the postings. SocialMiner also produces reporting metrics on the handling of the social contacts.

SocialMiner is also used for the following contact center features:

- Agent Request
- Task Routing

For information about SocialMiner, see https://www.cisco.com/en/US/products/ps11349/index.html.

Assumptions for Proceeding with Optional Features

This document makes the following assumptions about the state of your Packaged CCE system and the system administrator's knowledge of Packaged CCE:

- Your Packaged CCE system must be installed, configured, and operational.
- System administrators must have access to the following interfaces:
  - Cisco Packaged Contact Center Enterprise (CCE) Administration
  - Script Editor
  - Cisco SocialMiner
  - Cisco Finesse
  - Cisco Unified Communications Manager (CUCM) reporting interface
  - Enterprise Chat and Email
  - Interfaces for all Video Contact Center components. See .

- System administrators must be familiar with the following procedures or have access to the Cisco documentation that describes them:

  - Expanded call variables—Know how to use Unified CCE Administration to set variable values and add new variables.

  - Scripting—Know how to use the Script Editor to create new Packaged CCE call routing scripts and modify existing scripts. Understand the scripting technology.

  - CVP scripting—Know how to use the CVP Script Editor to create new or modify existing voice scripts.

The *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* describes all of the above procedures. This guide is available at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html.