



# Cisco Unified Contact Center Solutions

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## Contact Center Enterprise Solutions



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**Note** The first four chapters of this book are for anyone who wants to get familiar with the contact center enterprise solutions:

- Packaged Contact Center Enterprise
- Unified Contact Center Enterprise

For information about design considerations and guidelines specific to Packaged CCE, see the remaining chapters.

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Cisco contact center enterprise solutions support several deployment models to meet various business needs. Choose the deployment model that fits your needs.

Cisco offers these contact center enterprise solutions:

- Cisco Packaged Contact Center Enterprise Solution—A predesigned solution for up to 12000 multichannel agents
- Cisco Unified Contact Center Enterprise Solution—For enterprise customers who need scale and flexibility for up to 36000 multichannel agents

All of the contact center enterprise solutions use a redundant architecture for high availability and solution serviceability. They provide a comprehensive feature set, including:

- Call processing and call control
- Web chat, email, and callback
- Social media monitoring
- Rich VRU and routing scripting
- Interactive voice and video response unit

- Voice and video recording and streaming
- Agent selection and queuing
- Web-based agent and supervisor desktops
- Comprehensive reporting

## Packaged Contact Center Enterprise

Cisco Packaged Contact Center Enterprise (Packaged CCE) is a predefined deployment.

If your requirements fit the boundaries of the solution, Packaged CCE simplifies some major features of your deployment. Enjoy the advantages of a simplified management interface and reduced time to install. The solution supports up to 12,000 concurrent active agents.

## Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise (Unified CCE) offers industry-leading routing capabilities and CTI capabilities. Unified CCE provides the options to support a single-site or a multisite environment.

Unified CCE supports multiple Unified CM clusters. You can also network multiple Unified CCE instances together for greater system capacity.

## Contact Center Enterprise Solution Comparison

This table highlights the differences between the contact center enterprise solutions:

**Table 1: Comparison of Contact Center Enterprise Solutions**

Feature	Packaged CCE	Unified CCE (for a single instance)
Deployments and Scalability	Preconfigured Reference Designs (2000, 4000, and 12000 agents) Avaya PG and ICM-to-ICM Gateway as a Non-Reference Design (4000 and 12000 agents)	Reference Designs (2000, 4000, 12000, 24000 agents, and Contact Director [24000 agents across 3 instances]) Non-Reference Design deployments
Hardware	Tested Reference Configuration (B-Series and C-Series) Spec-based UCS support (B-Series and C-Series) Spec-based (Non-UCS), third-party hardware support	Tested Reference Configuration (B-Series and C-Series) Spec-based UCS support (B-Series and C-Series) Spec-based (Non-UCS), third-party hardware support
<b>Architecture</b>		
Configuration and Administration tools	Gadget-based CCE Administration and other tools	Partial gadget-based CCE Administration, Unified Contact Center Management Portal, ICM Configuration Manager, and other tools