



Cisco Unified Contact Center Solutions

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Unified Contact Center Express Solution

Cisco Unified Contact Center Express (Unified CCX) meets the contact center needs of departmental, enterprise branch, or small to medium-sized companies. Unified CCX offers easy-to-deploy, easy-to-use, highly available, and sophisticated customer interaction management for up to 400 agents. Unified CCX enhances the efficiency, availability, and security of customer contact interaction management in a virtual contact center. It offers integrated self-service applications across multiple sites.

Unified CCX provides reduced business costs and improved customer response by providing a single-server, contact-center-in-a-box deployment with the following:

- A sophisticated and distributed automatic call distributor (ACD)
- Computer telephony integration (CTI)
- Agent and desktop services

You can add the Cisco Workforce Optimization suite to provide quality management and work force management tools to improve workforce productivity.

Unified CCX is available in Enhanced and Premium versions to better match product functions with your business requirements. All Unified CCX solutions are tightly integrated with Unified CM.

