



Cisco Unified Contact Center Prepare Services: Realize Your Contact Center's Potential

In today's complex global business environment, it is increasingly critical to open new avenues for customer loyalty and revenue growth. By providing quick, consistent access to the right information at the right time, you can facilitate sustained, repeat business and increase market share. Is your contact center ready to meet today's business challenges?

Business Goals Define Contact Center Technology

Cisco® Unified Contact Center Prepare Services address the rapid changes contact centers face by developing a strategic roadmap designed to meet current and evolving business needs. By identifying and defining contact center goals that are aligned with your overall strategy, Cisco Unified Contact Center Prepare Services create a solution that enables your organization to maximize customer collaboration, improve employee productivity, promote growth, and reduce costs.

Highlights

Cisco Unified Contact Center Prepare Services help you develop a flexible, strategic roadmap designed to meet your current and future business needs. Business benefits include:

- Maximize collaboration
- Improve productivity and reduce costs
- Enrich customer experiences and foster loyalty
- Promote growth and gain competitive advantage
- Adapt to evolving business requirements

Prepare Services Deliver Business Value

The first step toward maximizing your contact center's potential is preparation. Cisco works with your team to understand your current business challenges, objectives, and requirements. Based on your input, we help build a technology roadmap for incorporating an agile, secure contact center solution that will have long-term business benefits (Figure 1).

Figure 1 Prepare Services Align Strategies for Success



Cisco Unified Contact Center Prepare Services consist of three sequential services:

1. Contact Center Discovery Review
2. Unified Contact Center Business Management Transformation Requirements
3. Technology Strategy Development

Each service allows you to create a unique, collaborative experience for your customers and realize the full potential of your contact center.

Contact Center Discovery Review

When approaching changes in your contact center, articulating business expectations and imperatives helps develop a clear, concise strategy. By conducting a discovery workshop and a comprehensive analysis of contact center goals, Cisco consultants work with your team to define the value of your contact center and translate business strategies into a collaborative architectural framework.

This framework:

- Aligns to your business and technical goals
- Addresses evolving market changes
- Expands revenue opportunities

Unified Contact Center Business Management Transformation Requirements

After determining your business and technical imperatives, the Prepare Services team uses a Cisco strategic evaluation approach to assess the maturity of your contact center. The team also helps identify specific initiatives to enrich customer interactions and deliver more collaborative experiences, giving you peace of mind that your contact center strategy reflects your dynamic business needs. By surveying and comparing your business management activities, the Unified Contact Center Business Management Transformation Requirements service helps:

- Enhance operational efficiency
- Heighten customer satisfaction
- Improve employee productivity

Technology Strategy Development

The third phase in the Prepare Services approach is to construct a flexible technology roadmap that aligns to your objectives. In a series of strategic development sessions that consider both short- and long-term goals, Cisco helps you define unified contact center technologies, including collaboration, call routing, data collection, call context, and reporting, that positively influence the ways customers interact with your organization. The Technology Strategy Development Service helps:

- Improve your current infrastructure
- Create a scalable, adaptive architecture
- Accelerate deployment of new technologies

Why Cisco Services?

Cisco Unified Contact Center Prepare Services provide:

- **World-class expertise:** Apply the vast collection of networking intelligence, proven best practices, and methodologies in helping more than 2000 contact centers successfully deploy contact center solutions.
- **Innovative solutions:** Design an adaptable platform that engages your entire organization in personalized, timely customer support, while adopting services that accelerate your technology innovations and competitive advantage.
- **Intelligent personalized services:** Provide proactive and predictive services customized to meet your evolving business needs.

Get Started Today

To learn more, contact your local Cisco account representative or Cisco authorized partner. You can also find more information at www.cisco.com/go/uccservices