



Cisco Expo
2008

Cisco Unified Contact Center Express



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Agenda



1. Cisco Unified Contact Center Express Introduction
2. Architecture Overview
3. Email & Web Interaction Managers
4. Workforce and Quality Management
5. UCCX 7.0 New Features

Cisco Unified Contact Center Express Introduction



Cisco Unified Contact Center Express CC application, All In One BOX



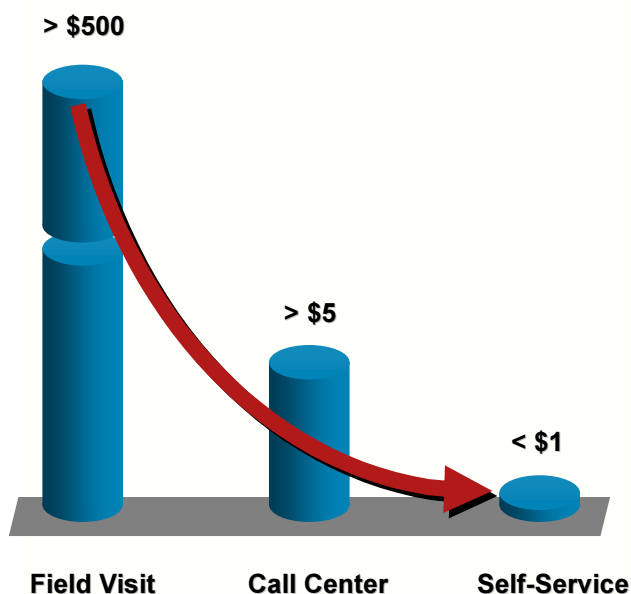
Cisco Contact Center Express

- A Contact-Center-in-a-Box
 - Inbound/Outbound Voice solution can fit on one box
 - Fully integrated ACD, Desktops, CTI & IVR
 - Integrated Outbound, Email, Web/Chat, Quality Management and Workforce Management options
 - Real-Time and Historical Reporting
- 1-300 agent highly available inbound voice (actual deployment size varies depending on features required)
- Easy to use CTI with CRM and 3rd party applications
- Supports Cisco Unified Communications Manager and Communications Manager Express
- Flexible Virtual Contact Center
 - Agents and supervisors can be located at any site on a Cisco IP Communications WAN or on any ISP DSL or Cable modem connection at home
- Three packages for flexible price/performance options



Easy to Deploy, Easy to Use Integrated Self Service

Self-service Web and IVR systems drive down the costs of providing customers the information they are looking for....



- Easy, cost-effective CTI solution
 - Significant savings when compared to traditional CTI solutions
- High Availability cluster architecture with automatic failover for mission critical deployments
- Integrated *SELF-SERVICE*
 - Express has a fully integrated self service component in Premium
 - Order-of-magnitude cost savings over agent based contact management
- Complete, enterprise wide scalable solution with Cisco Unified Customer Interaction Network

Unified Contact Center Express Options

1. ACD

Simple groups; Conditional routing; custom variables

Skill/Competency groups; **Priority Queuing**

Priority (data-driven) routing with both Enterprise DBMS and XML data sources

Premium templates and custom historical reporting

2. Desktop

Premium Cisco Agent Desktop; **Enhanced** Cisco IP Phone Agent

Premium Agent E-Mail

Premium Blended Outbound Dialer

Enhanced Cisco Supervisor Desktop w/ real-time reports

Desktop workflows and custom action keys

On demand and event driven recording (agents and supervisors)

3. CTI **DBMS and XML data sources**

Simple screen pop of ANI/DNIS, customer entered data;

Third-party application screen pop

JAVA integration

4. IVR Prompt & Collect **plus automated IVR Self Service applications**

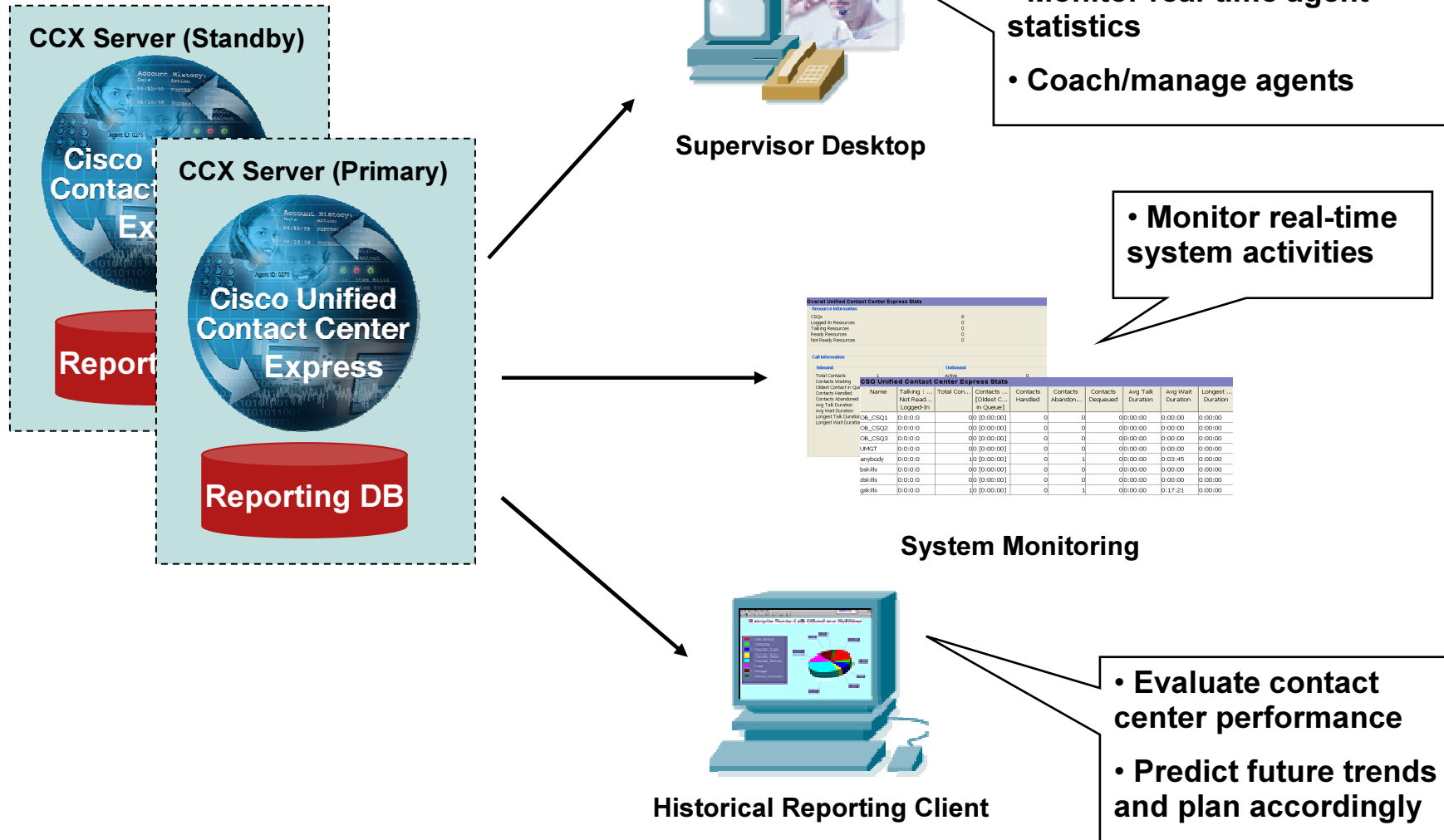
Queue point, custom messaging, prompts, collect (DTMF)

Database integration; real-time notification; HTTP Triggers (invoke workflow from web page)

VXML (DTMF & ASR), Optional ASR and TTS

Standard
Enhanced
Premium

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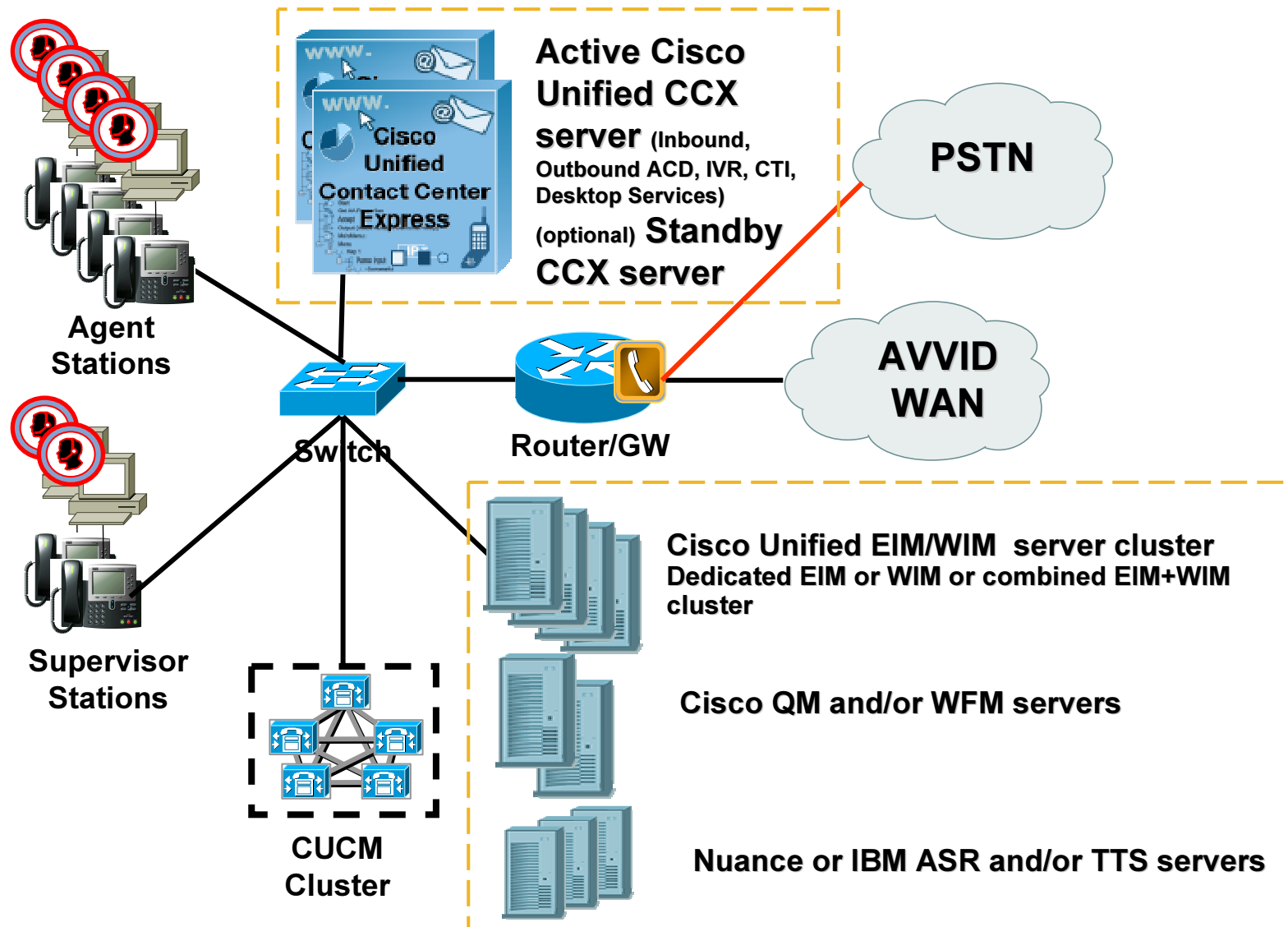
Cisco Unified Contact Center Express Vs. Enterprise

	Unified Contact Center Express	Unified Contact Center Enterprise
Scalability	Maximum 300 agent positions, 32 supervisors	Maximum of 8000 agents or supervisors
Redundancy	High Availability; Mirrored warm standby with load balancing; Automatic failover; No HA over the WAN	Carrier class reliability with distributed redundancy
Virtual Contact Center	Only with UCM centralized deployment model (single UCM cluster)	Distributed UCM deployment model (many UCM clusters)
Features	Fewer, less powerful features (e.g. no predictive outbound, no universal queue)	More features with greater sophistication and depth
Ability to integrate CRM and other applications	Simple, low cost key stroke emulation with any MS Windows application; HTTP for browser based applications; Socket Level Protocol for tight custom integrations with CCX	Powerful C++, Java, .NET development kits to enable custom agent desktops

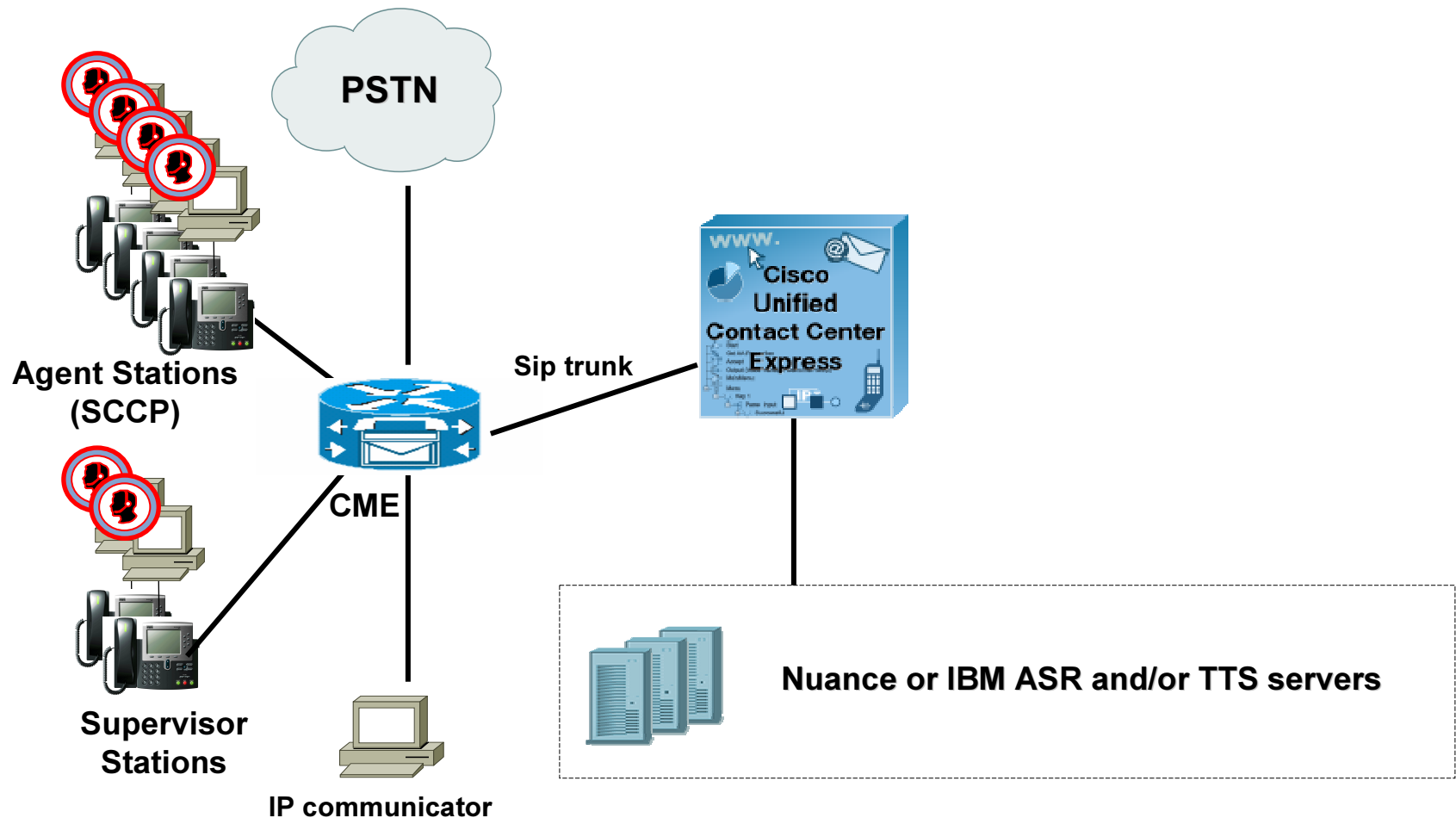
Architecture Overview



Unified Contact Center Express with Unified Communications Manager



Unified Contact Center Express with Communications Manager Express



Unified Contact Center Express

Max Capacities Support (Inbound Only with HA)

	Unified CCX (with CCM 7.0/6.1)				CME
Server Type	7845	7835	7825	7816	78xx
Agents	300	150	100	75	50
BHCA	4000	2000	2000	2000	1000
IVR Ports	300	150	100	75	50
ASR Ports	100	50	50	50	25
TTS Ports	160	40	40	40	25
VXML Ports	80	40	40	40	25
Contact Service Queues	150	25	25	25	50
Skills	150	150	150	150	150
Supervisors	32	15	10	8	10
Record/monitor sessions	64	32	32	32	32
HR sessions (operating hrs)	16	10	10	10	2

E-Mail and Web Interaction Managers



How does Cisco Unified E-Mail Interaction Manager Work?

When a customer email or Web form inquiry is received, Unified E-Mail Interaction Manager:

1. Can send an acknowledgement with an expected response time
2. Analyze the content of the email, and send an auto-response from the knowledge base
3. Route the email to the best resource to handle it
4. Suggest articles from the knowledge base for the agent to insert into the response
5. Provide templates and macros to enable quick, consistent responses
6. Providing reporting to monitor your contact center

E-Mail Interaction Manager Agent Desktop

The screenshot displays the Cisco Agent Desktop interface. At the top, a 'Reserved - Cisco Agent Desktop' window shows a call log with columns for State, Calling#, Called#, Alerting#, Original Calling#, Original Called#, and Duration. Below this is a 'Cisco Interaction Manager - Agent Console - Microsoft Internet Explorer' window. The main area is divided into three sections: 'Inbox', 'Information: Activity Body', and 'Reply'.

Inbox Table:

Depart...	Queue name	Activity ID	Subject	Created on	Contact point	Due on
Aliant	Products	4632	order	2/28/2006 10:53:14 PM	ajuneja@eGain.com	
Aliant	Products	4633	order	2/28/2006 10:53:14 PM	ajuneja@eGain.com	4/9/2006 9:00:27
Aliant	Products	4677	Order #1234566	3/3/2006 2:57:13 PM	stratos.davlos@egain...	4/9/2006 9:00:27
Aliant	Products	4684	test	3/6/2006 10:53:56 AM	stratos.davlos@egain...	
Aliant	Products	12186	RE: details about the imove3400 plan	4/9/2006 9:32:35 PM	ajuneja@eGain.com	

Information: Activity Body

From: stratos.davlos@egain.com
To: eserv7test62@ems00600.egain.net
Cc:
Subject: Order #1234566

Please advice on shipping dates and tracking number

Stratos D.

Stratos Davlos
Vice President, Professional Services
Tel: +1 707.778.3000
Fax: +1 707.781.9570
Email: stratos.davlos@egain.com
Mail: 725 East Washington Street, Ste # 204
Petaluma, CA 94952, USA
Web: http://www.egain.com/
Ranked #1 for eService by Forrester & Search Group

Reply

From: [Originating Entry Point - eserv7test62@ems00600.egain.net]
To: stratos.davlos@egain.com
Subject: Re: Order #1234566

Dear Stratos Davlos,

Thank you for your email.

Sincerely,
Fred Smith

User name: pa_at Language: English Ready Open activities: 7 Open cases: 12

E-Mail and Web
Interaction Manager
share common desktop

Both run in the Cisco
Agent Desktop
embedded browser

Visual cues for
overdue tasks
Red if awaiting input

Suggested
Responses
Bookmarks
Spellcheck
Rich HTML Editing

Knowledgebase
Customer History
External Links

How does Cisco Unified Web Interaction Manager Work?

When a customer requests live help from the web, Unified Web Interaction Manager provides text chat along with web page sharing

1. Information may be easily gathered on web site
 - Reduce handle time spent getting information
 - Use to ensure correct routing
 - Present to the agent
2. Once connected, agent and customer can share web pages while discussing issue via text chat
 - Answer question faster
 - Encourage self-service by teaching/helping customer to use web site
3. Integrated Knowledge base allows agents to respond quickly. Consistent response, regardless of which agent handled task.
4. Agent may work on multiple chat sessions at the same time.

Web Interaction Manger Agent Desktop

The screenshot displays the Cisco Agent Desktop interface. At the top, a status bar indicates 'Not Ready - Cisco Agent Desktop'. Below this is a toolbar with various icons. The main window is titled 'Cisco Interaction Manager - Agent Console - Microsoft Internet Explorer'. It features an 'Inbox' section on the left with a tree view showing 'My Work', 'Activities', 'My Activities', 'Current (12, 0)', 'Completed', and 'My Searches'. The central area contains a table of chat sessions:

S...	Case ID	Acti...	Subject	Customer ...	Activity du...	Time since ...	Chat status
1	5486	6595	Password	JC Rao	00:59	00:15	Waiting for yo...
4	5487	6672		Robert Medl	05:01	00:59	Waiting for cu...
2	5499	6596	HELP!	Pete Rose	01:15	01:15	Waiting for yo...
6	4999	7100	...hey man...	anonymous	11:12	03:01	Customer exit...

Below the table is a 'Chat' window showing a conversation with 'JC. Password'. The chat history includes: 'JC: Password', 'Tim: Hi, JC. What can I do for you?', and 'JC: I lost my password, can u tell me what it is?'. A 'Send' button is visible at the bottom of the chat window. To the left of the chat window is a 'Knowledgebase' section with a tree view showing various topics like 'Date PDI', 'Microsoft', 'SBC', 'Schwab', 'Schwab Advisor Investing Signature', 'Schwab Advisor Network', 'Schwab Private Client', 'OnlineMoney', 'Text', 'Virtual Exchange', and 'Standard'. Below the knowledgebase is a 'Schwab Advisor Network' section with text about expert financial guidance. At the bottom of the interface, there is a status bar with fields for 'User name: etech_da', 'Language: English', a 'Ready' status indicator, 'Open activities: 12, 0', and 'Open cases: 9'.

E-Mail and Web
Interaction Manager
share common desktop

Both run in the Cisco
Agent Desktop
embedded browser

Multiple
simultaneous chat
sessions

Red if awaiting input

Push web pages
Knowledgebase
Customer History
External Links

Frequently-used
responses

Spell Check

Workforce and Quality Management



If Last Week's Schedule Looks Like This

Name	Monday	Visit from corporate today!! Tuesday	Wednesday
Adam Wong	xxx	9:00 AM - 3:00 PM	12:00 PM - 6:00 PM
Amber Koenig	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM ^{1:00 PM} ok
Berta Alvarez	No phones → training		12:00 PM - 6:00 PM
Brianna Marsole	12:00 PM - 6:00 PM Sick	9:00 AM - 3:00 PM Sick	9:00 AM - 3:00 PM Sick
Caterina Gorzekova	9:00 AM - 3:00 PM	12:00 PM - 6:00 PM	6:00 AM - 12:00 PM
Darren Thomas	10:30 AM - 3:00 PM cut 12:00 PM - 6:00 PM	6:00 AM - 12:00 PM	9:00 AM - 3:00 PM 9:30 AM - 2:30 PM
DeWayne Jackson	12:00 PM - 6:00 PM		12:00 PM - 6:00 PM
Ismerelda Sanchez	9:00 AM	3:00 PM	
Ivonne Baez		3:00 PM	
Jennifer Harris-Lee	6:00 AM	2:00 PM	6:00 AM - 12:00 PM
Juan Rodriguez	9:00 AM	1:00 PM	12:00 PM - 6:00 PM
Maria Johnson			
Nicholi Supressia	6:00 AM - 12:00 PM	10:00 PM	6:00 AM - 12:00 PM
Rosario Valdez	training	training	training
Terisita Banderado	9:00 AM - 3:00 PM	xxx	xxx

NO more time off requests for Mon.!



You Just Might Need Workforce Management

If Your Agents Often Answer Calls Like This



You Just Might Need Quality Management

Workforce Management:

Provide Consistent Customer Service Levels

- Customer satisfaction is directly tied to variability of queuing time
- Insure appropriate agent staffing to match the contact volume and skills required
- Too few agents
 - Hold time rises, customers frustrated, hang up
 - Customer less receptive to revenue generation programs
 - and service levels drop below corporate goals
- Too many agents
 - Increases staffing costs
 - Lowers contact quality and agent satisfaction

Presenting Workforce Management

- Sophisticated contact forecasting tools combining the art and science of predicting contact volume and distribution
- Workforce scheduling to meet service goals with the constraints of your workforce's skills and availability
- Agent and supervisor interfaces providing intraday information and proactive tools
- Adapts to multiple work groups with different locations, under different rules and in various time zones
- Accommodates other tasks like multi media contacts, training, group meetings, etcetera
- Integrated with Cisco Unified Contact Center
- Part of Cisco's family of customer contact solutions



Quality Management: Businesses Need to Monitor Customer Contacts

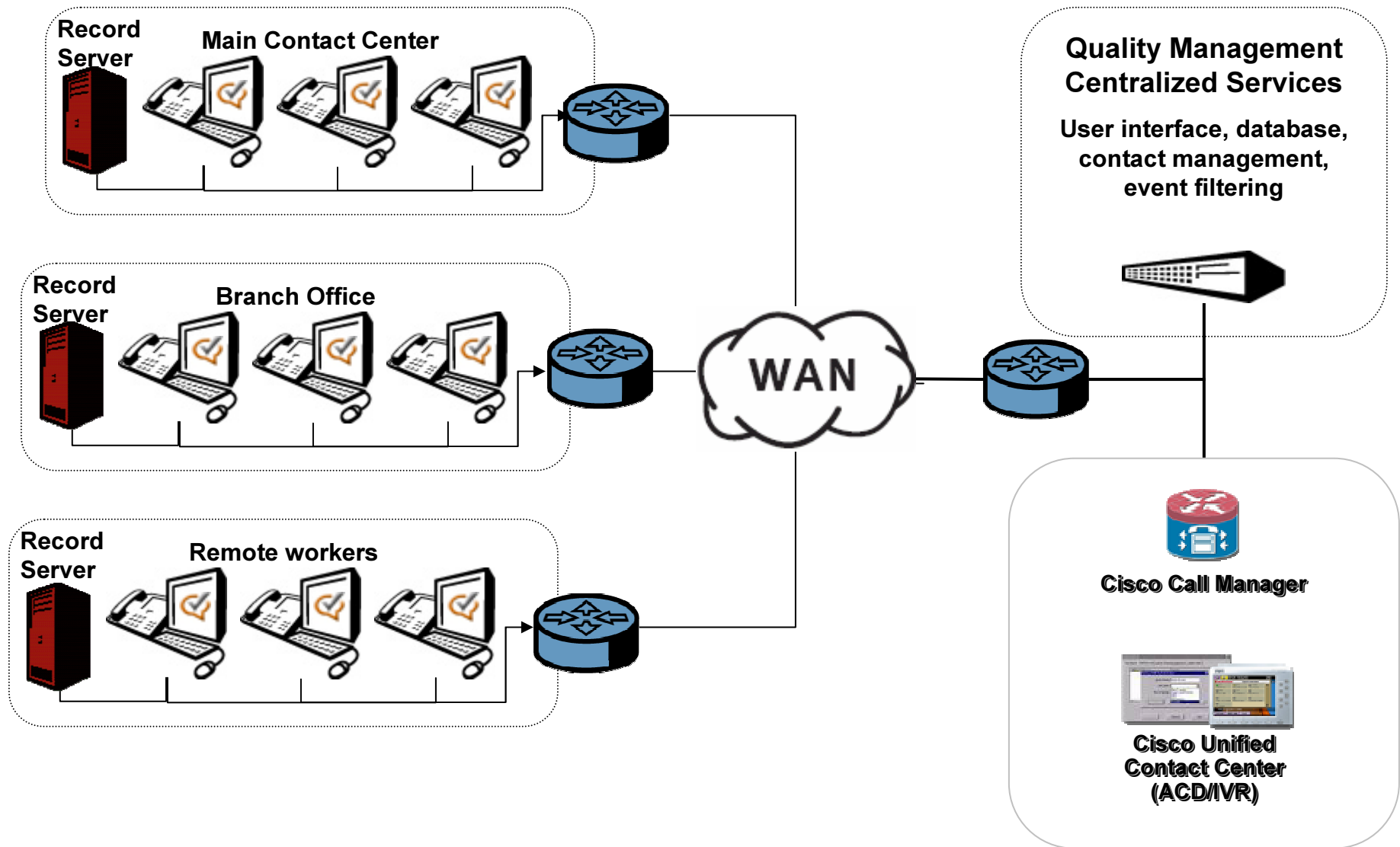
- Insure consistent high quality customer contacts
 - Continuously monitor agent skills – 7x24
 - Identify training needs and effectiveness
 - Across today's virtual call centers - main contact center, branch offices, retail locations, home agents
- Enable all customer contacts to be reviewed instantly for dispute resolution and to meet regulatory requirements
 - Record up to 100% of customer interactions
 - Rapid archival search and retrieval from anywhere
 - Secure, authenticated, domain restricted access

Presenting Quality Management

- Unique interactive edge recording architecture
 - Software service captures digital voice
- Intuitive, role specific, user interface
- Simple workflow based recording administration
- Fully customizable evaluation criteria
- Unified user administration with Cisco Unified Contact Center
- Improves the effectiveness and productivity of your contact center
- Part of a comprehensive customer contact application suite



How Does Interactive Edge Recording Work?



UCCX 7.0 New Features



New

Unified Contact Center Express 7.0 Premium

CCX 5.0 Premium (inbound voice only)

Same Price!

More Value!

$$\begin{array}{rcl} + & \text{CCX 5.0 Preview Blended Outbound} & \\ + & \text{New CUPS Integration} & \\ + & \text{New simplified Agent E-Mail} & \\ + & \text{New Desktop features} & \\ + & \text{New CAD Browser Edition} & \\ \hline = & \text{CCX 7.0 Premium Desktop} & \end{array}$$

Additional Cost Options:

WFO: Quality, Advanced Quality & Workforce Managers

CIM : E-Mail and Web Interaction Managers

Overview and Version Compatibility

- CCX 7.0 is the successor to CCX 5.0.
- Runs on Windows 2003.
- First Customer Ship in Aug 2008
- Supports upgrade from CCX 4.5, 5.0(1), 5.0(2).
- Unified CM 6.1, CM 7.0
- CME 7.0
- UCCE / ICME Version 7.2, 7.5
- CSA -> Version 5.x or later
- CiscoWorks Campus Mgr 4.X
- CUOM 2.X



Cisco Agent Desktop Core Capabilities












All work together in fully-packaged and configurable composite application.

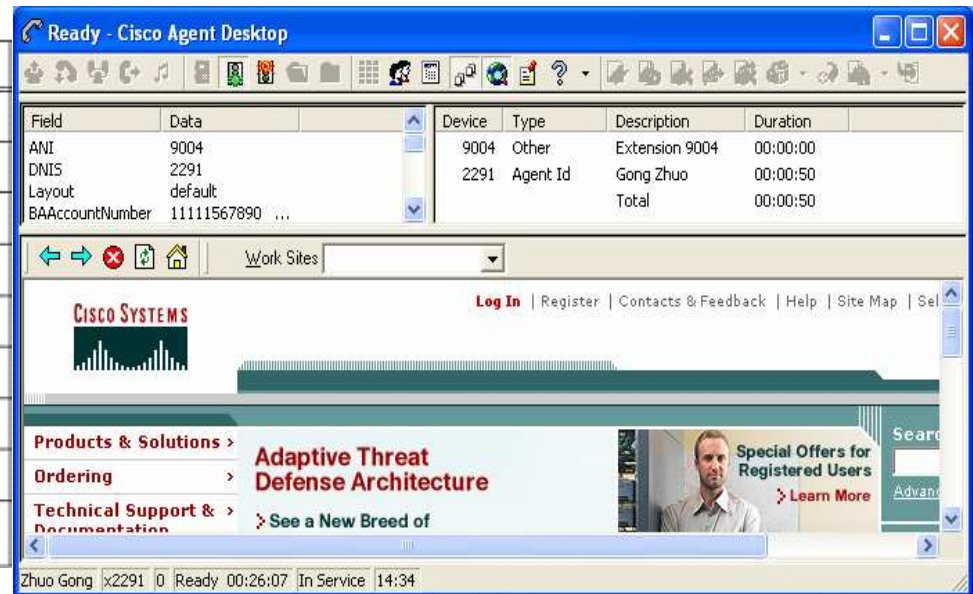
Unified Contact Center Express Blended Preview Outbound

1. Proactive communications for Preview Dialer based Campaigns
2. Merges inbound and outbound blending for contact centers

Integrated component of Cisco Agent Desktop

3. Support for new FCC/FTC, State and Federal Regulatory requirements

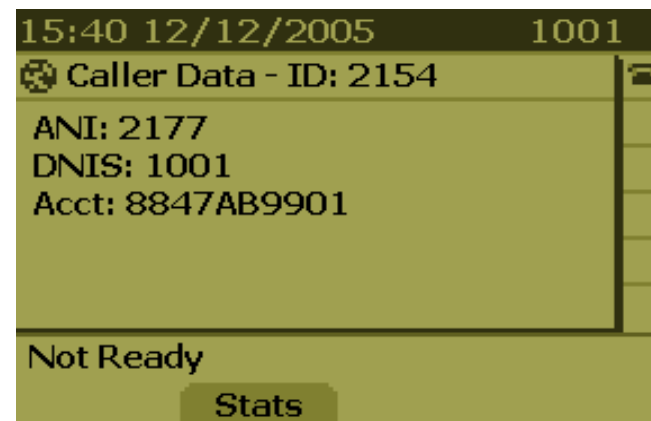
Icon	Button
	Accept
	Reject
	Reject Close
	Skip
	Skip Close
	Skip-Next
	Callback
	Reclassify
	Cancel Reservation



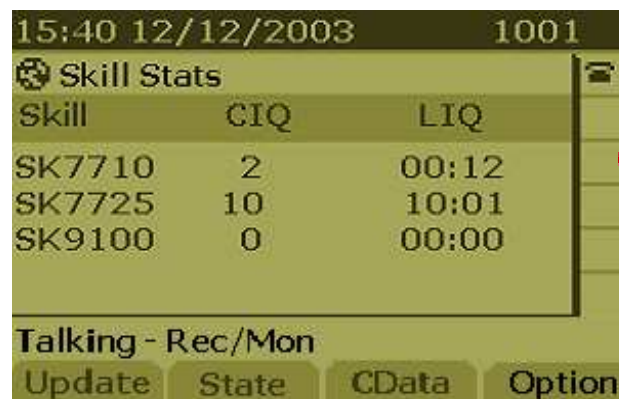
- Easy to use standards-based tools to manage contact lists and improve contact center productivity
- Skill groups run dedicated or blended
- Screen Pop via CAD task buttons
- Ensures agent available prior to placing the call
- Agent buttons to accept, skip, reject the previewed call

Cisco IP Phone Agent

1. Agent State Control
2. Caller Data
3. Queue Statistics
4. Hot Seating via Extension Mobility
5. Work Wrap-Up Codes*#
6. Agent Initiated Recording*



Queue activity



Powerful Features Independent of a PC

* Enhanced and Premium only
Express releases 5.0 and 7.0 only

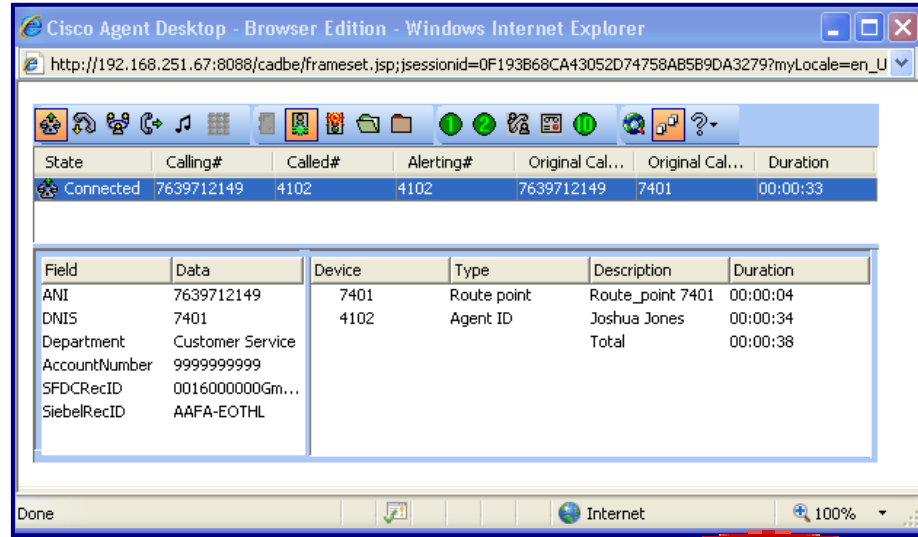
Refresh screen

Change Agent State

See Caller Data

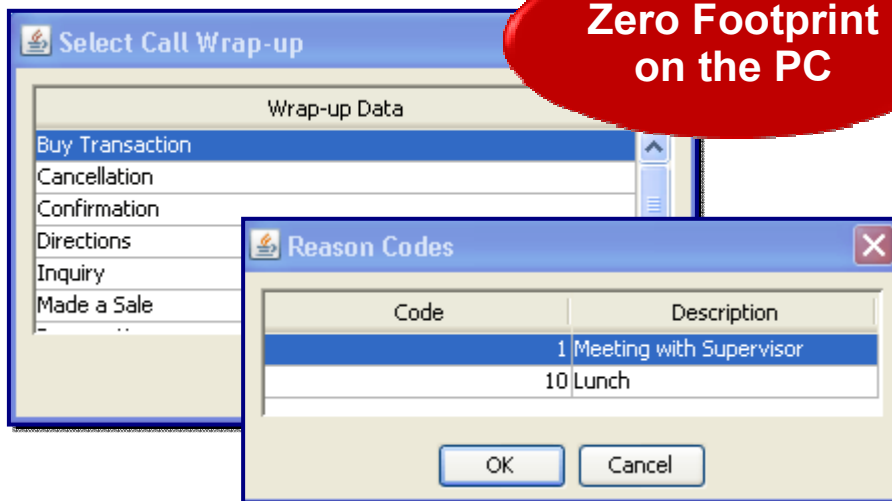
Record Call

Cisco Agent Desktop Browser Edition

A screenshot of the Cisco Agent Desktop - Browser Edition interface running in a Windows Internet Explorer browser. The browser address bar shows a URL starting with http://192.168.251.67. The interface displays a call log table and a detailed call information table.

State	Calling#	Called#	Alerting#	Original Cal...	Original Cal...	Duration
Connected	7639712149	4102	4102	7639712149	7401	00:00:33

Field	Data	Device	Type	Description	Duration
ANI	7639712149	7401	Route point	Route_point 7401	00:00:04
DNIS	7401	4102	Agent ID	Joshua Jones	00:00:34
Department	Customer Service			Total	00:00:38
AccountNumber	9999999999				
SFDCRecID	0016000000Gm...				
SiebelRecID	AAFA-EOTHL				



**Zero Footprint
on the PC**

1. Browser Edition client
can operate on
Windows and Linux
operating systems

Firefox and Internet
Explorer

2. Support Reason /
Wrap-Up Codes

3. Coordinated screens
pops via http into
external browser

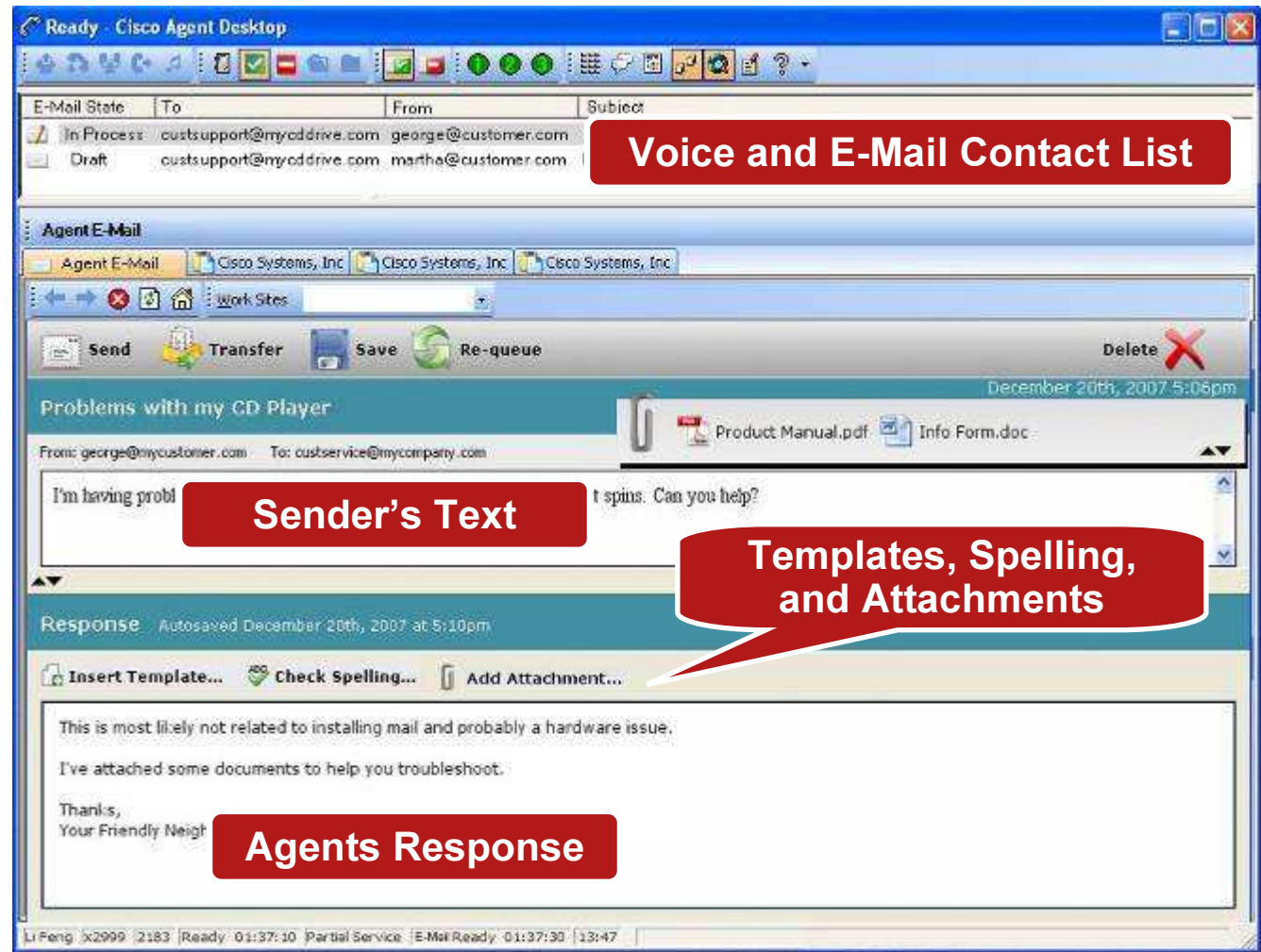
Agent E-Mail

- Included in Premium
- Entry-level email solution
- Addresses market that need contact-center email management but does not require an extensive set of features
- Support MS Exchange 2003/2007
- Provides email distribution, queuing, management, reporting
- Integrated with CAD, CSD and CDA



Agent E-Mail

1. Provides a core feature set for managing contact center e-mails
2. Distributes e-mails to agents
3. Sends responses from the contact center to the customers
4. Reports on e-mail activity.



Agent E-Mail

Voice ACD and E-Mail States



1. Agents mix and match voice and e-mail states as desired
2. If voice state is "Ready," then e-mail processing can be interrupted by an ACD voice call

Desktop focus automatically changes to voice display

CAD auto saves e-Mail to "draft" and places agent in Agent E-Mail "Not Ready" state

3. Agent can resume E-Mail processing at any time
4. CAD accurately tracks agents' state

Agent E-Mail

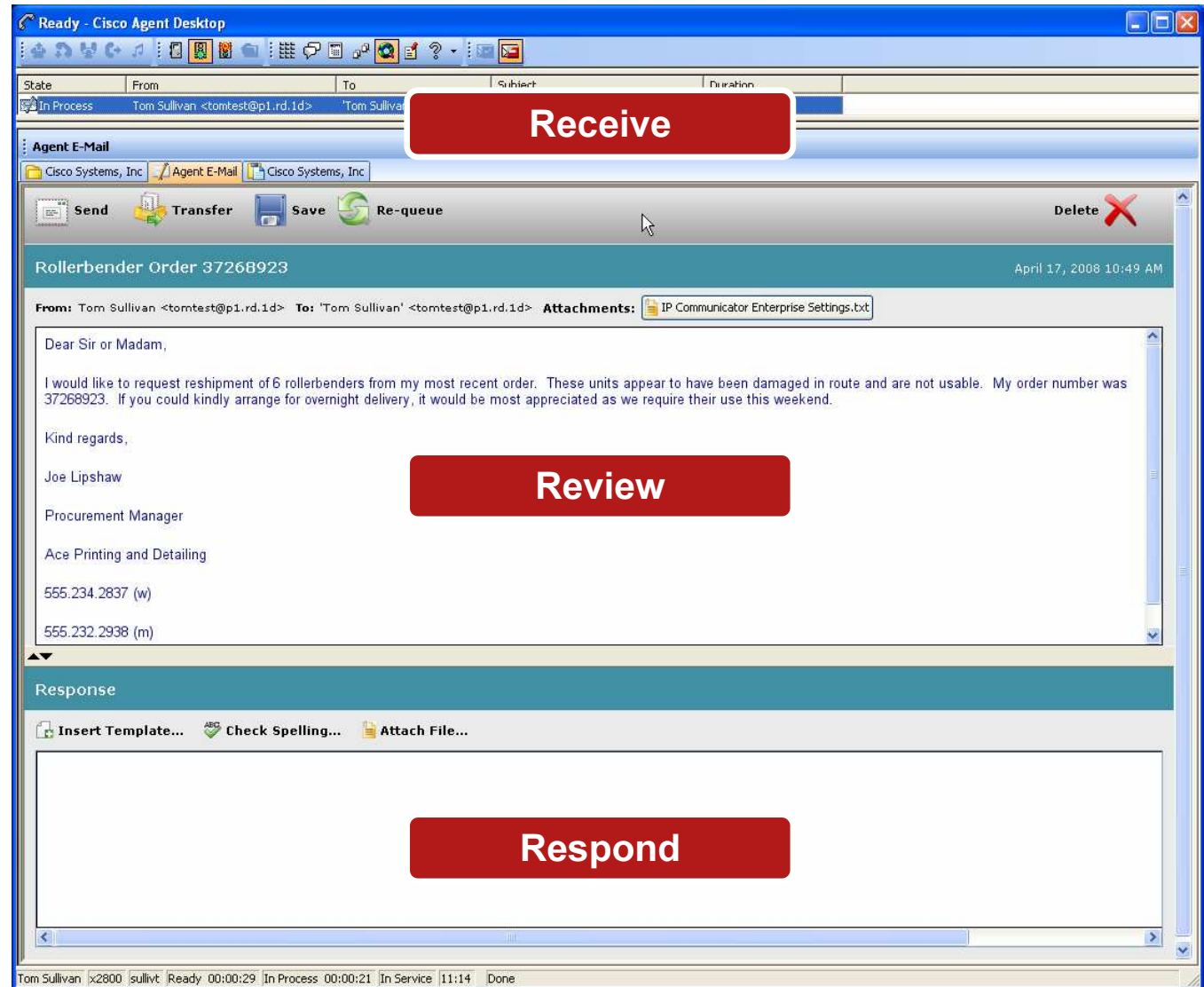
Processing E-Mail

1. Agents can:

Receive one or multiple e-mail contacts

Review each e-mail's content and attachments





Respond with a combination of templates and composed material.




Agent E-Mail

Reviewing E-Mail

Send, Save, or Place in Queue

 **Send**  **Transfer**  **Save**  **Re-queue**

Rollerbender Order 37268923

From: Tom Sullivan <tomtest@p1.rd.1d> **To:** 'Tom Sullivan' <tomtest@p1.rd.1d> **Attachments:**  IP Communicator Enterprise Settings.txt

Dear Sir or Madam,

I would like to request reshipment of 6 rollerbenders from my most recent order. These units appear to have been damaged in route and are not usable. My order number was 37268923. If you could kindly arrange for overnight delivery, it would be most appreciated as we require their use this weekend.

Kind regards,

Joe Lipshaw

Procurement Manager

Ace Printing and Detailing

555.234.2837 (w)

555.232.2938 (m)

Sender's Attachments

Sender's Text

1. The E-Mail content appears in HTML
2. The agent can transfer to a more appropriate queue or transfer back to the existing queue.
3. E-mail's attachments are easily accessible

Agent E-Mail

Composing E-Mail Response

Use Templates

The screenshot shows an email composition window titled "Response" with a status bar indicating "Autosaved April 17, 2008 10:41 AM". The window has three buttons at the top: "Insert Template...", "Check Spelling...", and "Attach File...". A "Pete Template" is being inserted into the email body. The text in the body reads: "Thank you for calling our attention to your defective order number 37268923. As you requested, we are overnighting 6 new rollerbenders via express courier. We anticipate that you will be satisfied with this order, please do not hesitate to notify us immediately via e-mail or telephone. Sincerely, Tom Sullivan, Customer Service Representative, Rockcoast Rollerbenders International, 1.800.328.38478". A red box labeled "Attach Files" is overlaid on the right side of the email body. A red box labeled "Check Spelling" is overlaid on the left side of the email body, pointing to a spelling correction dropdown menu. The dropdown menu shows the word "overnighting" with a red squiggly line underneath it, and a list of suggestions: "overnight", "overnights", "overhang", "overnighter", "over nighting", "overprinting", "overnighters", "Ignore All", and "Add".

1. Customer defined templates can be inserted throughout the response
2. Agents see and correct misspellings while typing text*
3. Agents can attach multiple files as necessary

**Single Byte Languages only*

Agent E-Mail

Agent E-Mail Reports

1. Real Time Displays updated to include E-Mail metrics

Current Queue totals

E-Mail State Log

Detailed log of E-Mail activity

Summary of E-Mail activity

The image displays four screenshots of the 'Agent Real Time Displays' application, each showing a different view of E-Mail metrics and logs.

Top Screenshot: Contact Service Queue Statistics

Calls Waiting	Current Oldest	E-Mails in Queue	Oldest E-Mail in Queue
0	00:00:00	1	00:03:40

Second Screenshot: Agent ACD State Log Display

Start Time	Agent State	Wrap-up Data	Reason Code	State Duration
14:31:07	E-Mail Ready		0	00:00:01

Third Screenshot: Agent E-Mail Log Display

E-Mail Retrieve Time	Status	Close Time	Processing Duration	On Desk Duration	To	From	Subject	CSQ
7979:31:12	Sent	7979:31:53	00:00:45	00:00:41	2003qatest5.1@	Mike Test <mikel to 5.1... at 2:15		0
7980:32:06	Sent	7980:32:30	00:00:26	00:00:24	2003qatest5.7@	Tom Sullivan <to agent e-mail test fr		0
7980:37:24	Sent	7980:37:45	00:00:25	00:00:21	2003qatest5.7@	Tom Sullivan <to RE: agent e-mail te		0
7980:42:36	Sent	7980:43:09	00:00:37	00:00:33	2003qatest5.7@	subbutest <subbi 2003qatest5.7@p1		0
7981:01:44	Sent	7981:01:56	00:00:15	00:00:12	2003qatest5.7@	subbutest <subbi 2003qatest5.7@p1		0
7981:06:26	Sent	7981:06:42	00:00:20	00:00:16	2003qatest5.7@	tomtest <tomtest 2003qatest5.7@p1		0

Bottom Screenshot: Agent E-Mail Detail Display

E-Mails Retrieved	E-Mails Transferred	E-Mails Requested	E-Mails Sent	E-Mails Deleted	Total In-Process Time Sent E-Mails	Average In-Process Time Sent E-Mails	Maximum In-Process Time Sent E-Mails
17	2	1	14	0	00:13:19	00:00:57	00:03:25

Real Time Display: Active

Agent E-Mail

Cisco Supervisor Desktop

Contact Service Queues

- Voice
 - csq6500
 - csq7000
 - csq7500
 - csq8000
 - csq8500
- ☒ Email
 - em1000
 - em2000
 - em3000
 - em4000

Real Time Displays

Contact Service Queues - Statistics Display

CSQ	Agents	Processing	Ready	Not Ready	Oldest in Q	Total Emails
em1000	3	1	1	1	0	0

Agent	Voice State	Duration	Reason Code	Email State	Duration	Reason Code	CSQ
Barbara McAgent	Not Ready	00:00:00	Break	Ready	00:00:00		
Donald Norris	Talking	00:00:00		Not Ready	00:00:00	Talking	csq6500
Ellie Peterson	Ready	00:00:00					

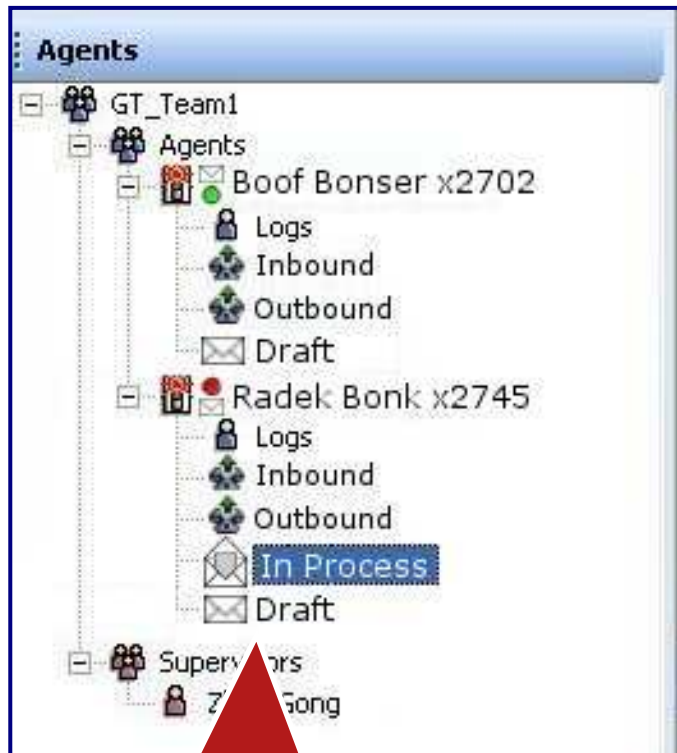
Navigate E-Mail CSQs

Coordinated delivery of Summary and Detail Real Time Reports

- New Integrated E-Mail Real Time Reports
 - E-Mail CSQ – Team Summary / Summary
(displays e-mails volume by queue)
 - E-Mail CSQ – Detail
(displays agent-by-agent breakdown of e-mails volume by queue)

Agent E-Mail

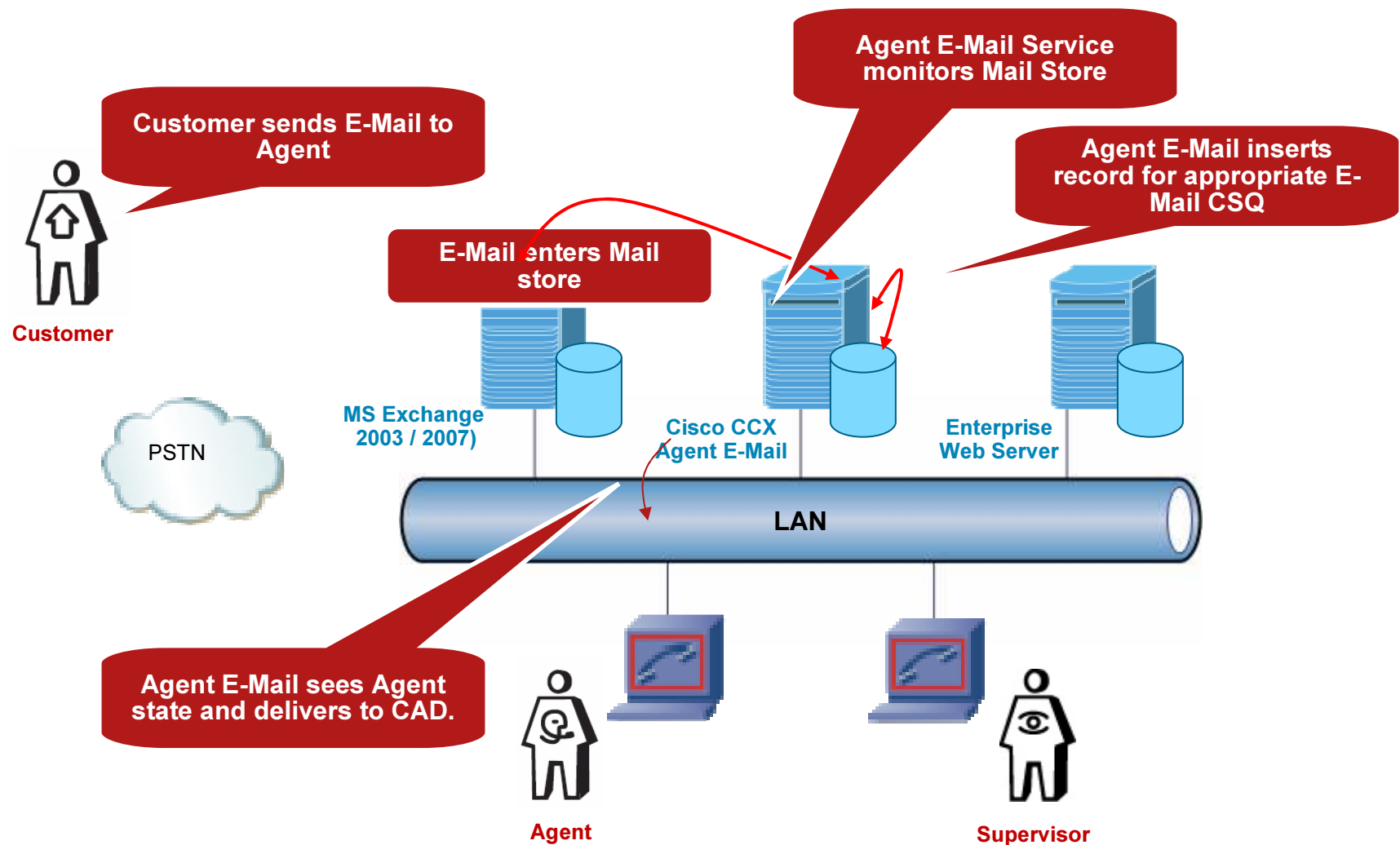
View Agent Activity on CSD



Agent E-Mail activity per contact

- Enhanced and New Reports provide Supervisor visibility to agent's E-Mail activity
 - Agent - Team Summary
(total e-mails presented and responded to by the team)
 - Agent - Team State
(agent by agent e-mail state for the team)
 - Agent – Agent vs. Team Summary (includes e-mail statistics for agent and team)
 - Agent Contact – E-Mail
(New Report that displays header information of draft and processed agent e-mails.)
 - Agent Logs – State
(includes agent's e-mail states commingled with voice states.)
 - Agent Logs – E-Mail
(New Report that displays a record of the e-mails that the agent retrieved)

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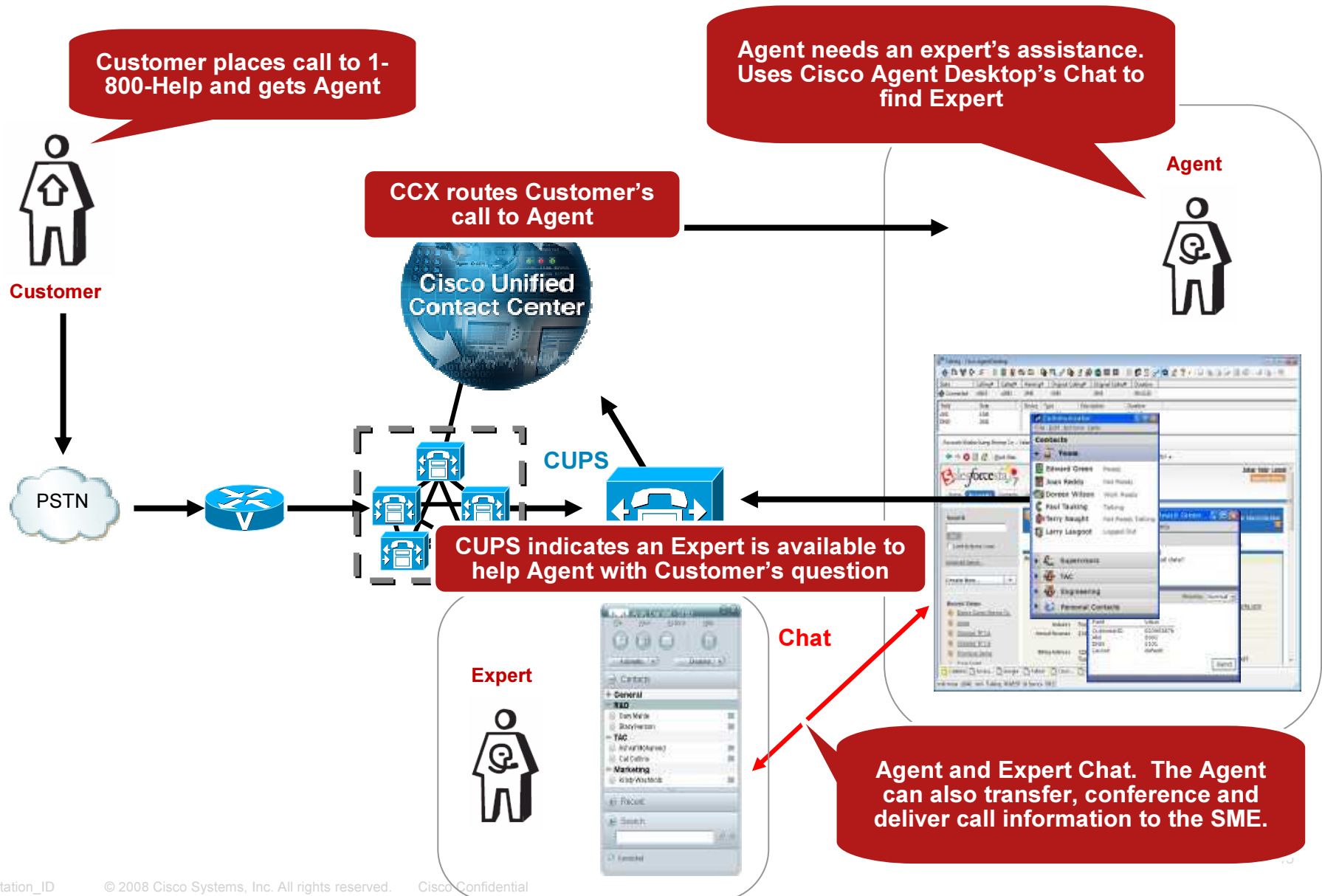
Presence Integration

- CAD is integrated with Cisco Unified Presence (CUP)
- Included in all packages
- Allows agents to chat with subject matter experts (SMEs)
- Facilitates transfer and conference to SMEs
- Facilitates transfer of enterprise data



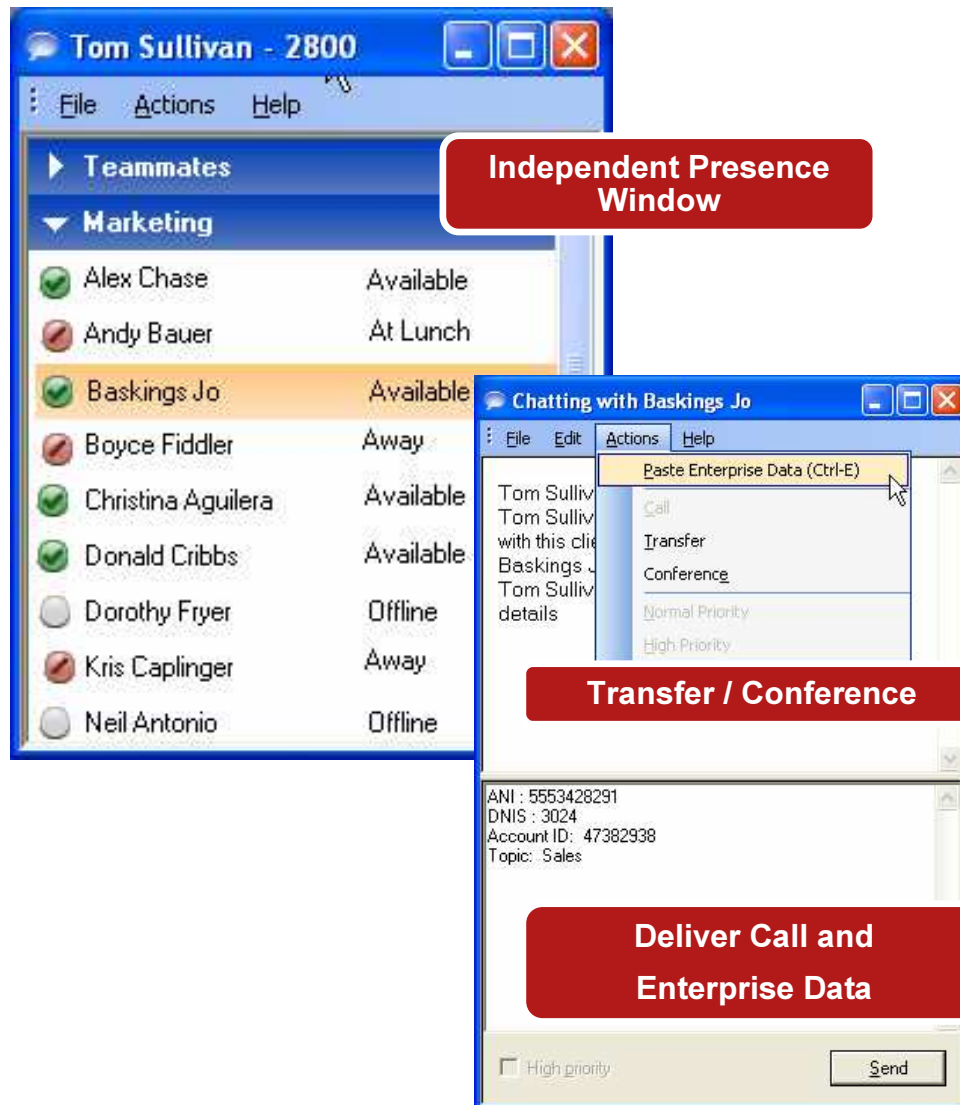
CUP Integration

Typical Use-Case Scenario



CUP Integration

Communicating with Subject Matter Experts



1. Agents and Supervisors see “Subject Matter Experts” (SMEs) who use Cisco Unified Presence Communicator (CUPC).
2. Agents can initiate chat sessions with SMEs
3. Administrators control visibility of contacts
4. Presence selection window is independent and updated with the latest Agent CTI state and SME Presence State.

Cisco Contact Center Express ...

A Complete Solution for ALL Contact Center Needs



- **Voice:** both inbound and outbound voice
- **Agent Email:** Entry Level email solution (Premium option)
- **Presence:** Allows agents to easily find Experts. Facilitates chat, conference and transfer to SMEs
- **Email and Web:** Comprehensive email and web collaboration (Premium option)
- **Three packages** to fit your needs today and to provide growth for tomorrow
- Support for **Cisco Unified Communications Manager** and **Communications Manager Express**

