



New Features in Contact Center Express and Enterprise 9.0

Compiled by and Additional notes by
Marty Griffin – Sunset Learning Institute Unified Contact Center Instructor

Contact Center Express: 9.0 Updates

External Web Chat

Web chat is now an additional customer collaboration channel. Agents can now chat with other agents, supervisors, internal subject matter experts and, external customers.

Functionality

There are two choices for routing algorithms:

- Most skilled agent
- Most idle agent

Additional historical and real time reports

Transcript retention and retrieval

Ability to allocate/not allocate chat contact while agent is on voice call

Configurable “agent no answer” and “chat idle timeout”

Packaging Features

Entry level integrated Web Chat functionality included with Premium seat

Web Chat will require separate server to host SocialMiner

Browser based agent and supervisor interface accessible in integrated browser of CAD/CSD

Cisco Unified Intelligence Center

Cisco offers Next Generation Web 2.0 Reporting for CCX 9.0. Reports are based on traditional HR reports and will evolve into custom reports in CCX 9.5.

Functionality

Thin client browser-based solution

Cisco Unified Intelligence Center (Standard version) co-resident with Unified CCX for Historical reports

Included with Unified CCX Standard, Enhanced, and Premium packages at no cost

Option to switch between HRC and CUIC in 9.0

Support all of the existing out-of-the-box HRC reports

User management integrated with CCX

Sunset Learning Institute

www.sunsetlearning.com | 888.888.5251

Authorized Cisco Learning Partner Specialized





Cisco Unified Intelligence Center Benefits

- Customized views, thresholds on reporting data
- Scheduling enables report and data distribution via email
- Permalinks enable one-click access to reporting data
- Audit Trail report to track reporting activity by administrator

Visual Customization Built-in

- Create graphical views to existing reports (charts, gauges)
- Rearrange column fields, rename fields, add headers
- Provide additional groupings, summarizations and sorting
- Add thresholds to identify compliance violations

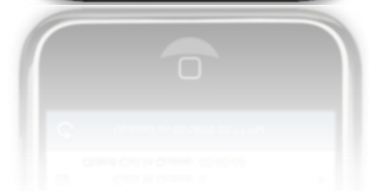
Cisco Mobile Supervisor

Supervisors can view subset of real-time reports available on a Cisco Supervisor Desktop on an iPhone or iPod Touch. Reports include:

- CSQ Summary Report
- CSQ Detail Report
- Agents Team State Report
- High level information for team CSQs

Functionality

- Mobile Supervisor can dynamically respond to changing situations from any location
- Can change an agent's state
- Mobile supervisors can stay connected with their team to positively impact the contact center business
- Set CSQ alert thresholds, based on which icons for the CSQ change
- Compatible with iPhone OS 3.0 or later (Apple iPhone and iPod Touch and iPad)
- Mobile Supervisor is available on the Apple AppStore





Mobile Skill Manager

Browser based application for mobile devices. This application is supported on:

- Apple iOS 5.x
- Android 2.2 and above

Functionality

The Mobile Skill Manager allows supervisor to

- Add a new skill
- Delete a skill
- Assign/Modify skill for an agent
- Modify competency of agent

Available within corporate network or over VPN with sufficient bandwidth

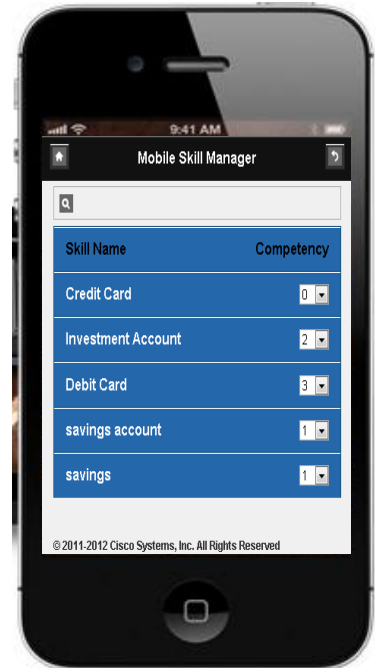
UCCX 9.0 Version Compatibility

Cisco Unified Contact Center Express is compatible with the following product versions:

- Cisco Unified Communications Manager 9.0(1), 8.5 (1) SUx, 8.6xSUx
- Cisco Unified Communications Manager Business Edition 6000 -9.0(1), 8.5 (1) SUx, 8.6xSUx
- Unified CCE / Unified ICME Version 8.5(1), 9.0(1)
- CUP 8.5 (4), 8.6 (1), 9.0(1)
- ISR Gateway (28XX, 29XX, 38XX, 39XX) with IOS version 15.1(3) T and above
- SocialMiner (9.0)

See Unified CCX Compatibility Matrix for complete list:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/crscmtx.pdf





Cisco SocialMiner

Overview

Enable proactive customer service by queuing and assigning customer posts to appropriate staff. Complements brand monitoring dashboards

Features

Cisco SocialMiner introduces the following features:

- Social media campaign management
- Conversation history for social media and traditional care channels
- Social media care metrics
- Optional Integration with full suite of Cisco Collaboration Tools: Quad, Show and Share, Pulse

SocialMiner Architecture

All-in-one Software Appliance

Linux Operation System
Apache Tomcat Web Server
Cassandra Datastore
Informix Reporting Database

Cisco Provided OVA Template (Required)
Any server platform
Virtualization

Interfaces and Services

OpenSocial Gadgets

Application Interfaces

- Web Services
- Gadget Container
- REST APIs



Cisco Packaged Contact Center Enterprise 9.0

Overview

Packaged CCE is a pre-packaged all-in-one contact center solution for medium and large sized contact centers up to 1000 agents. It combines automatic call distributor (ACD) functionality with IP telephony in a unified solution, enabling Contact Centers to rapidly deploy either single site or distributed contact center infrastructures.

Packaged CCE Features

- Single Server Rich Voice ACD, two servers required for redundancy, virtualized on UCS C-Series
- Up to 1000 agents, Outbound 250 agents, Mobile 250 agents
- Simplified Web based day to day Administration (with APIs)
- Intelligent Deployment & Capacity Management
- Precision Routing which provides agent selection based on skills assigned to agents
- Whisper announcement
- Agent Greeting
- Courtesy Callback
- CVP Reporting
- Post Call Survey
- CM-based silent monitoring
- Inbound and Outbound Contacts
- Cisco Intelligence Center Reporting
- 13 months of historical data
- Database Integration via CVP
- Back-office phones support
- Call Control (Communications Manager for Contact Center Only)
- Self Service – CVP Included
- Agent Desktops – Finesse or CTIOS



Options Available for Packaged CCE (requires additional servers, charges)

- Recording
- Multichannel EIM / WIM (up to 250 agents), web, chat, email
- SocialMiner
- CRM Integration
- CTI Integration for 3rd party Recording, Wallboards, Workforce Management
- MediaSense
- External AW/HDS/DDS for extended data retention, 3rd party integration, or WFM
- Automatic Speech Recognition and Text-To-Speech (ASR / TTS)
- CTI OS based Silent Monitoring (required for SPAN-based Silent Monitoring only)

Packaged CCE 9.0: Caveats

- CUIC Templates - same templates as CCE, including CMS templates
- CRM Strategy - CTI OS APIs or the CTI Server integrates into a CRM. Finesse gadget based integration (investigating supporting CTI based connectors in near future)
- Outbound Supported in 9.0 - SIP dialer only (early numbers 250 agents, 100 campaigns, subject to change at FCS)
- Back-office devices on included UCM - max 2000 devices are registered (CUCM) maximum of 1000 are processing calls
- WFM integration - Need external AW/HDS for data feed
- CAD, CCMP, ICM-ICM, Parent/Child – Offered in UCCE product only. No plans to support on PCCE
- CUIC Premium - Need to procure CUIC Premium license, apply on CUIC on-box
- Migration PCCE to UCCE – PCCE to Enterprise requires re-install based on sizing guidelines.
- Migration UCCX to PCCE - No migration program planned from UCCX to Enterprise platform.