



UCCE 10

Bruce Wilkinson

bwilkinson@sunsetlearning.com



What's New

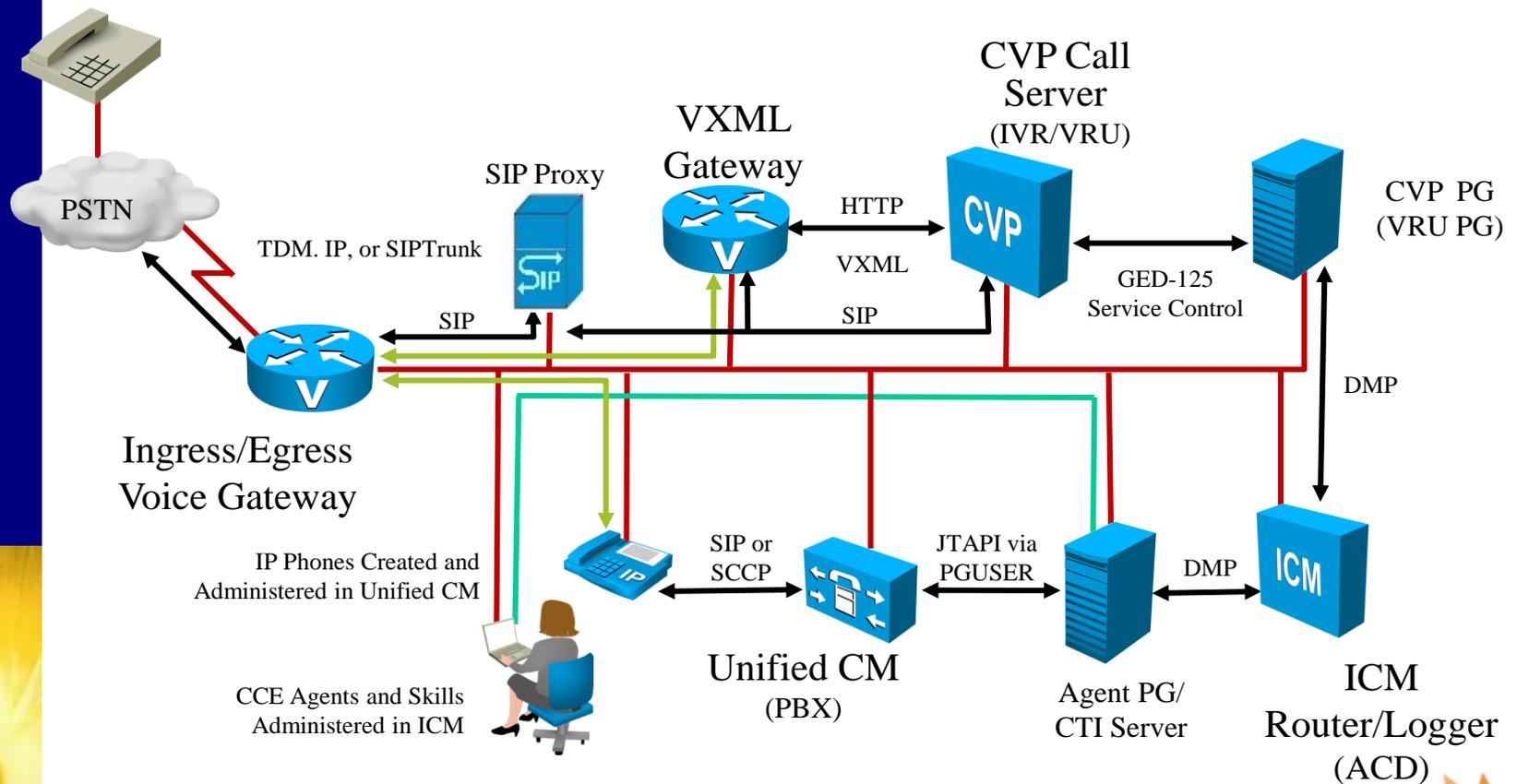
- ▶ What's new in UCCE 10
 - A brief look at some of the more interesting bits
- ▶ What's new in UCCE 10 training?
 - 3 Classes
 - “Teaching” Labs approach
 - CVP focus



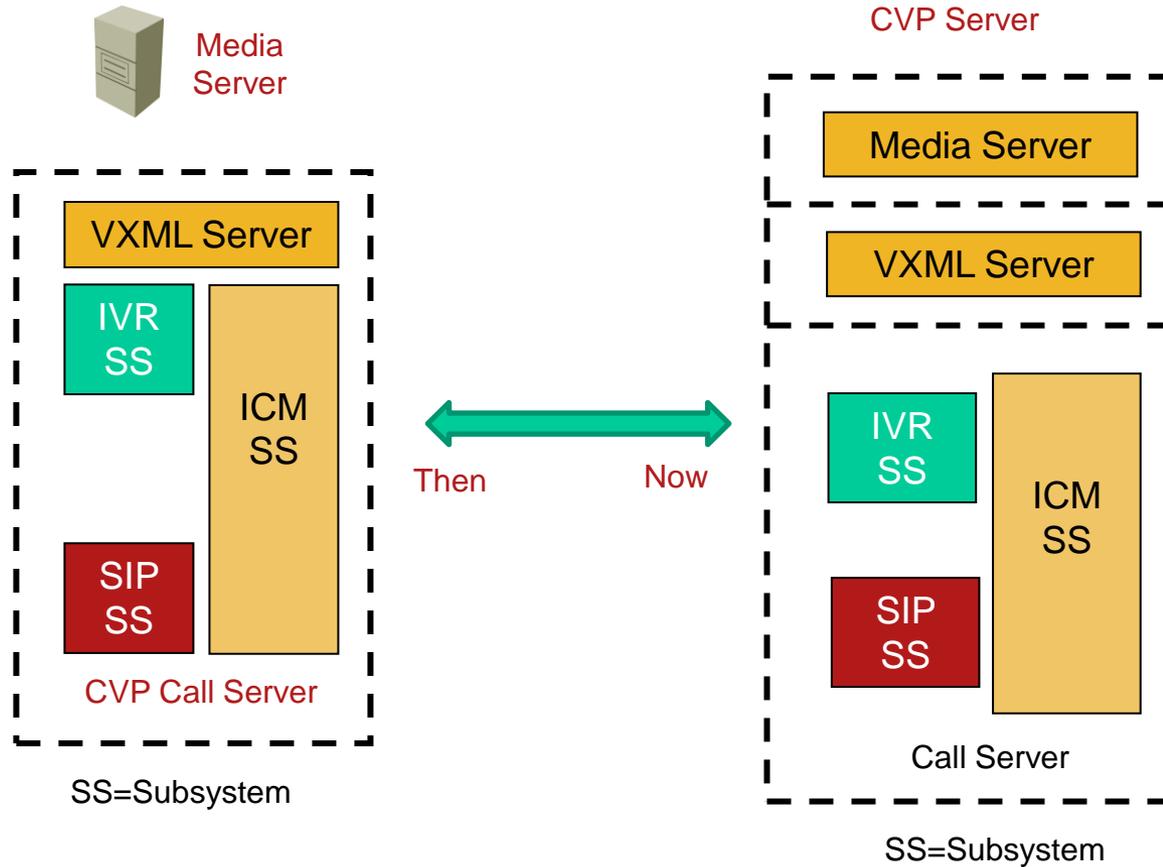
Before we start

UCCE-CVP COMPONENTS

- Ethernet (physical) connection
- ↔ Signaling (logical) connection
- ↔ RTP (Audio)
- CTI



Some changes in the packaging



What's New in UCCE 10 ?

'New' features provided after UCCE V8.X:

- Virtualization
- Finesse Work flows
- Packaged CCE
- Web Administration
- Precision Queue
- Congestion control
- Dynamic call types
- Studio / VXML Updates
- Departments (Only for PCCE or CCMP)



What's New in UCCE 10 (Cont.)

'New' features provided after UCCE V8.X:

- Agent Greeting
- Whisper Announcements
- Agent Request API
- Reporting Intervals
- Multiline
- Diagnostic framework



Virtualization Support

- Virtualized support from v8.3
- Virtualized-only starting from v10 onward

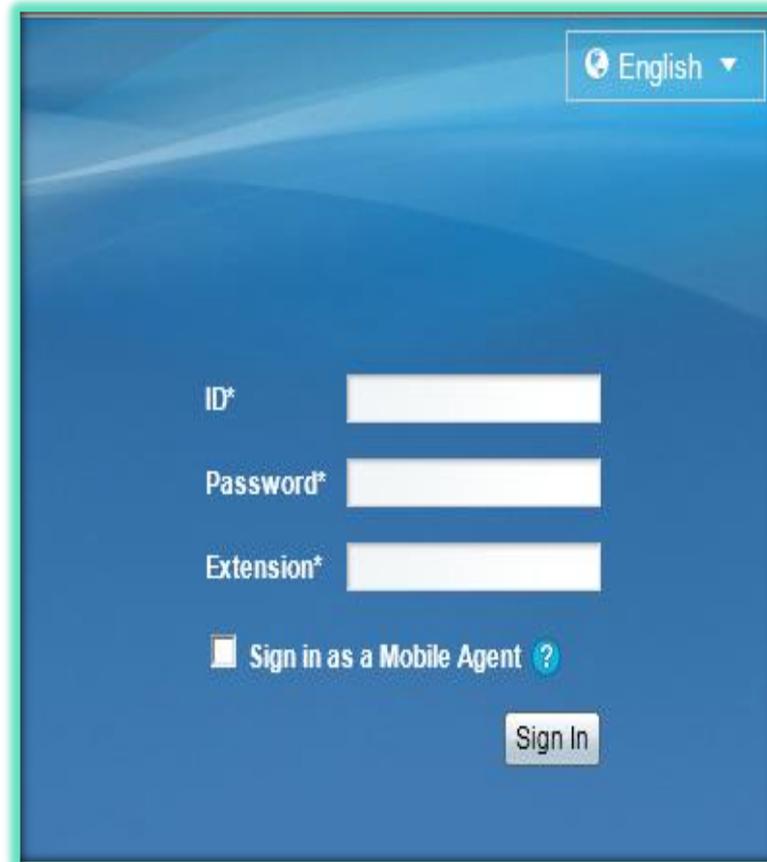
http://www.cisco.com/c/en/us/td/docs/unified_computing/ucs/overview/guide/UCS_roadmap.html



http://www.cisco.com/c/en/us/td/docs/unified_computing/ucs/overview/guide/UCS_rack_roadmap.html

Finesse

- ▶ Browser-based (https://<server ip>)



The screenshot shows the Finesse login page with a blue background. In the top right corner, there is a language selection dropdown menu set to "English". Below this, there are three input fields for "ID*", "Password*", and "Extension*", each with a corresponding label to its left. Underneath the input fields, there is a checkbox labeled "Sign in as a Mobile Agent" followed by a question mark icon. At the bottom right of the form area, there is a "Sign In" button.

Finesse Agent Desk Top

Agent Joe Sales (442112) - Extension 1999
Ready

Home Manage Call

Agent Joe Sales (442112) - Extension 1999
Reserved

Home Manage Call

Call Data: Sales Inbound 3035552006

Account Number: 2541
PV1: Sales Inbound

Sign Out

Answer

Send Error Report

Agent Joe Sales (442112) - Extension 1999
Talking

Home Manage Call

Call Data: Sales Inbound 3035552006

Keypad Hold Consult Direct Transfer

Account Number: 7458
PV1: Sales Inbound

© 2010-2013 Cisco Systems, Inc. All rights reserved.

Cisco Finesse Workflows

- Customers require a way of triggering **screen pops** or **passing data** to other applications without custom development.
- Finesse 10.0 delivers this functionality via flexible workflows.
- Finesse 10.0 supports the ability to do a browser screen pop or call a REST **API on Finesse** or a **3rd party application**.



Cisco Finesse Workflows

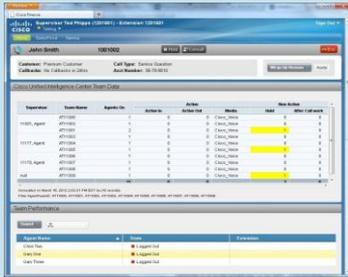
- ▶ <http://<Server IP>/cfadmin>



- ▶ Two Actions supported
 - Browser pop
 - Http request
- ▶ Events Include
 - Call arrival
 - Call answered
 - Call ends
 - Making a call
 - Previewing O/O call
 - Http request

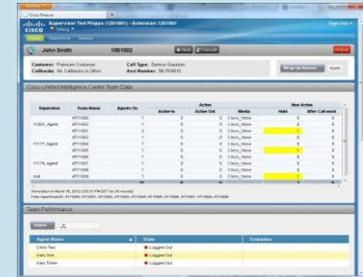
Example Use Case

Agent receives a screen when a call is delivered



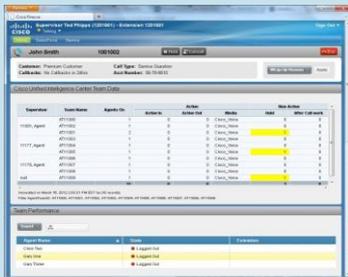
Browser-based CRM

Business Logic in the workflow determines if the caller should get a post call survey.



Finesse Transfer API 

Wrap-Up data is automatically written to a DB or CRM when the call ends



CISCO FINESSE ADMINISTRATION GUIDE RELEASE 10.0(1)

Web Administration

Sign in to Unified CCE Administration - Windows Internet Explorer

https://localhost/cceadmin/

Sign in to Unified CCE Administration

Domain: SUNSETCC.COM

Username:

© 2013 Cisco Systems, Inc. All rights reserved.

Unified CCE Administration

- Home
- Manage
- System

Home	Agent	Call
	Agents	Bucket Intervals
	Attributes	
	Precision Queues	

Precision Queues

Queue to Skill Group		
Skill Group	No.	%
HQ_CUCM.Sales.SG_1		



Queue to Skill Group		
Skill Group	No.	%
HQ_CUCM.Sales99.SG		



Queue to Skill Group		
Skill Group	No.	%
HQ_CUCM.Support.SG_2		

Multiple Skill Groups

V.S



One Precision Queue with 'Steps'

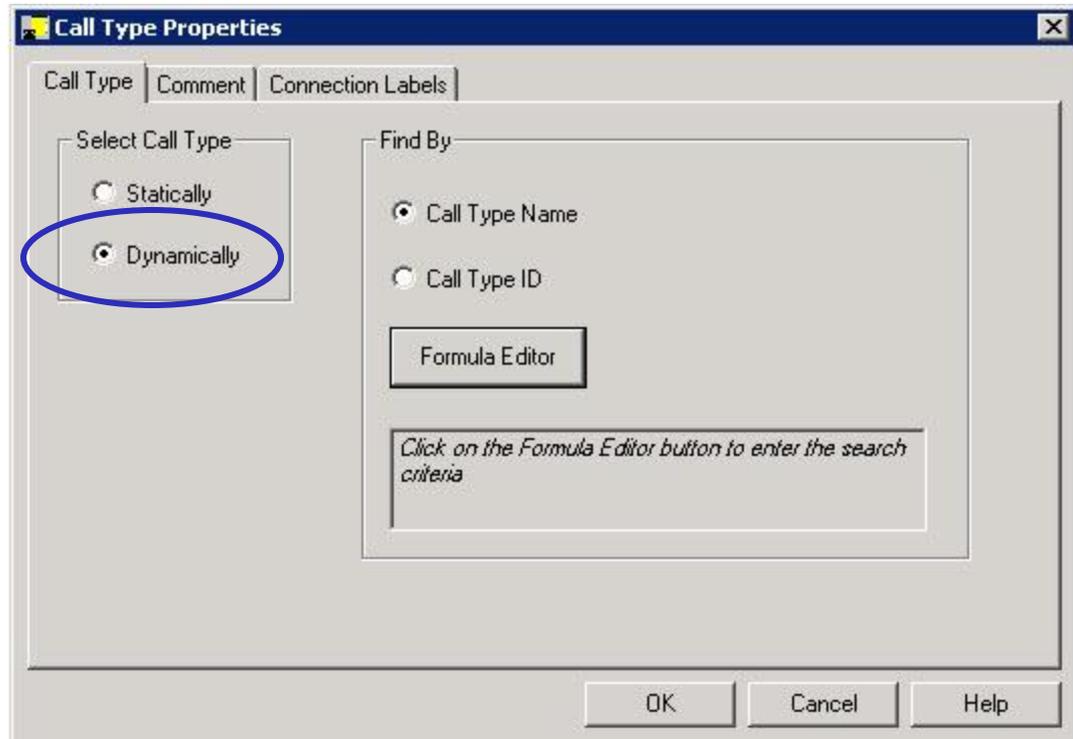
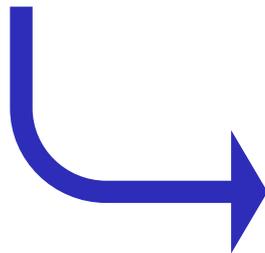


Congestion Control

The screenshot displays the 'Unified CCE Administration' interface. At the top, there are navigation tabs for 'Home', 'Manage', and 'System'. Below this is the 'System Settings' section. Under 'System Settings', there is a 'Congestion Control' section. This section contains several settings: a dropdown menu for 'Treatment Mode' (currently set to 'Terminate with Dialog Fail/RouteEnd'), a text field for 'System Default Label', a text field for 'Maximum Calls Per Second' (with a white arrow pointing to it), and a checkbox for 'Congestion Control Enabled' (which is checked and circled in red). The dropdown menu is open, showing options: 'Terminate with Dialog Fail/RouteEnd', 'Treat call with DN default label', 'Treat call with Routing client default label', 'Treat call with System default label', 'Terminate with Dialog Fail/RouteEnd', and 'Release Message to the Routing client'.



Dynamic Call Types



Department

- ▶ Need to maintain segmentation of business operations
- ▶ Example: Internal outsourcing model
 - Organizations pay central IT for CC agents
 - Each department still needs control over CC business operations



Department (Cont.)

- ▶ Managed access to Script Editor
- ▶ Enables individual departments need to be able to make the following changes via segmented scripting capabilities
 - Skill changes – Traditional SGs and Precision Queues
 - Agent changes – Assign to skills, add/remove agents, etc
 - Routing/scripting changes – Map routing to business rules
- ▶ Note that CCE 9.0 can already address some of this via CCMP* – Department configuration
 - * Contact Center Management Portal

Department (Cont.)

- CCE
 - Leverages existing CCMP
 - Internet Script Editor – Enhanced to handle Department
 - Note: Only CCMP and ISE support Department
- PCCE
 - New Web based configuration tools added for department roles
 - Existing tools modified to support dept. hosting
 - One tier of Segmentation/organization vs Multi-tiers of CCMP



Multiline Support

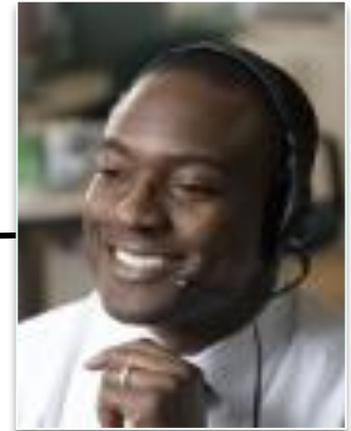
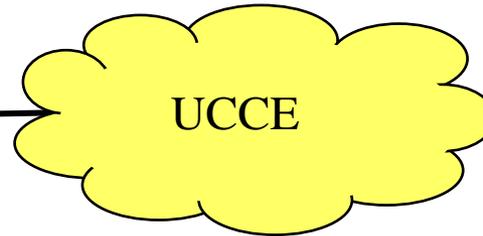
- Supports monitoring and control of second 'Non ACD' line



Agent Greeting

Thank you for calling ACME Insurance. This is James speaking

Auto-Generated greeting.



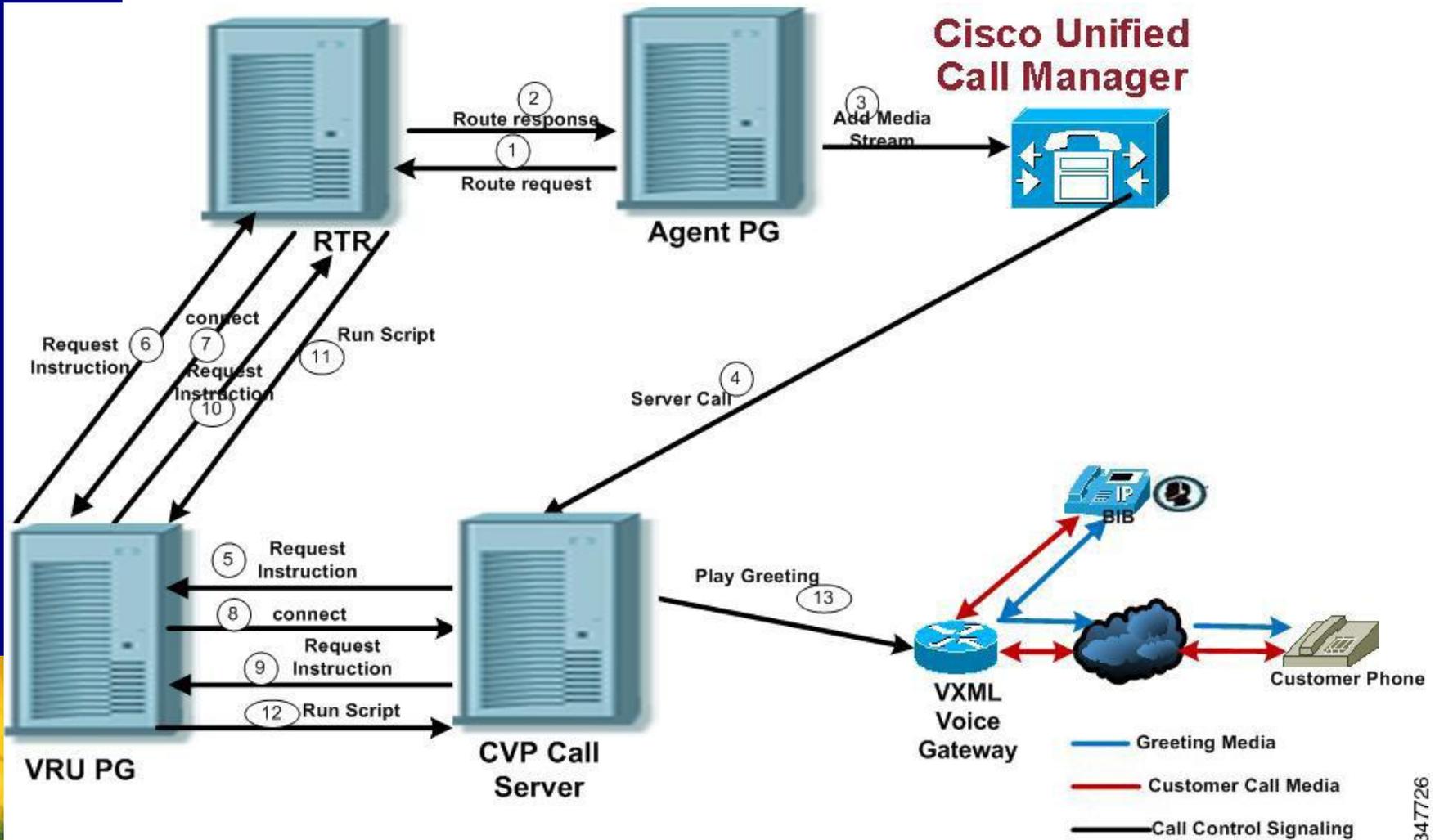
James

Configuration Steps

Five Steps

- UCM - Enable Built-In-Bridge for Agent Phone
- GW – Copy new(er) .tcl scripts, set cache size
- Media Server – Determine file(s) location, enable FTP, set Cache Timeout
- CVP – Media Server functionality, timeouts
- ICM – Configure Microapps, DN's, Call Types, Scripts

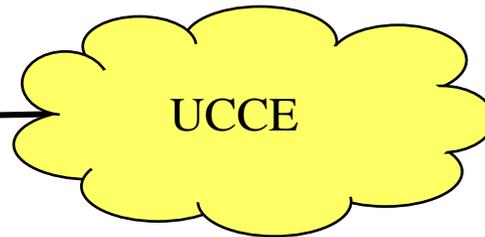
Agent Greeting Call Flow



Whisper Announcement

Auto-Generated Whisper

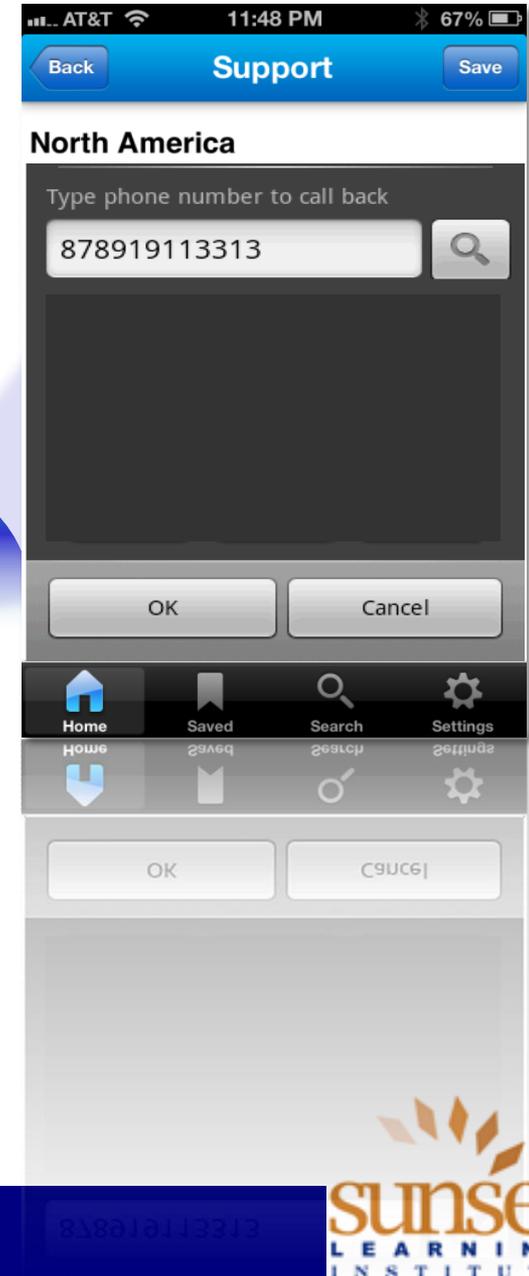
Platinum Sales Call.



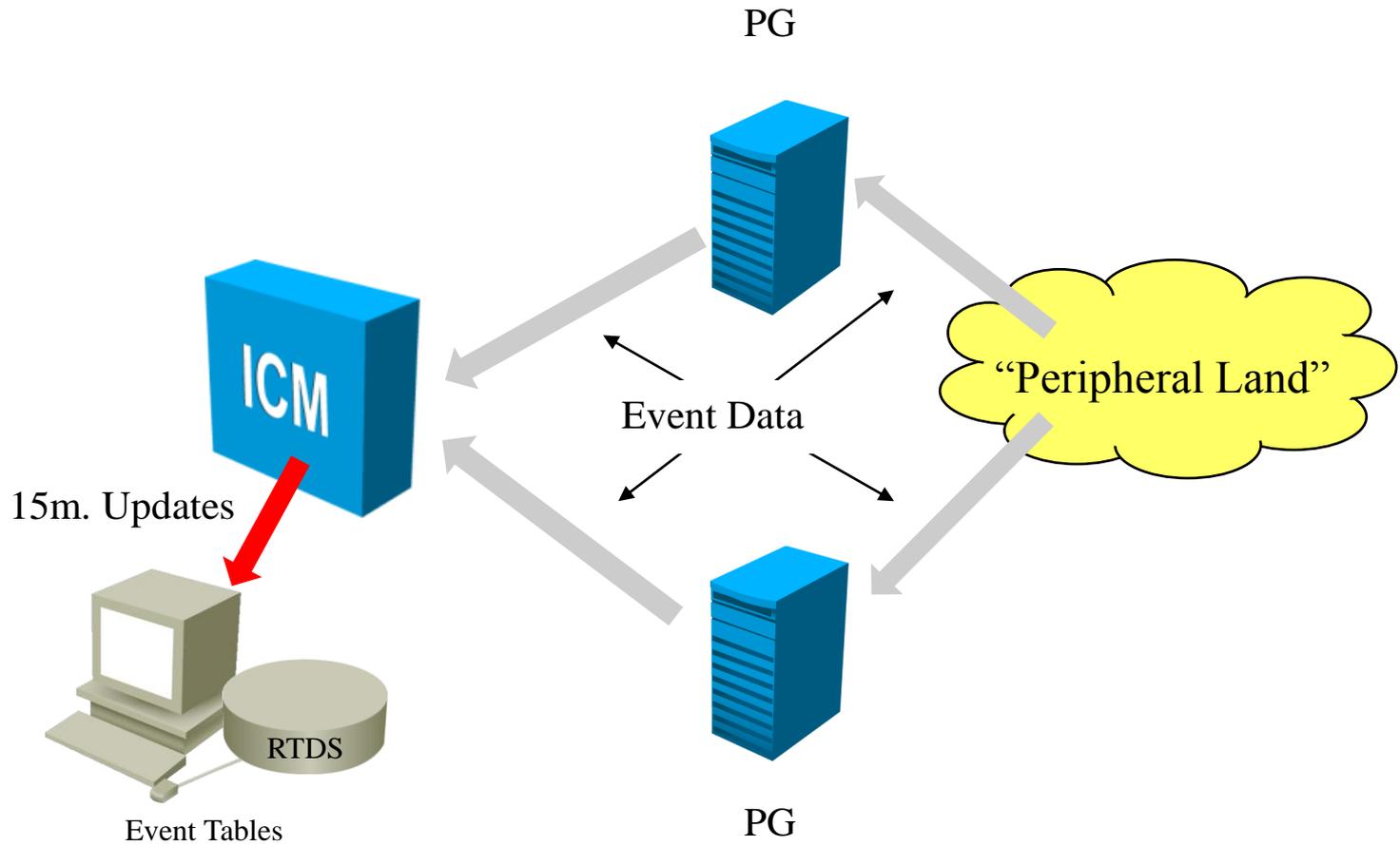
JAMES

Agent Request API

- ▶ Agent Request "API" provides:
 - Any web-enabled application to incorporate a Voice Callback Capability
 - Capture customer information
 - Push estimated wait time to the application
 - Provide ability to cancel agent request (callback)
 - Ability to poll CCE/PCCE for Agent Request status
- ▶ Note: Not supported in parent/child, mobile agent deployments, or in hybrid (CM+TDM) deployments



Reporting Intervals



Sunset UCCE Training Structure



3 Classes

- Administering UCCE Pt1
 - Level one support
 - Adds moves and changes
 - Basic scripting and configuration
- Administering UCCE Pt 2
 - Level 2 support
 - Advanced scripting
 - Implementing new, novel or complex business requirements
 - Trouble shooting and support.
- Deploying UCCE
 - Installation considerations
 - Basic configuration
 - Basic scripting



sunset
L E A R N I N G
I N S T I T U T E



Learning
Specialized
Partner

