



*LET'S  
BUILD  
TOMORROW  
TODAY*

# *Cisco Unified Contact Center Express Update and Roadmap*

Girish Variyath, Product Manager

BRKCCT-1011

# Agenda

## Total Customer Experience

**Connect**



**Engage**



**Optimize**



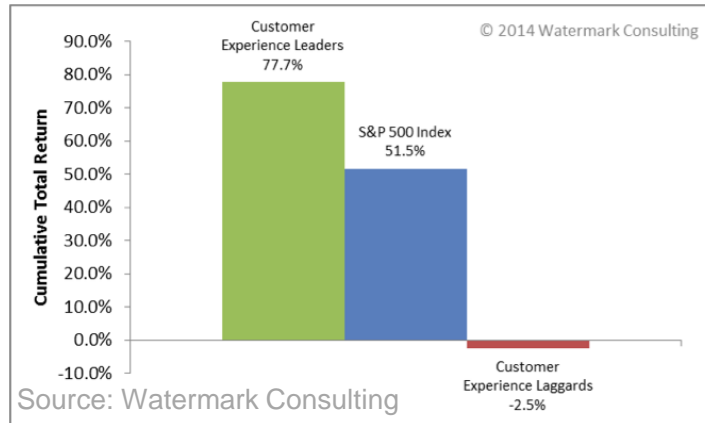
# Why Customer Experience ?

...the only sustainable competitive advantage is knowledge of and engagement with customers.

Source: Forrester Research

## Customer Experience Leaders Outperform the Market

7-Year Stock Performance of Customer Experience Leaders vs. Laggards vs. S&P 500 (2007-2013)



Watermark defines Customer Experience Leaders and Laggards as the top ten and bottom ten rated public companies in Forrester Research's 2007-2014 Customer Experience Index studies. Comparison is based on performance of equally-weighted, annually readjusted stock portfolios of Customer Experience Leaders and Laggards relative to the S&P 500 Index.

86% of buyers will pay more for a better customers experience but only 1% customers feel that vendors consistently meet their expectations

Source: Forbes

70% of buying experiences are based on how the customer feels they are being treated.

Source: McKinsey

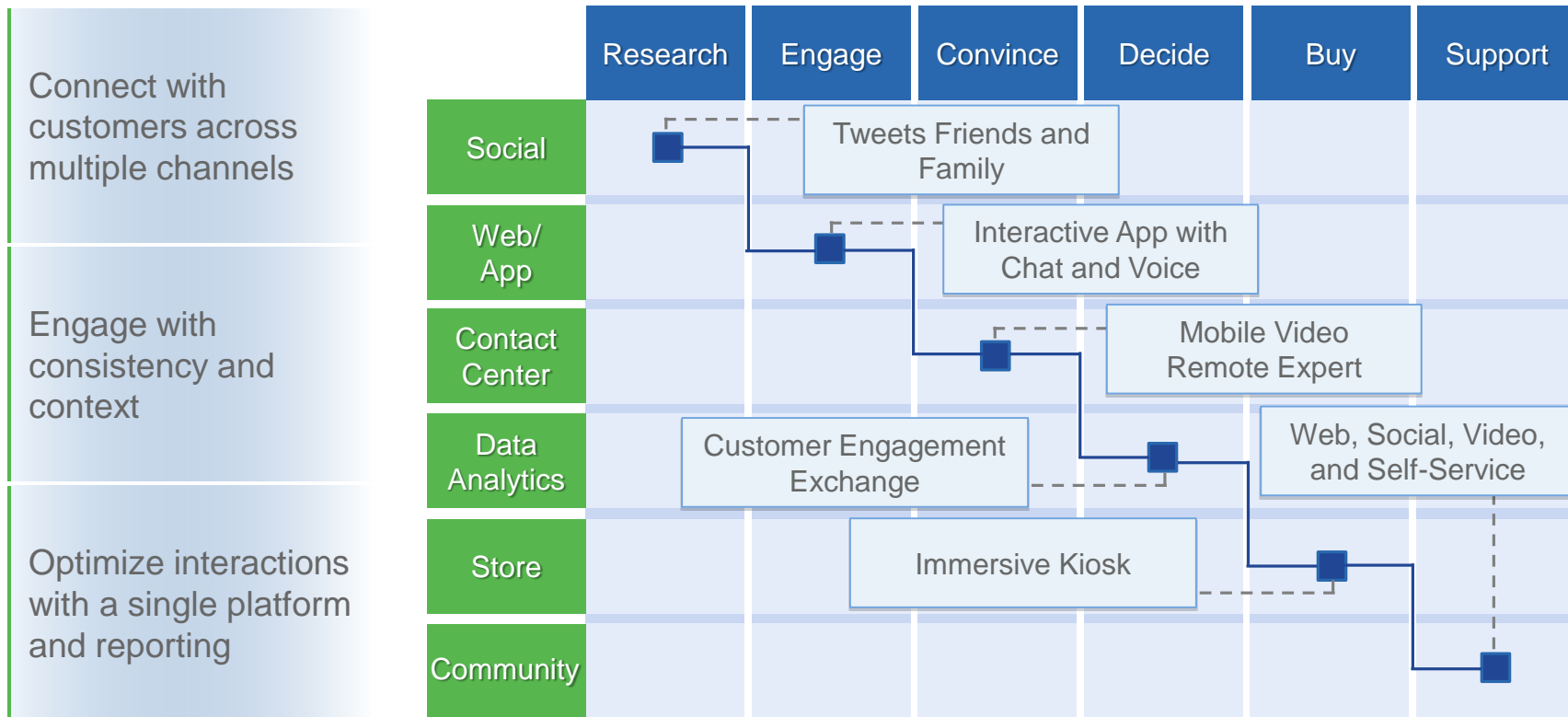
60% of organizations see that customer services will be the top source of competitive differentiation in the next three years.

Source: The Service Council's (TSC) Service Transformation: The Business Case

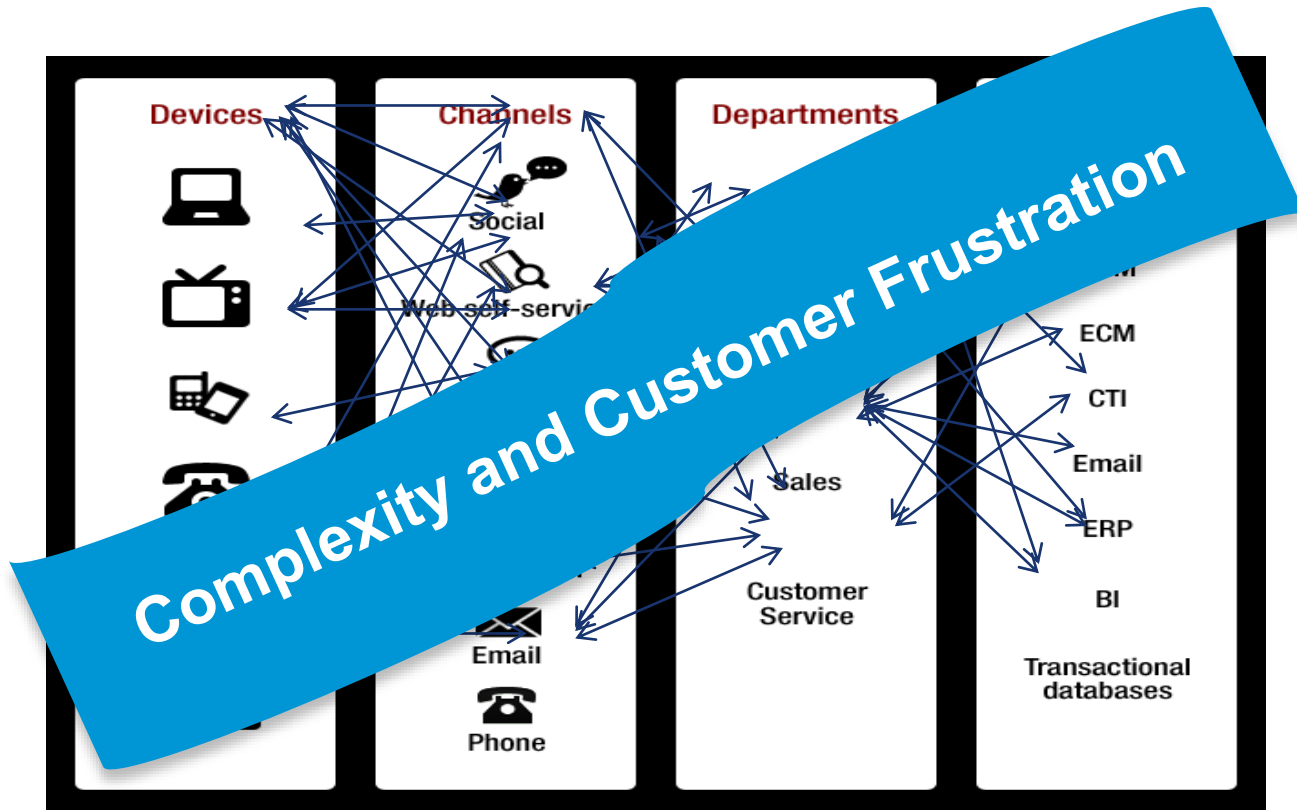
Yesterday's solutions aren't enough. Customers want to be taken care of...  
at any time, in any location, and on any device.



# Total Customer Experience – Moments of Truth



# Point Solutions Creates Outcome Chaos!



# Total Customer Experience

**Connect**

**INTERACT** with clients  
across channels

**Engage**

**EFFORTLESS**  
Experience

**Optimize**

**SIMPLER**  
Integration

Unified  
CCX 10.x

Predictive Outbound  
Multisession Web Chat  
Finesse Email  
Jabber Guest Video

Cisco Finesse  
Integrated Voice, Email &  
Web Chat

Live Data  
Mixed Mode  
CRM Connectors  
E.164, IPv6



# Total Customer Experience

**Connect**



**Engage**



**Optimize**





# *Outbound Agent*

# Outbound Agent

10.5

Connect



- Direct Preview, Predictive and Progressive dialer
  - Available with Finesse
  - Outbound Licenses
  - CAD: only Preview Outbound
- Call Progress Analysis
- Campaign Management
  - APIs
  - Partner products on CDN



CISCO Agent Gopinath K S (gopsk) - Extension 1130  
Reserved (Outbound)

Home My Statistics Manage Call

Reserved for Outbound Calls

Agent Statistics Report

Calls Offered	Calls Handled	Talk Time			Hold Time	
		Avg	Max	Total	Avg	Max
0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

CISCO Agent Gopinath K S (gopsk) - Extension 1130  
Talking

Home My Statistics Manage Call

00:10 | Call Variable 1 5001 | Played Hold

BA AccountNumber: 098878  
BA Campaign: predictive  
Customer Name: Jayaram S  
Time Zone: +0030  
Dialing ListID: 50  
Response Type:  
Call Variable 5:  
BA Status: OUTBOUND  
BA Response:  
Call Variable 6:  
Call Variable 7:  
Call Variable 8:  
Call Variable 9:  
Call Variable 10:

Agent Statistics Report

Calls Offered	Calls Handled	Talk Time	Hold Time	Ready
---------------	---------------	-----------	-----------	-------

Cisco *live!*

# Outbound Agents

## Finesse Gadget

10.5

Connect



Agent Reserved

**Agent Gopinath K S (gopks) - Extension 1130** Reserved (Outbound)

Home **My Statistics** Manage Call

Reserved for Outbound Calls

Agent Statistics Report

Calls Offered	Calls Handled	Talk Time			Hold Time			Ready			Not Ready			After Call Work		
		Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:31	04:56:08	05:15:24	00:01:24	00:02:42	00:07:04	00:00:01	00:00:10	00:00:14

Live Voice Detected

**Agent Gopinath K S (gopks) - Extension 1130** Talking

Home **My Statistics** Manage Call

00:10 | Call Variable 1 5001 Keypad Hold Consult Callback

**BA AccountNumber:** 0980978  
**BA Campaign:** predictive  
**Customer Name:** Jayaram S  
**Time Zone:** +0030  
**Dialing ListID:** 50  
**Response Type:**  
**Call Variable 5:**

**BA Status:** OUTBOUND  
**BA Response:**  
**Call Variable 6:**  
**Call Variable 7:**  
**Call Variable 8:**  
**Call Variable 9:**  
**Call Variable 10:**

Agent Statistics Report

Calls Offered	Calls Handled	Talk Time			Hold Time			Ready			Not Ready			After Call Work		
		Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
0	0	00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:00	00:22:31	04:56:08	05:15:24	00:01:24	00:02:42	00:07:04	00:00:01	00:00:10	00:00:14

Agent State Log Report

Cisco live!

# Outbound Agents

## Scheduled Callback

10.5

Connect



Callback can be scheduled

- On an outbound call
- In wrap-up after an outbound call
- On hold on an outbound call
- Option to edit callback number

Customer's Timezone

Callback Number

Callback Time

Keypad Hold Callback Consult Direct Transfer

Customer Information

Current Time: 5:01:07 PM

Phone Number: 978001

Callback Information

Date and Time: 04:58 PM 01/29/2014

January 2014

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

04 : 58 PM

Cisco live!



# *Web Chat and Email*

# Finesse Web Chat

10.6

Connect



Chat and Email State Control

Multisession Web-Chat

Email

Visual Notifications

Chat Reply Pane

Predefined Responses

Audible Alerts

Live Data and Historical Reporting

120 concurrent sessions

Supervisor Erik Ergen (erike) - Extension 1001  
Not Ready 06:39  
Sign Out

Manage Team Team Data Queue Data Manage Call **Manage Chat and Email** Email Dashboard

**Make a New Call**

Ready for Chat and Email

Manage Chat and Email

Sylvester Stallone  
00:05:24

brad@ccbutme.com  
12/17/2014 3:47 AM

brad@ccbutme.com  
12/22/2014 9:40 AM

**Customer** Sylvester Stallone **Service Queue** IoE\_Chats\_Sales

**Supervisor\_Erik**  
Hello, thank you for contacting IoE. How may I be of assistance today? 9:46 AM

**Sylvester Stallone**  
hello, need help with IoE watch 9:46 AM

**End**

You are connected.

© 2010-2014 Cisco Systems, Inc. All rights reserved. Cisco Finesse v10.6(1) Send Error Report

Cisco *live!*

# Finesse Email

10.6

Connect



Predefined Responses

Attachments

Rich Text Editing

Requeue

Chat and Email  
State Control

Web-Chat

Email

Email Reply Pane

The screenshot displays the Cisco Finesse Email interface for Supervisor Erik Ergen (erike) - Extension 1001. The interface includes a top navigation bar with options like 'Manage Team', 'Team Data', 'Queue Data', 'Manage Call', 'Manage Chat and Email', and 'Email Dashboard'. Below this is a 'Make a New Call' button and a 'Ready for Chat and Email' status indicator. The main area is divided into a left sidebar with a list of messages and a right pane for composing a reply. The email being replied to is from brad@ccbutme.com, dated 12/22/2014 9:40 AM, with the subject 'IoE Inquiry'. The reply pane shows a rich text editor with a toolbar for bold, italic, underline, bulleted list, numbered list, link, unlink, and image. The reply text reads: 'Hello, Please allow me to research your query and get back to you within 48 hours. Regards'. A 'Send' button is located at the top right of the reply pane. A footer note states: 'Customer's email will be quoted/included along with your reply.'

- Routing by
  - Most skilled agent
  - Longest available agent
- Reply-To option
- Last agent routing

Cisco live!

Microsoft Exchange 2010, 2013

- 120 concurrent Email agents



# Simple Setup

10.6

Connect



1

The screenshot shows the 'Cisco Unified CCX Administration' interface for 'SocialMiner Configuration'. At the top, there's a navigation bar with 'System', 'Applications', 'Subsystems', 'Wizards', 'Tools', and 'Help'. Below this, the 'SocialMiner Configuration' section has a 'Save' button and a 'Cancel' button. A 'Status' section shows an information icon and the word 'Ready'. The 'Configure SocialMiner' section contains three input fields: 'IP Address / Host Name \*' with the value 'SM2-UCCX.dcloud.cisc', 'User Name\*' with the value 'administrator', and 'Password\*' with masked characters. There are 'Save' and 'Cancel' buttons at the bottom of this section. To the right, the 'SocialMiner Status' section lists four items: 'Feeds' with a green checkmark, 'Campaigns' with a green checkmark, 'Notifications' with a yellow minus sign, and 'Email Server' with a green checkmark.

Setup SocialMiner

# Simple Setup

10.6

Connect



2

**Cisco Unified CCX Administration**  
For Cisco Unified Communications Solutions

System Applications Subsystems Wizards Tools Help

### Mail Server Configuration

Update Cancel

Status

Ready

Incoming (Secure IMAP)

Host Name\*: mail1.dcloud.cisco.com

Port Number\*: 993

Outgoing (Secure SMTP)

Host Name\*: mail1.dcloud.cisco.com

Port Number\*: 587

Setup Mail Server

Setup Website Chat Form

**Widget Details**

Name*	Web Chat
Description*	Premier Bicycle Shops
Logo URL	
Widget Wait Message	Welcome. Please wait while we connect you to a c
Join Time-out Message	All customer care representatives are busy. Please
Error Message	Sorry, the chat service is currently not available. Ple

**User Form Fields**

Available Fields	Selected Fields*
Title	Name
Details	Email
AddressLine2	PhoneNumber
City	AddressLine1
Country	Model

Cisco *live!*

# Simple Setup

10.6

Connect



3

Cisco *live!*

**Cisco Unified CCX Administration**  
For Cisco Unified Communications Solutions

System Applications Subsystems Wizards Tools Help

### Contact Service Queue Configuration

Next Delete Open Printable Report Cancel

Status  
Ready

CSQ Name\*: FinesseEmail\_CSQ

Resource Selection Criteria\*: Most Skilled

CSQ Type\*: Email

Mail Server:  
Email user:  
Email pass:  
Folder Name:  
Poll Interval:  
Snapshot A:

## Setup Service Queues

**Cisco Unified CCX Administration**  
For Cisco Unified Communications Solutions

System Applications Subsystems Wizards Tools Help

### Contact Service Queue Configuration

Next Delete Open Printable Report Cancel

Status  
Ready

CSQ Name\*: Chat

Resource Selection Criteria\*: Longest Available

CSQ Type\*: Chat

# Agent E-Mail – Historical Reports

**10.6**

Connect



## Agent Reports

### Email - Agent Activity Report

Daily statistics of agents.

Agent Name	Login Date	Agent Id	Duration			Number of Emails			Avg on Desk
			Logged-In	Not Ready	Ready	Presented	Requeued	Sent	
Amar	11/2/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
	11/3/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
	11/5/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
	11/10/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
	11/11/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
	11/22/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
	11/25/14	Amar	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Amar			00:00:00	00:00:00	00:00:00	0	0	0	

### Email – Contact Detail Report

Email contacts handled by the agent.

Contact ID	Sequence No.	CSQ Name	Agent Name	Received	Retrieved	Replied	From Address	Reply-To Address
74183EEC10000149000000060A4E5B5D	0	emailGuitar	rschita	11/3/14 10:42:31 AM	11/3/14 11:04:54 AM	11/3/14 11:22:31 AM	guitar<guitar@uccx-dev.com>	guitar<guitar@uccx-dev.com>
743CDF78100001490000000410A4E5B5D	0	emailGuitar	rschita	11/3/14 11:20:39 AM	11/3/14 11:49:28 AM	11/3/14 11:49:54 AM	guitar@uccx-dev.com	guitar@uccx-dev.com

# Agent Email – Historical Reports

10.6

Connect



## CSQ Reports

### Email – Traffic Analysis Report

Number of emails received for each CSQ.

Email Address	Received Date	Email Count
drums@uccx-dev.com	11/4/14	15
	11/11/14	82
	11/19/14	1
	11/26/14	51
	11/28/14	32
drums@uccx-dev.com		181

### Email – CSQ Activity Report

Email activity statistics of agents in a CSQ

CSQ Name	Date	Agent Name	Retrieved	Requeued	Sent	Avg On Desk
BankingEmailCSQ	11/11/14	snandi	3	0	3	00:01:03
	11/18/14	snandi	59	0	1	00:03:49
	11/18/14	Shennel Macks	9	4	3	00:02:48
	11/25/14	Shennel Macks	2	1	1	00:01:16
BankingEmailCSQ			73	5	8	



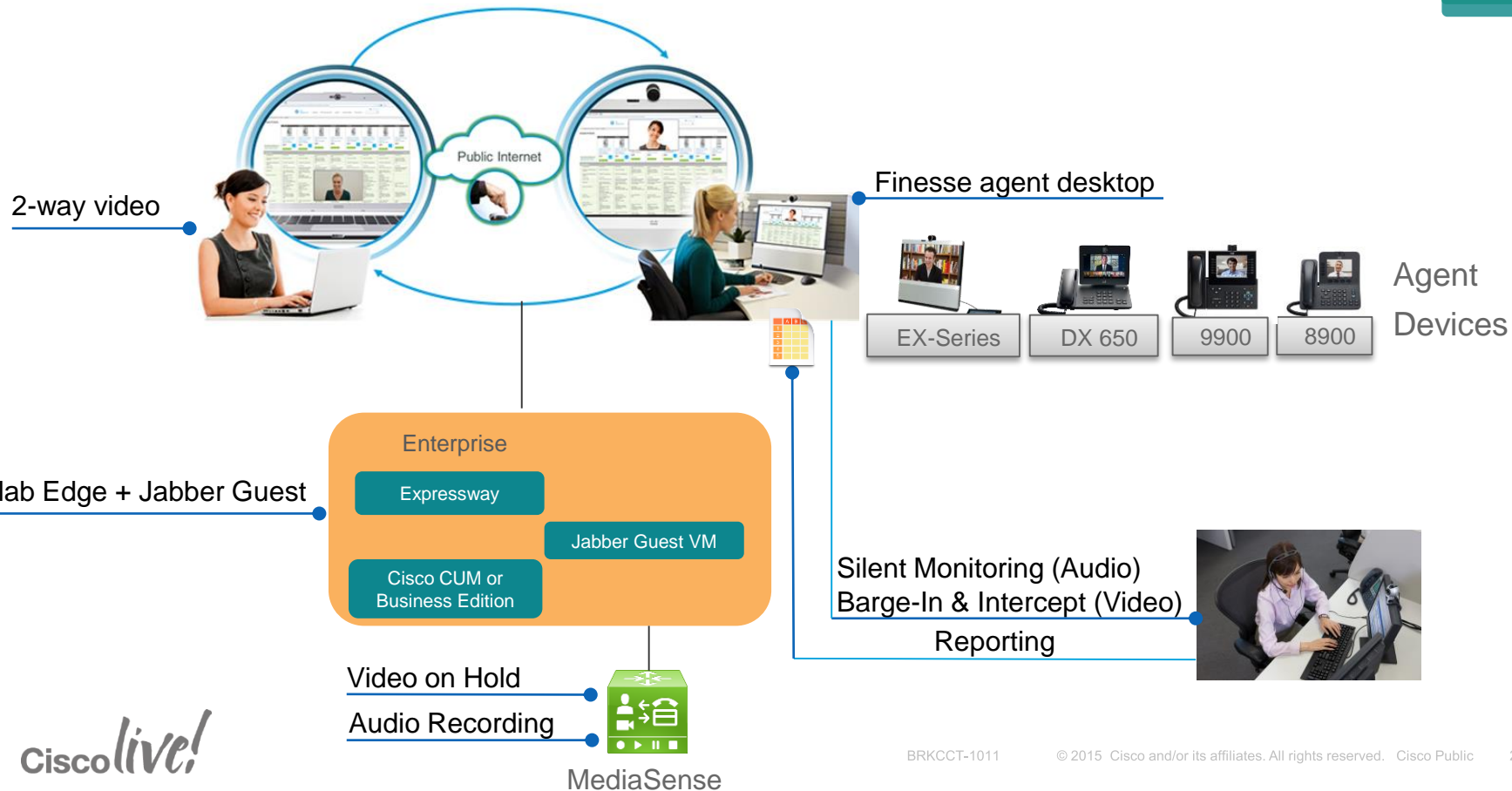


# *Video with Jabber Guest*

# Video Care with Jabber Guest

10.6

Engage



Cisco *live!*

# Total Customer Experience

Connect



Engage



Optimize





# Cisco Finesse

Ease of Customization via Modular Architecture

10.0

Engage



## Integrated Admin

- Cisco Unified CCX Serviceability
- Disaster Recovery System
- Cisco Unified CCX Administration
- Cisco Desktop Administrator
- Cisco Finesse Administration**
- Cisco Unified Serviceability
- Cisco Unified CCX Serviceability
- Cisco Unified OS Administration

## Browser Based Desktop

## Agent State Controls

## Voice, Email, Chat

## Live Data Reports

Agent Croften Hegarty (chegarty) - Extension 1082  
Ready 00:47

Home My Statistics Manage Chat and Email SalesForce WorkflowPOP Outbound Send SMS Promotion SocialMiner Campaigns  
CUIIC Historical Build a Gadget

Ready for Incoming Calls

Not Ready for Chat and Email

Agent CSQ Statistics Report

CSQ Name	Calls Waiting	Longest Call in Queue
BaselineMenu_CSQ	0	00:00:00
Main_CSQ	0	00:00:00
OutboundCampaign_CSQ	0	00:00:00
Sales_CSQ	0	00:00:00

Agent Team Summary Report

Agent Name	State	Reason Code
Croften Hegarty	Ready	0

Cisco *live!*

## Customizable Gadgets

BRKCCT-1011

© 2015 Cisco and/or its affiliates. All rights reserved. Cisco Public

25

# CRM Connectors

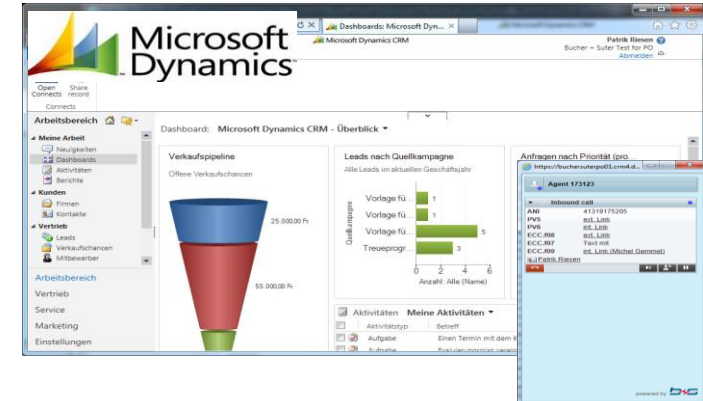
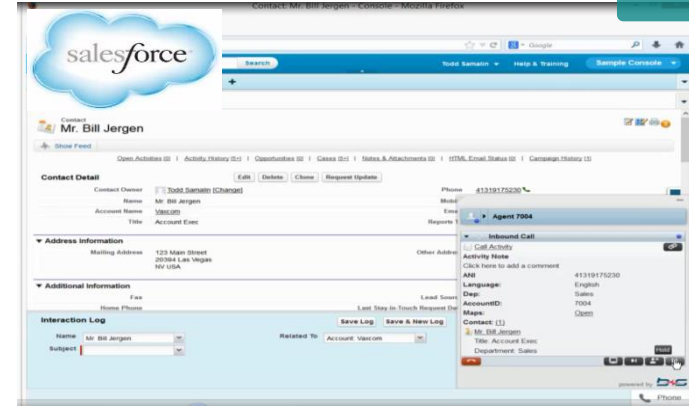


10.6

Engage



- Web-based gadget for agent state and call control
- Flexible screen pops with customer and interaction history
- Salesforce.com (IPCX-BS-SF-VAGT\*)  
Sales Cloud and Service Cloud  
Salesforce.com Console
- Microsoft Dynamics (IPCX-BS-MSD-VAGT\*)  
CRM 2011 and 2013 Online/On-Prem (web client only)
- Installation, maintenance service to be purchased from Bucher and Suter



Cisco *live!*

*\*Available as Solutions Plus*

BRKCT-1011

© 2015 Cisco and/or its affiliates. All rights reserved. Cisco Public

26

# Total Customer Experience

Connect



Engage



Optimize



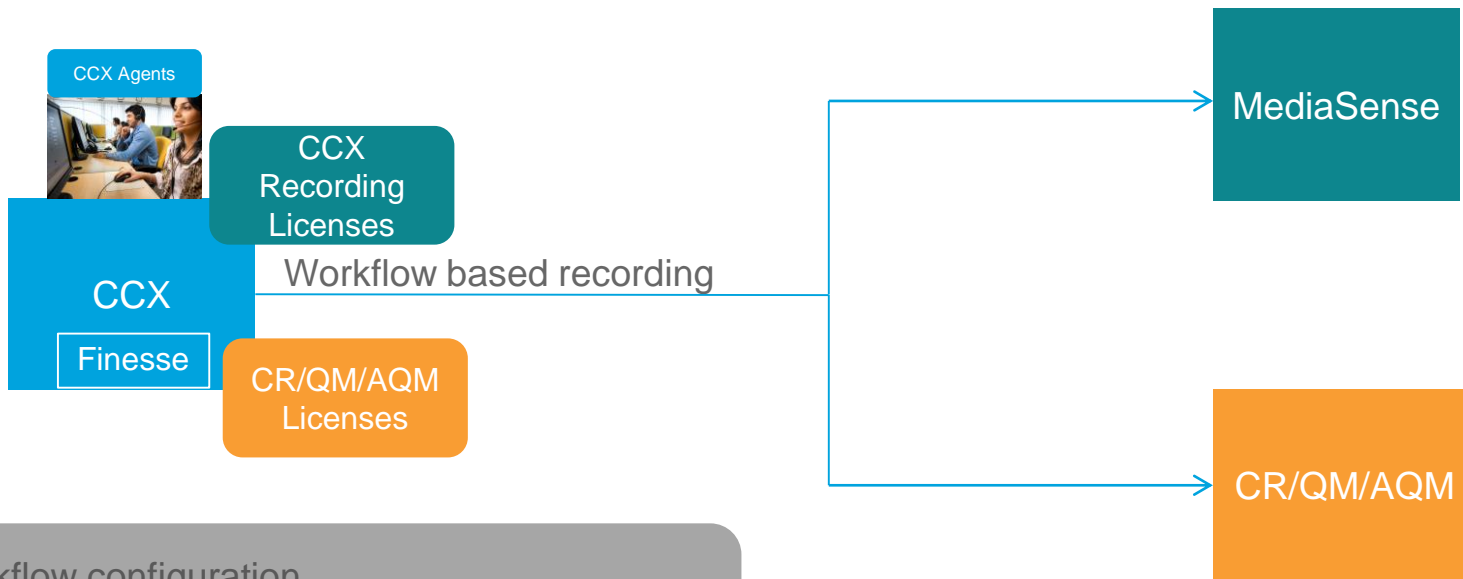


# *Finesse Recording*

# Finesse Workflow Recording

10.x

Optimize



## Finesse Workflow configuration

HTTP Request Action to Start Recording

HTTP Request Action to assign Metadata to a recording

Cisco *live!*

# Selecting a Finesse Recording Option

10.x

Optimize



	Cisco Unified WFO	MediaSense	MediaSense & Solutions Plus
Audio recording			
Video Recording			
Quality Management			
Advanced Quality Management (with Screen Recording)			
Workforce Management			
Playback Mechanism	WFO Gadget in Finesse	Search and Play Gadget	Gadget in Finesse
Licensing	WFO licenses on CCX	Recording licenses on CCX for Workflow based Recording	Recording licenses on CCX for Workflow based Recording + Solutions Plus WFO licenses

# *Desktop*

# Migrating from CAD to Finesse

## CAD and Finesse Mixed Mode

10.6

Optimize



Flash Cutover

Email & Chat



Migrate in Teams

Voice Agents



No mixed teams



Data Migration



Cisco *live!*

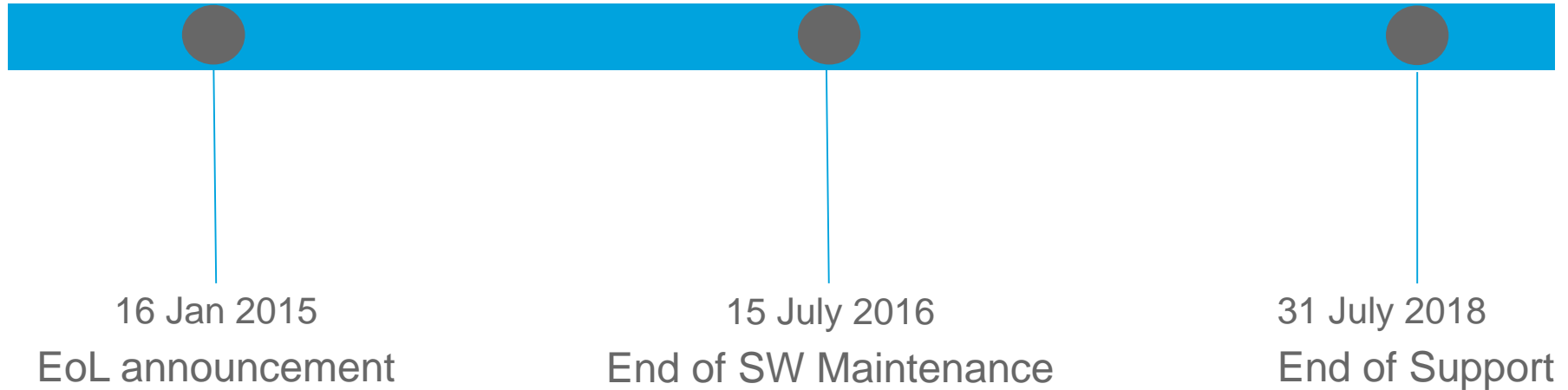
White Paper: <http://cs.co/CADtoFinesse>

Comparison: <http://cs.co/CAD-Finesse-Compare>



# CAD End-Of-Life Summary

- CAD in CCX 9 and CCX 10.x
- Unified CCX 10.6 is the last release of CAD





# *Prime Collaboration*

# Prime Collaboration

10.x

Optimize



- Prime Collaboration Deployment
  - Fresh install
  - Upgrade
  - Install cop files
  - Switch versions
  - Reboot
  - Readdressing
- Prime Collaboration Assurance
  - Requires Advanced License
  - Performance Monitoring and Fault Management
    - Alarms and Events browser.
    - Email notifications for Alarm Sets.
    - Custom events for performance counters.



# *What's New in CCX 11*

# Total Customer Experience

## Connect

**INTERACT** with clients  
across channels

CCX 11.0

**Finesse IP Phone  
Agent**



## Engage

**EFFORTLESS**  
Experience

**Context Service**



## Optimize

**SIMPLER**  
Integration

**Workforce Optimization  
Off-box CUIC**



# Total Customer Experience

Connect



Engage



Optimize



# Cisco Finesse IP Phone Agent

11.0

Engage



- Agent Functionality on Cisco IP Phone
- Agent State
  - Ready
  - Not-Ready Codes
- Wrap-Up Codes
- Caller Data
- Supervisor Controls only with ENH/PRE license
- Live Data and Historical Reports from CUIC



Cisco *live!*

# Total Customer Experience

Connect



Engage



Optimize





# Business Challenges

11.0

Engage



Businesses have little knowledge of their previous interactions with consumers across multiple channels

Consumer frustration

Wasted agent time



Existing solutions are pricey, complex, or proprietary



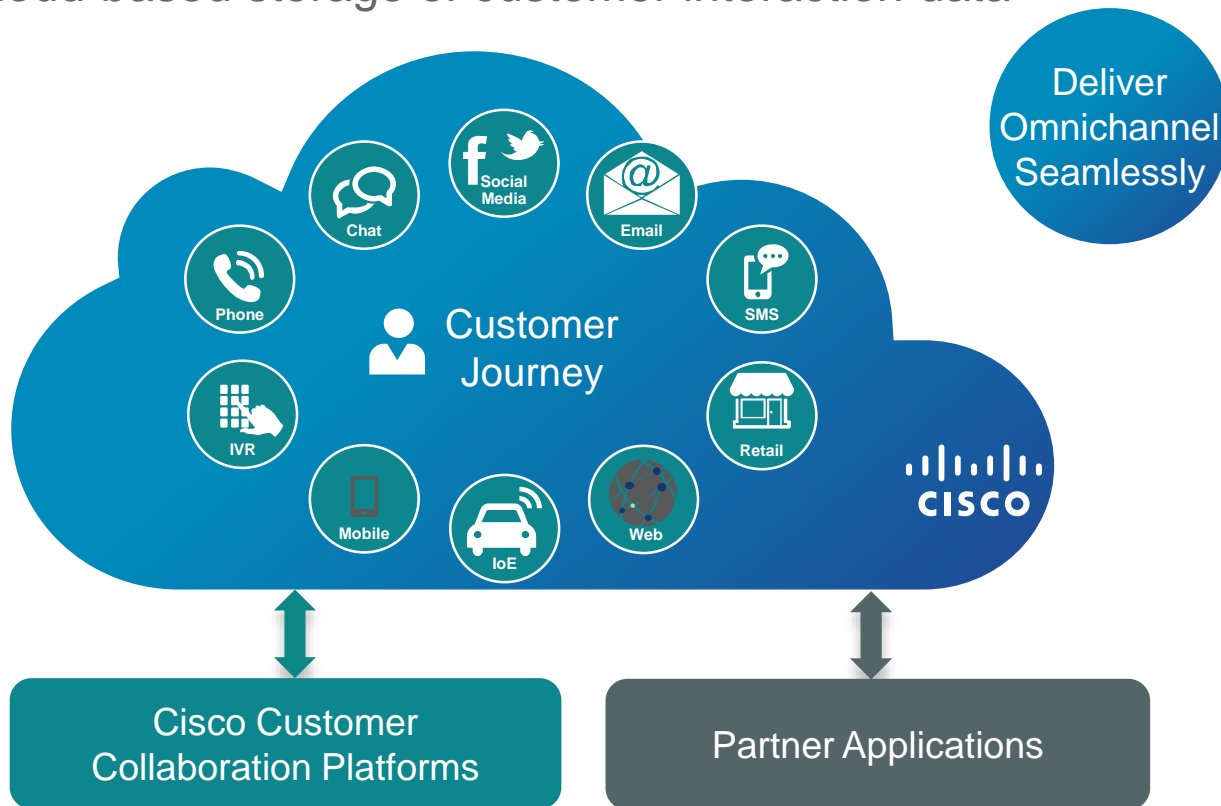
# *Context Service*

# Context Service

Cloud-based storage of customer interaction data

11.0

Engage



- ✓ Enables a complete view of the customer journey
- ✓ Better-informed agents provide a superior experience
- ✓ Out-of-the-box Cisco platform integration
- ✓ Open web interfaces enable partner applications

# Out-of-the-Box Finesse Gadget

11.0

Engage



**CISCO** Agent 1001004 AGENT (1001004) - Extension 1001004 Ready 15:21 Sign Out

[Home](#)

Ready for Incoming Calls

Context Service

[All Customers](#) [Brian Cole](#) × Find Customer

Search Q

▼ Leaking Oil

Current (03:00 pm, 03/10/2015)

02:59 pm, 03/10/2015

02:53 pm, 03/10/2015

▶ Service Due  
02:43 pm, 03/10/2015

**Customer**

Account No:	777-9909	Address:	34 Mass Ave
First Name:	Brian	City:	Boston
Last Name:	Cole	State:	MA
Phone:	978-989-0090	Country:	USA
Email:	brian@org.com	Zip Code:	02111

**Request**

Title:  Description:

**Activity**

Notes:

Tags:

Example Screen Shot  
Actual version may differ

Cisco *live!*

# CCX script editor



## LookupCustomers

Look up a customer by an identifier – caller ID, account number, etc.



## GetCustomerInfo

Get data from a Customer object and save it in script variables

# CCX script editor



## CreatePOD

Create a POD on the Context Service



## RetrievePOD

Return last "n" PODs based on a customer ID provided



## Get POD Info

Get data from a Customer object and save it in script variables.



## UpdatePOD

Update a POD on the Context Service Cloud

# Total Customer Experience

Connect



Engage



Optimize





# *Desktop*



# Multiple Call Variable Layouts Per System

11.0

Optimize



- Administrators
  - define multiple call variable layouts
  - decide which layout to display to the agent
- Same mechanism as CAD – no changes to routing scripts for CAD customers migrating to Finesse

Cisco Finesse Administration - Some Supported Browser

Cisco Finesse Administration Sign Out

Home Call Variables Layouts Desktop Layout Phone Books Reasons Team Resources Workflows Settings

Manage Call Variables Layouts

List of Call Variables Layouts

Name	Description
Default Layout	This is the System Default Layout (can not be deleted).
Normal Inbound Call	This is for normal inbound calls.
VIP Layout	Extra Special VIP!!!
Special Sales Layout	Black Friday Layout

Edit VIP Layout

Name: VIP Layout Description: Extra Special VIP!!!

Call Header Layout

Display Name: Name Assign To: callVariable1

Call Body Left-Hand Layout

Display Name	Assign To
Account Number	callVariable2
Customer Since	callVariable4
Is VIP?	user.is-vip

Add Row

Call Body Right-Hand Layout

Display Name	Assign To
Customer Name	callVariable1
Address	user.address
City, State Zip	user.address_rest

Add Row

Save Cancel

© 2010-2012 Cisco Systems, Inc. All rights reserved.

Done

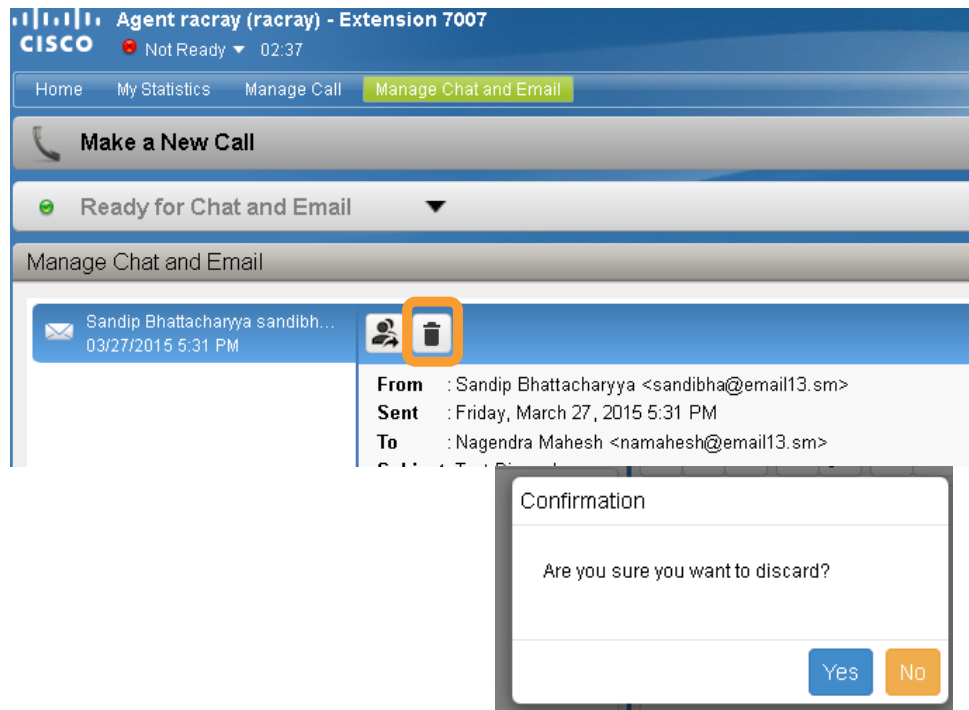
# Email Enhancements

11.0



- Discard Email

Option for agents  
Historical Reports





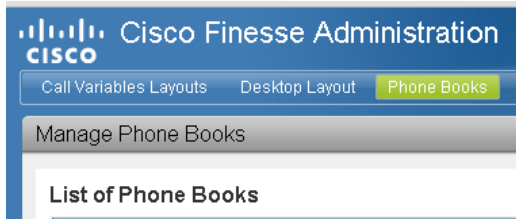
- Agent Accessibility
- Adherence with Web Content Accessibility 2.0 Level A Guidelines  
<http://www.w3.org/TR/WCAG20/>
- Available for limited set of gadgets



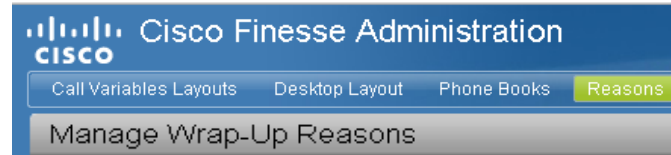
# System Parameters

11.0

Optimize



300 team phonebooks  
50,000 contacts



1500 team wrap-up codes





# *Reporting*

# Unified CCX Reporting

Make Data Accessible

10.0

Optimize



- CCX 10
  - Single Presentation layer for Live Data and Historical reporting
  - CUIR Reports and Finesse gadgets
- New Capabilities
  - Service Levels
  - Thresholds and Alerts
  - Short Term and Long Term views

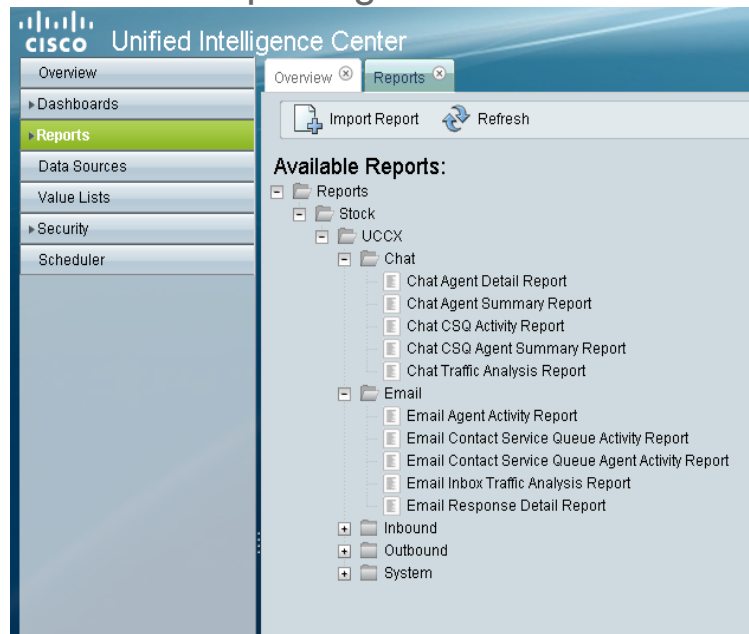
## Voice CSQ Summary Report

Short and Long Term /

☒ Auto Refresh

☐ Show Threshold Alerts Only

CSQ Name	Service Level	
	Short Term	Long Term
Sales_CSQ	0.00	0.00
Main_CSQ	0.00	0.00



Cisco *live!*

# Live Data Gadget Toolbar Controls

11.0

Optimize



View  
Selector

Play-Pause  
Live Data

View  
Thresholds  
Only

Online  
Help

Maximize  
Gadget

Agent

Agent - Agent



☐ Thresholds only

Agent Name	State	Duration	Direction	Reason	Precision Queue / Skill Group
Alex	Not Ready	02:01:40	Not Applicable	50002	

© 2010-2014 Cisco Systems, Inc. All rights reserved. Cisco Finesse v11.0(1)

Send Error Report ?

Cisco *live!*

# CUIC Reporting Enhancements

11.0

Optimize



Overview Reports Email Agent Activity Chat Agent Summary Report

Save Save As Edit Print Filter SQL

Agent Name	Login Date	Agent Id	Duration
			Logged-In
Betty Williams			00:00:00
	3/4/15		
	3/10/15		
		bwilliams	00:32:22
	3/11/15		
	3/12/15		
	3/13/15		
		bwilliams	00:35:44
Erik Ergen			00:00:00
Michael Smith			00:00:00
agent2			00:00:00

Dynamic  
Sorting

Expand  
Collapse

Resize  
Columns

Dynamic  
Field Selection

Pop Out Export Agent Detail Report >>

4/24/15 11:16:56 am PDT (21 Records)

Call ANI	Call Route...	Call Skills	Talk Time	
RCR-Suppo...	Support Inq...	IT	00:00:26	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:05:06	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:00:00	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:00:22	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:00:28	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:08:34	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:02:37	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:01:01	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:00:09	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:00:00	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:02:56	<input checked="" type="checkbox"/>
RCR-Suppo...	Support Inq...	IT	00:00:39	<input checked="" type="checkbox"/>

☒ Agent Name  
☐ Agent ID  
☒ Extension  
☒ Call Start Time  
☒ Call End Time  
☒ Duration  
☒ Called Number  
☒ Call ANI  
☒ Call Routed CSQ  
☐ Other CSQs  
☒ Call Skills  
☒ Talk Time  
☒ Hold Time  
☐ Work Time  
☒ Call Type

| RCR-Suppo... | Support Inq... | IT | 00:00:00 | 00:00:00 | Inbound ACD |

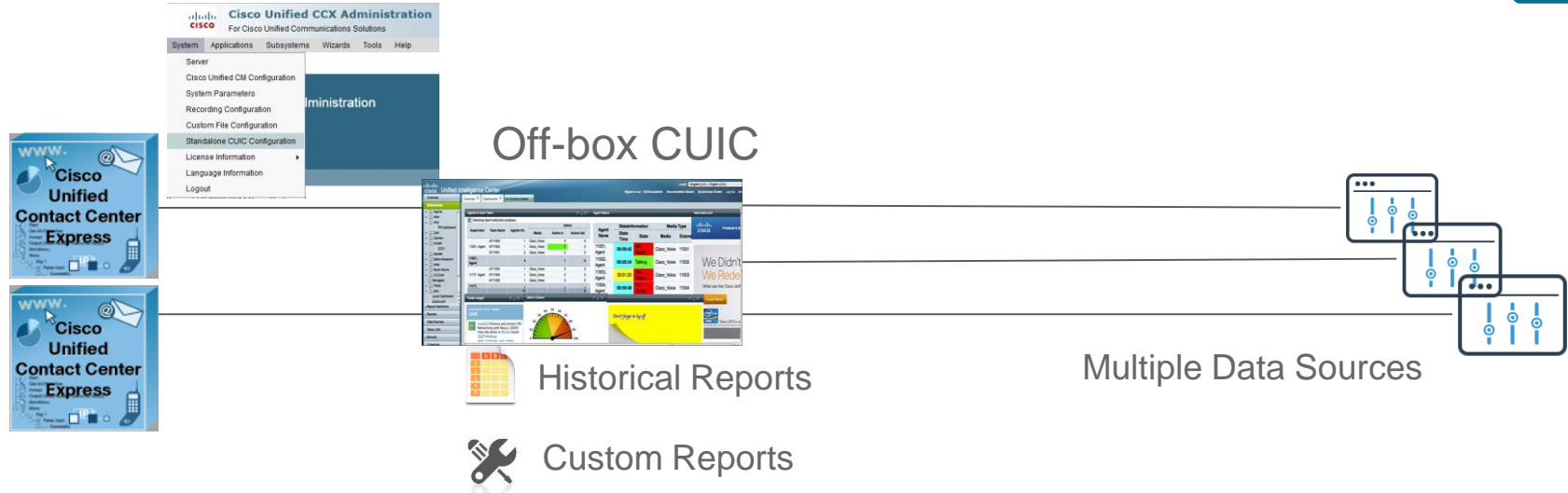
Cisco *live!*



# Off-Box CUIC

11.0

Optimize



No user sync between CCX and off-box CUIC  
New SKU for off-box CUIC with CCX

# Features

	Embedded CUIC	Off-box CUIC
License	Standard (included)	Premium (optional)
VM	Not required	Additional VM (can be on same server)
Data Sources	CCX Only	Multiple
CCX Reporting	Historical and Live Data	Historical Only
CCX User Sync	Included	Not Available
Custom Reports	Developed externally and imported	Custom Reports can be developed



# *Workforce Optimization*



# What's New in Cisco WFO 11.0?

- Workforce Management
  - Strategic Planning
  - Vacation Planning
  - Dynamic Scheduling
  - Agent Initiated Mentoring
  - Schedule “Agents” Beyond the Contact Center
- Quality Management
  - Search and Play from Finesse
  - Gamification
  - Enhanced Administrator Reporting and Role Expansion



# *WFO: Workforce Management*



# Strategic Planning

- Hiring Plans
  - Plan out hiring based on staffing needs, time to hire, attrition
- Capacity Plans
  - Produce reports to identify resource needs over an established time frame.
- Budgetary Plans
  - Establish basic budgetary estimates over defined time frame



# Vacation Planning with HRMS Integration

- Track usage at hourly level
- Scheduler can set vacation allotments by day
- Enable import of entitlement and export usage with external human resource systems (HRMS)
- Calendar view of allotments and availability

**Approve Time Off Request**

From: Matt White  
Request: Time Off  
Received Date: 2015-01-15, 10:20 AM

Service Queue

First Second Third

Type	Date	Day	Start Time	End Time	Forecast Gap	
Vacation	2015-12-21	Monday				
Vacation	2015-12-22	Tuesday				

Vacation:

Schedule Exception

Hours



# Dynamic Scheduling

## A modern approach to Shift Bidding

- Align the agent's scheduling desires with the staffing needs of the business
- Allows schedulers to remain in control and ensure optimal staffing levels
- Easy to administer

Agent Dynamic Scheduling

Submit

Use this page to set up your own schedule within the parameters listed here. You can set up the same schedule for each week in the upcoming period, or set up each week differently.

Select Your Schedule

Select the hours you want to work for this schedule period. You can choose a different start time for every day of the week.

Jun 28 - Jul 4

Interval

Interval	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
08:00	0	11	12	11	12	11	0
08:30	0	11	12	11	12	11	0
09:00	0	12	12	12	12	12	0
09:30	0	12	12	12	11	12	0

Shift length

4.0	4.0	8.0	4.0	10.0	4.0	4.0
-----	-----	-----	-----	------	-----	-----

08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						

Variable Work Rule Parameters

Schedule Period: 2015-06-28 to 2015-07-04

Maximum Shift length: 04:00

Maximum Shift length: 10:00

Days per week: Flexible

Minimum hours per week: 20:00

Maximum hours per week: 60:00

Earliest start time: 08:00

Latest start time: 12:00

Min consecutive scheduled days: 4

Min hours between work shifts: 12:00

Days off: Flexible



# Agent Initiated Mentoring

11.0

Optimize



- Agent initiated peer-to-peer mentoring
- Agent requests mentoring, peer accepts, supervisor approves, both schedules updated





# Improved Scheduling Flexibility

## Accommodate Omni-channel and Multi-Skills

- Simplifies the scheduling process to include omni-channel interaction and mix of skills
- Accommodates a blend of percentage based assignments and time based scheduling



# Manage more than just agents

- Ability to schedule “Agents” beyond the Contact Center in Cisco environment





# *WFO: Quality Management*



# Finesse Search and Play Gadget

- Integration allows agents to search and play interactions through Finesse

The screenshot displays the 'Recordings' interface in Finesse. It features a table with columns for Contact ID, Agent, Date, and Called Number. A search filter overlay is visible, allowing users to filter recordings by Group, Team, Agent, and Date Range. The table lists several recordings by Alan Klein, with one recording (Contact ID 79) highlighted in green and labeled 'Gamification'.

Contact ID	Agent	Date	Called Number
89	Alan Klein	Monday, June 23, 2014 1:24:11 PM	2081
85	Alan Klein	Tuesday, June 3, 2014 11:37:13 AM	2081
84	Alan Klein	Friday, May 30, 2014 11:34:19 AM	2081
83	Alan Klein	Friday, May 30, 2014 11:07:12 AM	2081
82	Alan Klein	Friday, May 30, 2014 11:02:27 AM	2081
80	Alan Klein	Tuesday, May 27, 2014 10:47:29 AM	2081
79	Alan Klein	Tuesday, May 27, 2014 10:28:20 AM	2081
78	Alan Klein	Friday, May 23, 2014 9:27:40 AM	2081
77	Alan Klein	Thursday, May 22, 2014 2:54:52 PM	2081
76	Alan Klein	Thursday, May 22, 2014 2:50:31 PM	2081
75	Alan Klein	Wednesday, May 21, 2014 1:28:18 PM	2081
74	Agent Agent	Monday, May 19, 2014 9:48:00 AM	
73	Alan Klein	Thursday, May 15, 2014 11:15:38 AM	2081
72	Alan Klein		PM 2081
71	Alan Klein		PM 2081
69	Alan Klein		PM 2081

Search Filter Overlay:

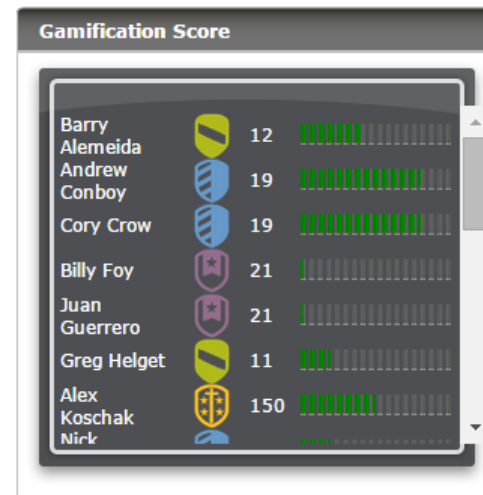
- Group: Group1
- Team: All
- Agent: All
- Date Range: Last Year
- Buttons: Apply, Cancel



# Gamification

Using a badge metaphor to engage and motivate agents to achieve goals

- Badges are earned for Quality Scores and Adherence levels
- Provides supervisor visibility to agent badges earned
- Apply the right peer coaching at the right time for the right agents



# Enhanced Administrator Reporting and Role Expansion

11.0

Optimize



- System Administrator Role
  - Server access
  - Configure additional role access
  - Configure QM integration points (e.g. ACD, PBX, AD)
- Telephony Administrator
  - Configure business rules around Who, What, When to record
  - Configure and maintain workflow and retention
- Business Administrator
  - Maintain business evaluations
- Report on “New, Update or Delete” Audit Reports:
  - Available to System Administrators
  - Select specific date ranges
  - Setup scheduled emailed reports





# *CCX 11: Outbound Enhancements*





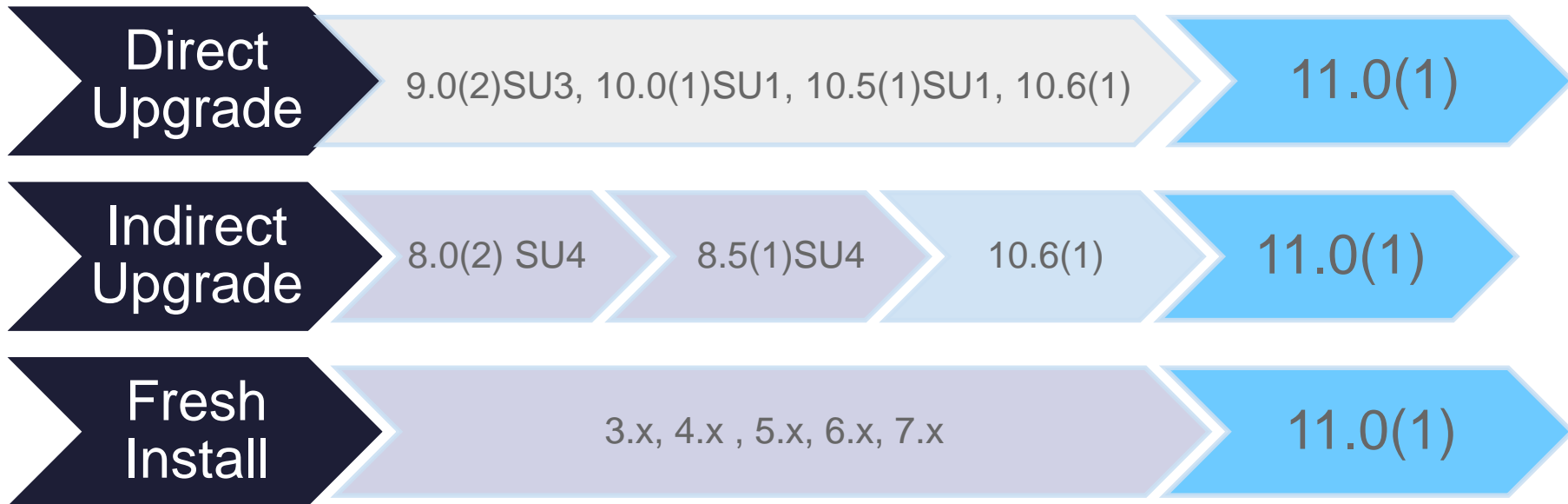
# Outbound Enhancements

- Outbound campaigns
  - Duplicate entries within imported list
  - Dialing out same number within 24 hours
- Support for SIP trunks with CUBE
  - CCX 10.6 and 11.0



# *CCX 11: Upgrades*

# Upgrade Paths to Unified CCX 11.0





# *Summary*

# Total Customer Experience

## Connect

**INTERACT** with clients  
across channels



## Engage

**EFFORTLESS**  
Experience

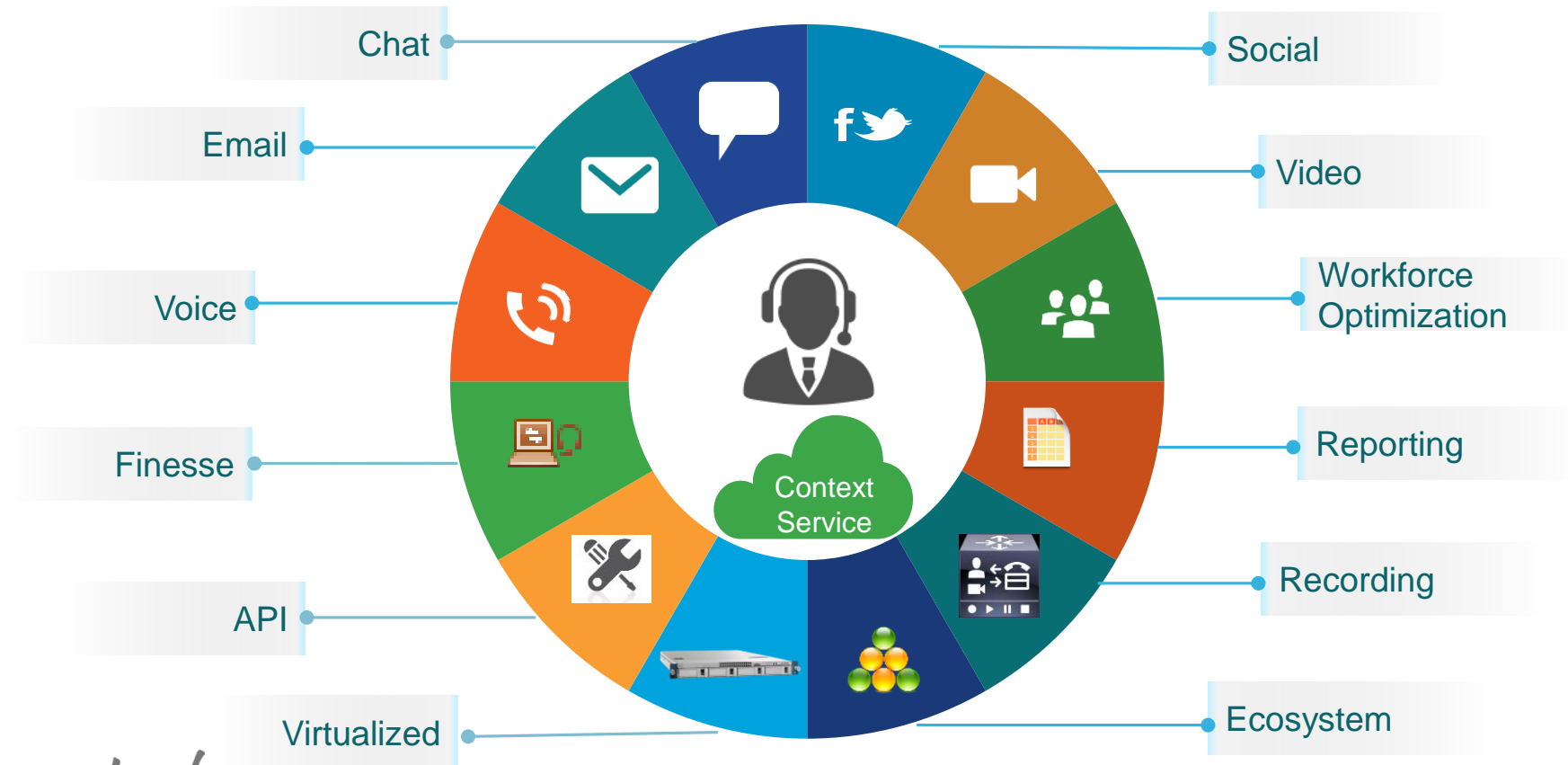


## Optimize

**SIMPLER**  
Integration



# Unified Contact Center Express



# Contact Center Sessions Week at a Glance

Monday	Tuesday	Wednesday	Thursday
<p><b>8:00-9:30 (90)</b>  <b>BRKCCT- 1011</b>  Cisco Unified Contact Center Express Update and Roadmap <i>(G. Variyath)</i></p> <p><b>9:30-10:30 (60)</b>  <b>PSOCCT-1008</b>  Omnichannel Customer Care - Preparing for the Mobile Customer <i>(K.McPartlan,K.Gouda))</i></p> <p><b>10:00-11:30 (90)</b>  <b>BRKCCT- 1051</b>  Cisco Unified Contact Center Enterprise and CVP Overview and Roadmap <i>(J.Lundy/S. Vashist)</i></p> <p><b>11:00-11:30 (30)</b>  <b>DEVNET-1130</b>  Cisco Finesse API's <i>(T.Phipps)</i></p> <p><b>12:00-1:00 Table Topics</b>  <b>UCCX</b> <i>(G. Variyath)</i>  <b>Finesse</b><i>(T.Phipps)</i>  <u><b>Color Coding</b></u>  <b>UCCE</b>  <b>UCCX</b>  <b>MediaSense</b>  <b>Omnichannel</b></p>	<p><b>8:00-9:30 (90)</b>  <b>BRKCCT-1041</b>  CCE Security Best Practice Guide Overview <i>(C. Gonzales)</i></p> <p><b>11:30-12:30 Table Topic</b>  <b>Reporting and Analytics</b> <i>(C.Logue/V.Gururaj)</i></p> <p><b>1:00-2:00 (60)</b>  <b>CCSCOL-1400</b>  Case Study: Providing a Total Customer Experience <i>(C.Botting ,D.Kramer, M. Voornhout)</i></p> <p><b>1:00-2:30 (90)</b>  <b>BRKCCT-1006</b>  Omnichannel Contact Center Solutions Overview <i>(W.E.Nijenhuis)</i></p> <p><b>1:00-3:00 (2 hr)</b>  <b>BRKCCT-3005</b>  Solution Troubleshooting for Unified Contact Center Enterprise <i>(C.Palau)</i></p> <p><b>3:30-5:00 (90)</b>  <b>BRKCCT-1031</b> Cisco Finesse - The Next Generation Agent Collaboration Experience <i>(T.Phipps)</i></p> <p><b>4:00-5:00 (60)</b>  <b>CCSCCT-1405</b>  Case Study: American Century Investments <i>(N.Westvold)</i></p>	<p><b>8:00-10:00 (2hr)</b>  <b>BRKCCT-2007</b> Cisco Unified Contact Center Enterprise Planning and Design <i>(M. Berenjian,M.Eady)</i></p> <p><b>8:00-10:00 (2hr)</b>  <b>BRKCCT-2019</b> Cisco Unified Contact Center Express Planning and Design and Support <i>(G.Burton,M.Turnbow)</i></p> <p><b>8:00-10:00 (2hr)</b>  <b>BRKUCC-2270</b> Network Media Recording and Streaming with Cisco MediaSense <i>(C.Ward)</i></p> <p><b>11:30-12:30 Table Topic</b>  <b>UCCE(PCCE,HCS) &amp; CVP</b> <i>(J.Lundy, C.Logue)</i></p> <p><b>1:00-3:00 (2hr)</b>  <b>BRKCT-2050</b> Building recording and monitoring applications with the MediaSense API <i>(K.Rehor)</i></p> <p><b>1:00-3:00 (2hr)</b>  <b>BRKCT-2056</b> Contact Center Reporting &amp; Analytics: Unified Intelligence Center <i>(V.Gururaj,C.Logue)</i></p> <p><b>1:00-3:00 (2hr)</b>  <b>BRKCCT-2027</b> UCCE Solution Service Creation (including CCE and CVP Scripting) <i>(S.Vashist,,B.Cole)</i></p>	<p><b>8:00-9:30 (90)</b>  <b>BRKCCT-1002</b>  Hosted Collaboration Service Contact Center Update <i>(A.Mermel,M. Varghese)</i></p> <p><b>10:00-12:00 (2hr)</b>  <b>BRKCCT-2080</b>  Deliver omnichannel Customer Experience with Remote Expert Mobile <i>(R.Gupta,Y.Fedotov)</i></p> <p><b>10:00-11:30 (90)</b>  <b>BRKCCT-1005</b> Context Service: the new cloud-based omnichannel solution for Contact Center Enterprise and Express <i>(V.Chhabra)</i></p> <p><b>1:00-2:30 (90)</b>  <b>BRKCCT-1009</b>  Cisco Customer Collaboration Architectural Vision and Cloud Evolution <i>(M.Lepore,T.Famous)</i></p>

# Participate in the “My Favorite Speaker” Contest

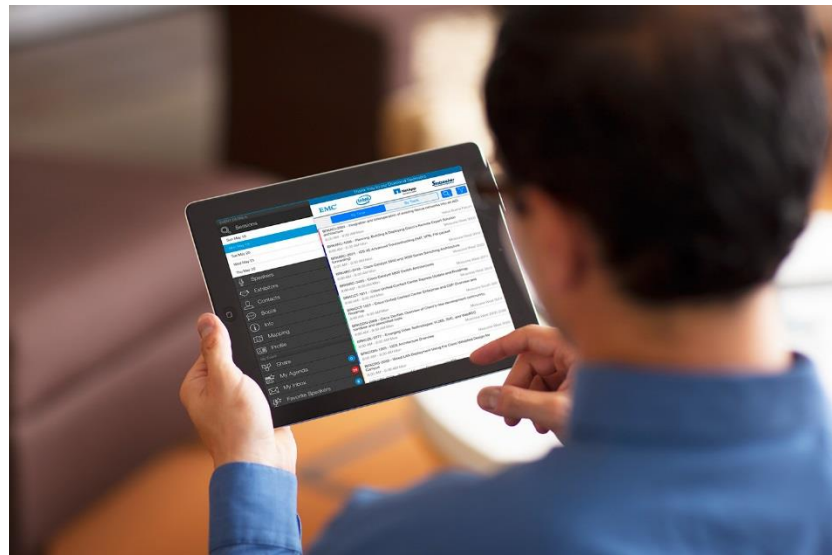
Promote Your Favorite Speaker and You Could Be a Winner

- Promote your favorite speaker through Twitter and you could win \$200 of Cisco Press products (@CiscoPress)
- Send a tweet and include
  - Your favorite speaker’s Twitter handle **girishsv**
  - Two hashtags: #CLUS #MyFavoriteSpeaker
- You can submit an entry for more than one of your “favorite” speakers
- Don’t forget to follow @CiscoLive and @CiscoPress
- View the official rules at <http://bit.ly/CLUSwin>



# Complete Your Online Session Evaluation

- Give us your feedback to be entered into a Daily Survey Drawing. A daily winner will receive a \$750 Amazon gift card.
- Complete your session surveys though the Cisco Live mobile app or your computer on Cisco Live Connect.



Don't forget: Cisco Live sessions will be available for viewing on-demand after the event at [CiscoLive.com/Online](https://cislive.com/online)

# Continue Your Education

- Demos in the Cisco campus
- Walk-in Self-Paced Labs
- Table Topics
- Meet the Engineer 1:1 meetings
- Related sessions

*Thank you*



*TOMORROW starts here.*

# Collaboration Cisco Education Offerings

Course	Description	Cisco Certification
CCIE Collaboration Advanced Workshop (CIEC)	Gain expert-level skills to integrate, configure, and troubleshoot complex collaboration networks	CCIE® Collaboration
Implementing Cisco Collaboration Applications (CAPPS)	Understand how to implement the full suite of Cisco collaboration applications including Jabber, Cisco Unified IM and Presence, and Cisco Unity Connection.	CCNP® Collaboration
Implementing Cisco IP Telephony and Video Part 1 (CIPTV1)	Learn how to implement Cisco Unified Communications Manager, CUBE, and audio and videoconferences in a single-site voice and video network.	CCNP® Collaboration
Implementing Cisco IP Telephony and Video Part 2 (CIPTV2)	Obtain the skills to implement Cisco Unified Communications Manager in a modern, multisite collaboration environment.	
Troubleshooting Cisco IP Telephony and Video (CTCOLLAB)	Troubleshoot complex integrated voice and video infrastructures	
Implementing Cisco Collaboration Devices (CICD)	Acquire a basic understanding of collaboration technologies like Cisco Call Manager and Cisco Unified Communications Manager.	CCNA® Collaboration
Implementing Cisco Video Network Devices (CIVND)	Learn how to evaluate requirements for video deployments, and implement Cisco Collaboration endpoints in converged Cisco infrastructures.	

For more details, please visit: <http://learningnetwork.cisco.com>

Questions? Visit the Learning@Cisco Booth or contact [ask-edu-pm-dcv@cisco.com](mailto:ask-edu-pm-dcv@cisco.com)

