TOMORROW
starts here.

Cisco*live!*

Next Generation Collaboration Experience For The Contact Center Business Users

BRKCCT-2011

Kal Gouda – Solution Architect

Jawad Shoaib– Consulting Systems Engineer

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Cisco Live Cancun, Collaboration Track

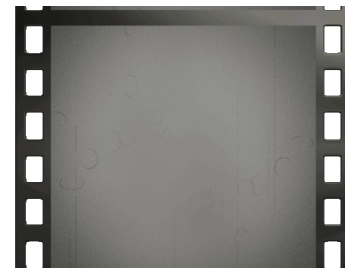| Session ID	Title	Day	Time	Room
TECEVT-2003	Cisco Video Solutions Deployment - Best practices	Tue	13:30	Chichen Itzá 04
BRKCCT-2011	Next Generation Collaboration Experience for the Contact Center Business User	Wed	09:00	Cobá 07
BRKCOL-2020	Cisco Interoperability with Microsoft	Wed	09:00	Cobá 05
BRKUCC-2600	Cisco Enterprise Mobile Collaboration	Wed	09:00	Cobá 01
LTRUCC-2346	Deploying SIP Trunks with Cisco Unified Border Element (CUBE)	Wed	09:00	LAB2
BRKCOL-2777	Emerging Video Technologies: H.265, SVC, and WebRTC	Wed	11:15	Cobá 01
BRKUCC-2051	Cisco Collaboration End Points Update	Wed	11:15	Chichen Itzá 02
BRKUCC-2270	Network-Based Recording	Wed	11:15	Cobá 07
BRKCOL-2113	Business Edition 6000 - Best Practice Session	Wed	13:00	Chichen Itzá 03
BRKEVT-2800	Overview of Cisco TelePresence Solution and Deployments	Wed	16:45	Cobá 03
BRKUCC-2011	Best Practices for Migrating Previous Versions of CUCM to version 10.5	Wed	16:45	Chichen
BRKCCT-2021	Achieving Business Outcomes through Omni-channel Customer Experiences	Thu	09:30	
BRKCCT-2021	Achieving Business Outcomes through Omni-channel Customer Experiences	Thu	09:30	Cobá 7
BRKCOL-2026	Deploying Cisco WebEx in Enterprise Networks	Thu	09:30	Cobá
BRKEVT-2823	Multipoint conferencing for telepresence video - Design & Deployment	Thu	09:30	Cobá
BRKUCC-2344	Deploying Cisco Jabber on Mobile Devices	Thu	09:30	Cobá 08
BRKCCT-1015	Contact Center Product Update	Thu	11:45	Cobá 07
BRKCOL-1350	Hosted Collaboration Solutions (HCS) - A Customers Perspective	Thu	11:45	Cobá 01
BRKUCC-2006	SIP Trunk design and deployment in Enterprise UC networks	Thu	11:45	Cobá 06
COCCOL-3465	Inside Cisco IT: New Collaboration Tools Today and Tomorrow	Thu	11:45	Cobá 03
BRKCOL-2266	Enabling B2B and B2C Collaboration with Cisco Edge solutions	Thu	14:45	Cobá 05
BRKUCC-2345	Deploying Cisco Jabber On Premise and IM Federation	Thu	14:45	Cobá 07
BRKUCC-2346	UC on UCS Overview	Thu	14:45	Cobá 06
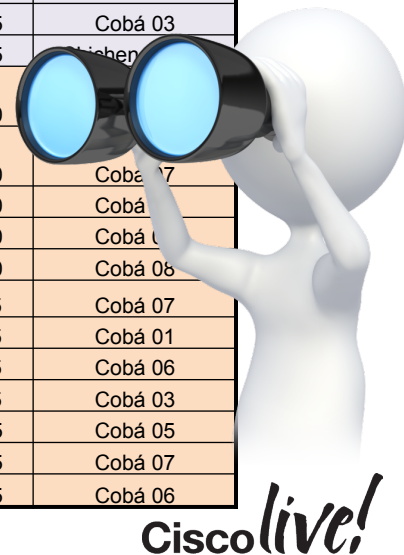
Agenda

- Waves of innovations

- High level architecture

- User experience
  - Desktop
  - Reporting

- Demo

- Q&A

    Cisco Public

Three Waves of Contact Center Innovations

Customer Collaboration
- Waves of Innovations

Wave 1:
Voice Channel
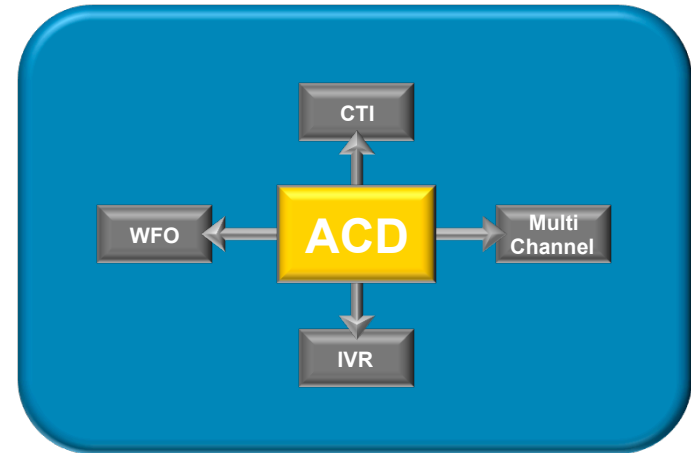
Cost, Transactions

Voice

Toll Free

ACD

Speed & response

Customer Collaboration - Waves of Innovations

Wave 1:
Voice Channel

Cost, Transactions

Voice

Customer Collaboration
- Waves of Innovations

Wave 2:
Multichannel

Relationship, Interactions

Wave 1:
Voice Channel

Cost, Transactions

CTI

CRM

speech IVR

Marketing

Voice

Online

Customer Care Center

Branch

UP

9

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Customer Collaboration - Waves of Innovations

Wave 1:
Voice Channel

Cost, Transactions

Wave 2:
Multichannel

Relationship, Interactions

IVR

WFO

CTI

ACD

Multi Channel

Voice

Online

Customer Care Center

Branch

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Customer Collaboration - Waves of Innovations

Wave 1:
Voice Channel
Cost, Transactions

- Voice

Wave 2:
Multichannel
Relationship, Interactions

- Online
- Customer Care Center
- Branch

Wave 3:
Omnichannel

Today

- SMS
- Web
- Mobile
- Chat
- Contact Center
- Social Media
- **Customer / Agent**
- Email
- Kiosk
- Brick and Mortar
- Voice

Customer Collaboration
- Waves of Innovations

Application Services

ACD Contact Center and Collab Services

Infrastructure Services

Voice

Online

Customer Care Center

Branch

Wave 3:
Omnichannel

Today

SMS

Web

Mobile

Chat

Customer / Agent

Contact Center

Social Media

Email

Kiosk

Brick and Mortar

Voice

Quick Look At Internet Traffic

Latin America Shows Massive Mobile Internet Growth

By Andy Penfold I on April 14, 2011 I 0 Comment

Share this story: | ✔ Tweet | 0 | 𝐟 Share | 0 | 8+1 | 0 | *Pin it* | 0 | in Share | 0 |

The Latin American market for mobile internet traffic has shown massive growth in the last year, according to a report by a mobile ad network in the region.

Hunt Mobile Ads has produced a study that shows a 156 per cent growth in mobile traffic in Latin America when comparing the first quarter of 2011 to the same period in 2010.

Figure 1. Cisco Forecasts 15.9 Exabytes per Month of Mobile Data Traffic by 2018

Exabytes per Month

61% CAGR 2013–2018

- 2013: 1.5 EB
- 2014: 2.6 EB
- 2015: 4.4 EB
- 2016: 7.0 EB
- 2017: 10.8 EB
- 2018: 15.9 EB
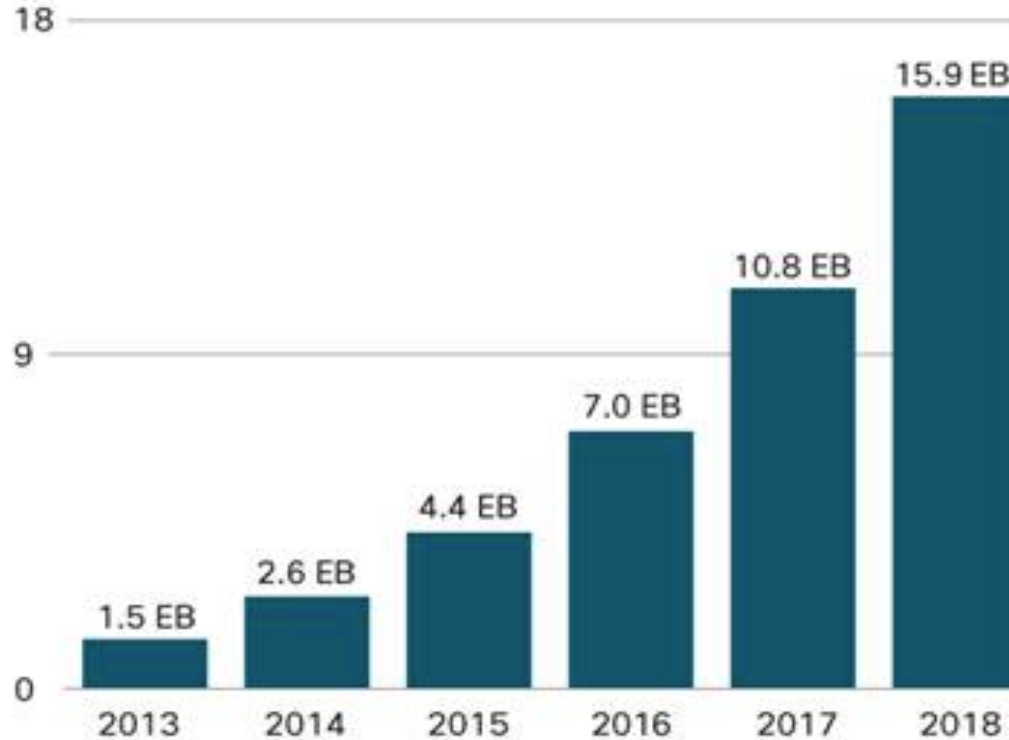
Source: Cisco VNI Mobile, 2014

Mobile data traffic in Latin America from 2013 to 2018 (in terabytes per month)
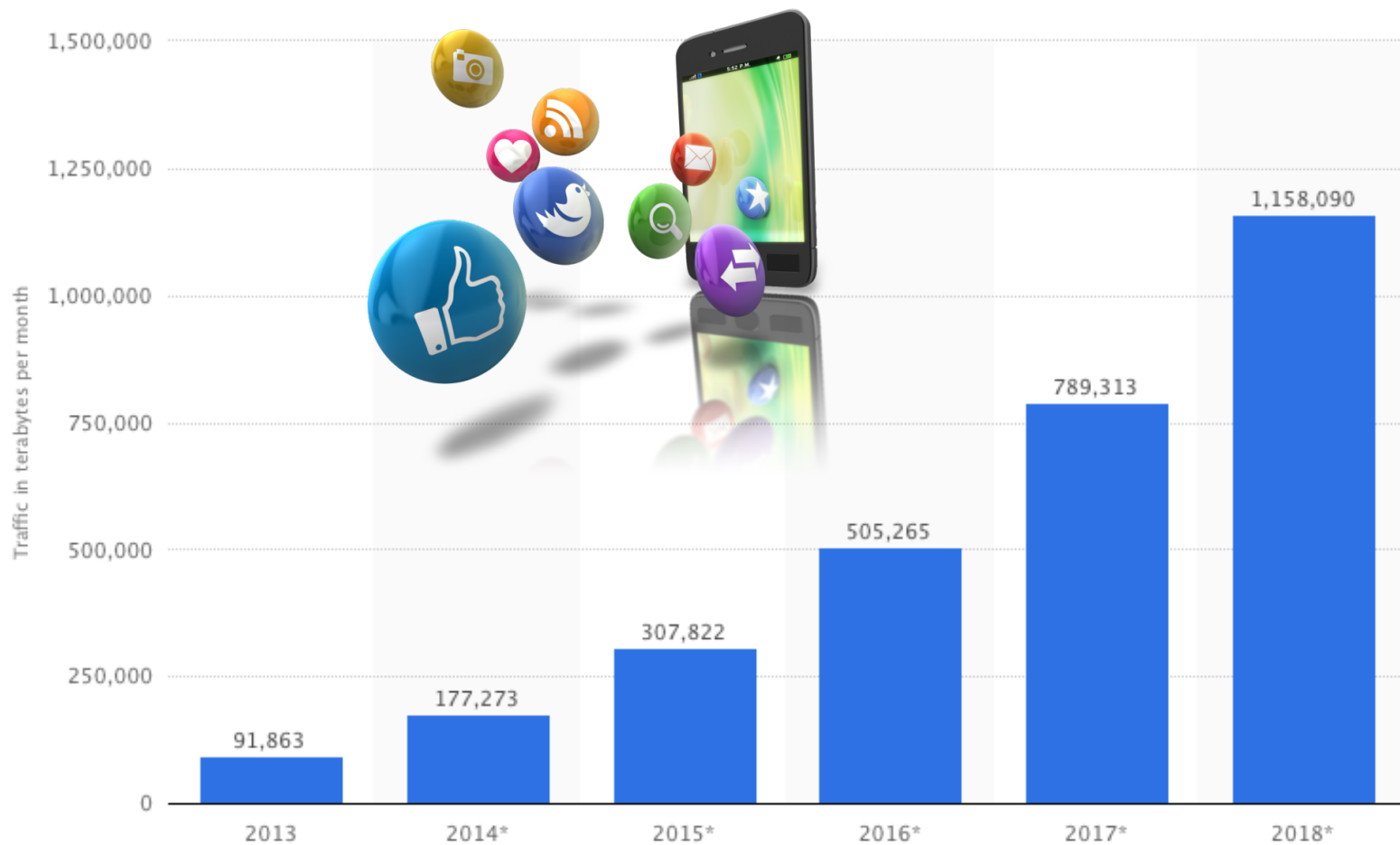
Year	Traffic in terabytes per month
2013	91,863
2014*	177,273
2015*	307,822
2016*	505,265
2017*	789,313
2018*	1,158,090

Cisco Unified Contact Center Enterprise

Omnichannel

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19
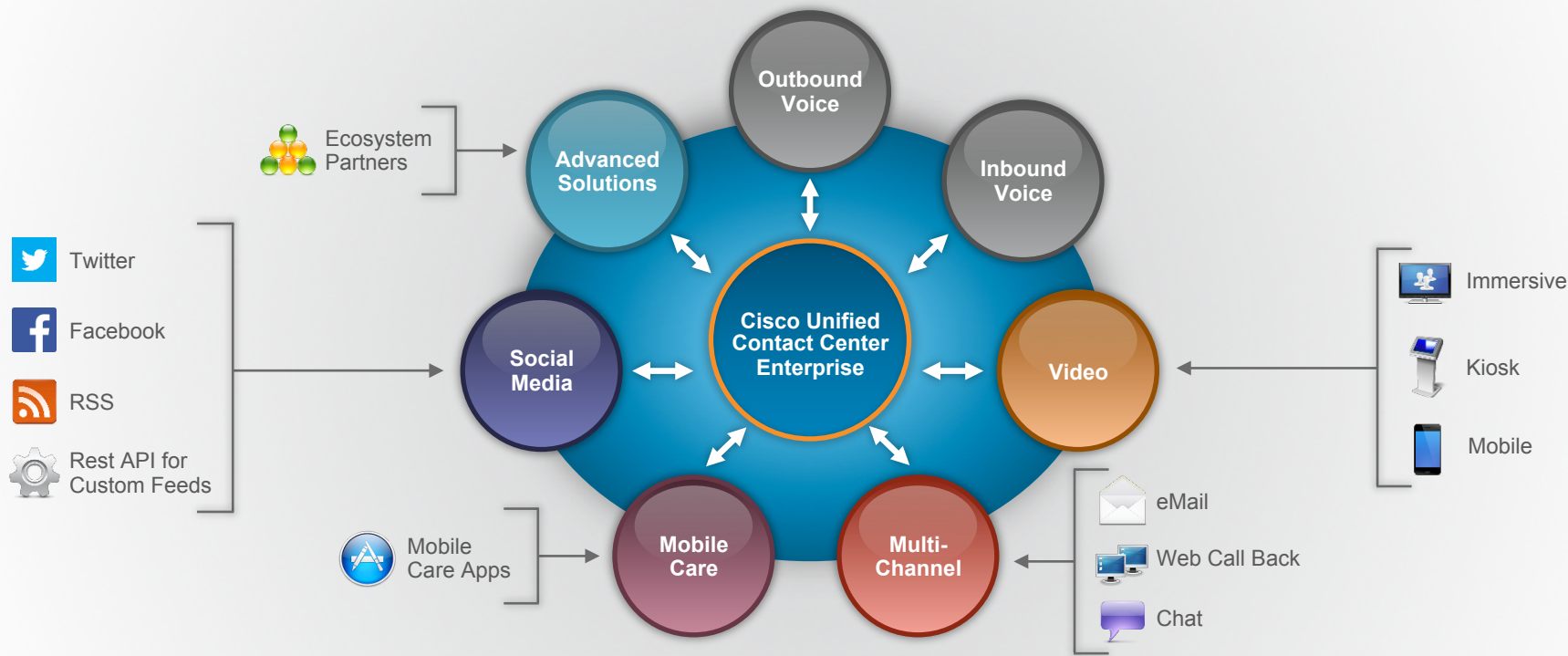
Cisco Unified Contact Center Enterprise

Omnichannel

BRKCCT-2021	Achieving Business Outcomes through Omni-channel Customer Experiences	Thu	09:30	Cobá 07

- **eGain Solutions+**
- **Cisco Mobile Advisor**
- **Salesforce.com**
- **Bucher & Suter**
- **Upstream Works**
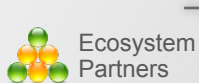
Ecosystem Partners

Twitter

Facebook

RSS

Rest API for Custom Feeds

Mobile Care Apps

Advanced Solutions

Outbound Voice

Inbound Voice

Social Media (Social Miner)

Video (Remote Expert)

Mobile Care (Agent Request)

Multi-Channel (EIM-WIM)

Immersive

Kiosk

Mobile

eMail

Web Call Back

Chat

Ciscolive!

UCCE Architecture

Presentation Layer	Thick Clients	Reporting	Desktop & CRM	Recording	Social Media	Admin
	Shared Container (OpenSocial Gadgets, XMPP, REST API Access)					

Contact Center Services	Social Media	Recording	Routing	APIs	RT Reporting
	Self Service & Queuing	Outbound	Desktop Control	Call Flows	Historical Reporting

Network/ Data Services	VXML Browser	Call Control	Media Forking	TDM / IP Gateways	Message Bus

UCCE Architecture

Presentation Layer						
	CTI OS	CUIC Client	Finesse Client	MediaSense Client	SocialMiner Cleint	Web Admin
	Shared Container (OpenSocial Gadgets, XMPP, REST API Access)					

Contact Center Services					
	Social-Miner	MediaSense	UCCE ROuter	APIs	AW
	CVP	Outbound	Finesse	Call Flows	HDS

Network/ Data Services					
	VXML GW	UCM	BIB, CUBE	ISR VGW	XMPP

Presentation Layer
Finesse

Cisco Finesse
Revolutionizing the Contact Center Agent Experience

- Browser-based agent desktop for easy management & upgrades

- Designed to empower agents via user-centered design product

- Flexible and Expandable – Finesse is a web gadget container
  - All applications that agents need (Cisco or 3rd party) contained within Finesse
  - Administrators define agent and supervisor layouts

- Developer Friendly Web API

- Cisco Developer Marketplace to showcase gadgets built by Cisco Development Partners

Enterprise Mashups
Powerfull Desktops for Agents

Presentation Layer

Contact Center Services

CUIC Gadget

Finesse Gadget

CRM Gadget

HTTP

Cisco Finesse Server

Web Services

Gadget Container

CISCO

CUIC

Cisco Unified Contact Center

HTTP

Enterprise CRM

HTTP

- Gadget Architecture enables client-side mashup & easier integration
- Gadget Upgrades handled by each server
- Reduces version compatibility dependencies

Finesse Gadgets

Ease of Customization via Modular Architecture

- Mini-web pages assembled into a larger webpage

- A la carte approach to agent desktop

- Utilize OpenSocial for standards-based integration

Finesse Feature Set

Cisco Finesse Workflows

- Customers require a way of triggering screen pops or passing data to other applications without custom development

- Finesse delivers this functionality via flexible workflows

- Finesse supports the ability to do a browser screen pop or call a REST API on Finesse or a 3rd party application

Define **events** that trigger the workflow

Evaluate **conditions** to see if workflow applies to this customer or agent

A resulting **workflow action** is performed

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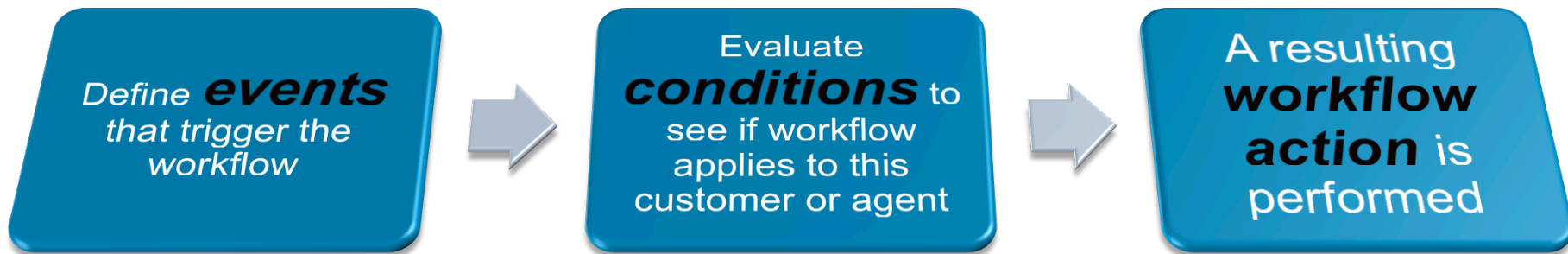
Finesse for CCE

Agent & Supervisor Features

- HTTP & REST API Workflows
- Login via Username
- Localization
- e.164
- PCCE – Live Data Gadgets
- Support for IE, and FireFox
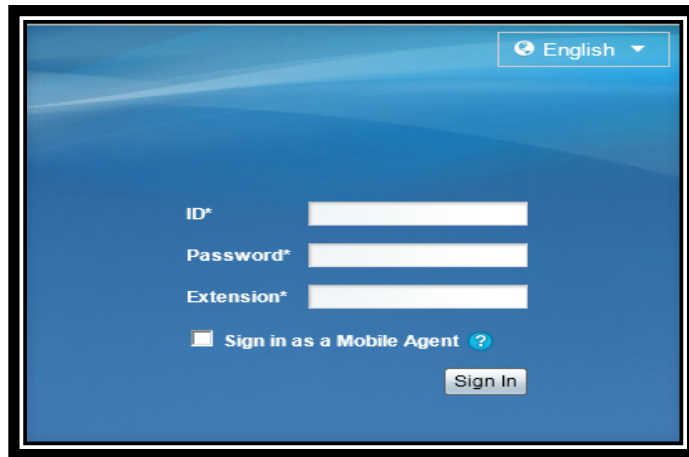
Other Features

- ESXi 5.1 Support
- Support for System CLI
- Automatic Login Upon Failover
- Support for CCE 9 and CCE 10

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Finesse for CCE Localization Details

- Agents choose their preferred language at login time
- Agents can choose a different language each time they log in

Finesse 10.0 Supported Languages		
Danish	Spanish	Norwegian
Dutch	Finnish	Portuguese
English	French	Swedish
German	Italian	

Live Data Gadgets for Packaged CCE

- Agent and Agent Skill Group Real-Time Data via Finesse Agent Gadgets

- Real-time Data Via Message Bus Enables Faster Refresh Rates

Optional Wrap-Up Codes - CCE

If Agent Desk Settings allow, agents can decide to go into wrap-up after the call….
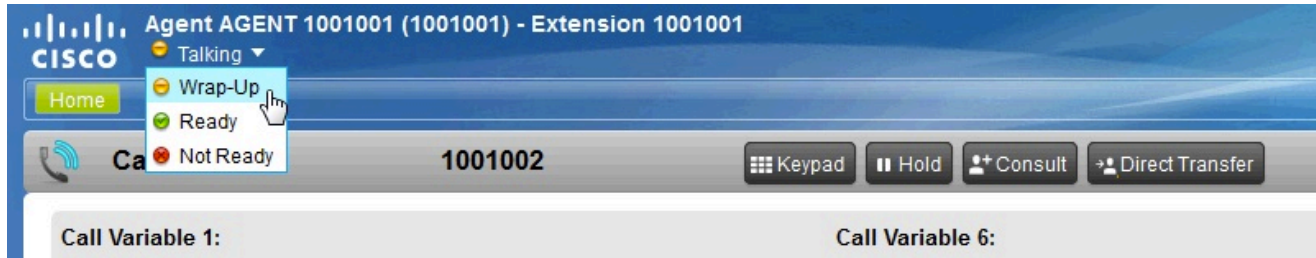
When the agent selects wrap-up, they are put in a pending wrap-up state
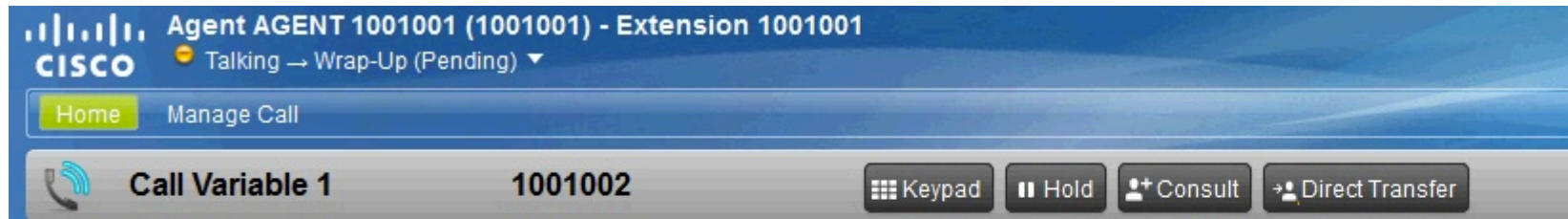
Finesse Capabilities across the board

CCX 10.0
Dec 2013

CCX 10.5
June 2014

CCX – 10.6
Planned Dec 2014

Cisco Finesse

Live Data

Home Agent

E.164

Multi-Session Web Chat

Prime Deploy-yment

IPv6

Predictive Outbound

Complete Solution with

Finesse:

Email

Remote Expert
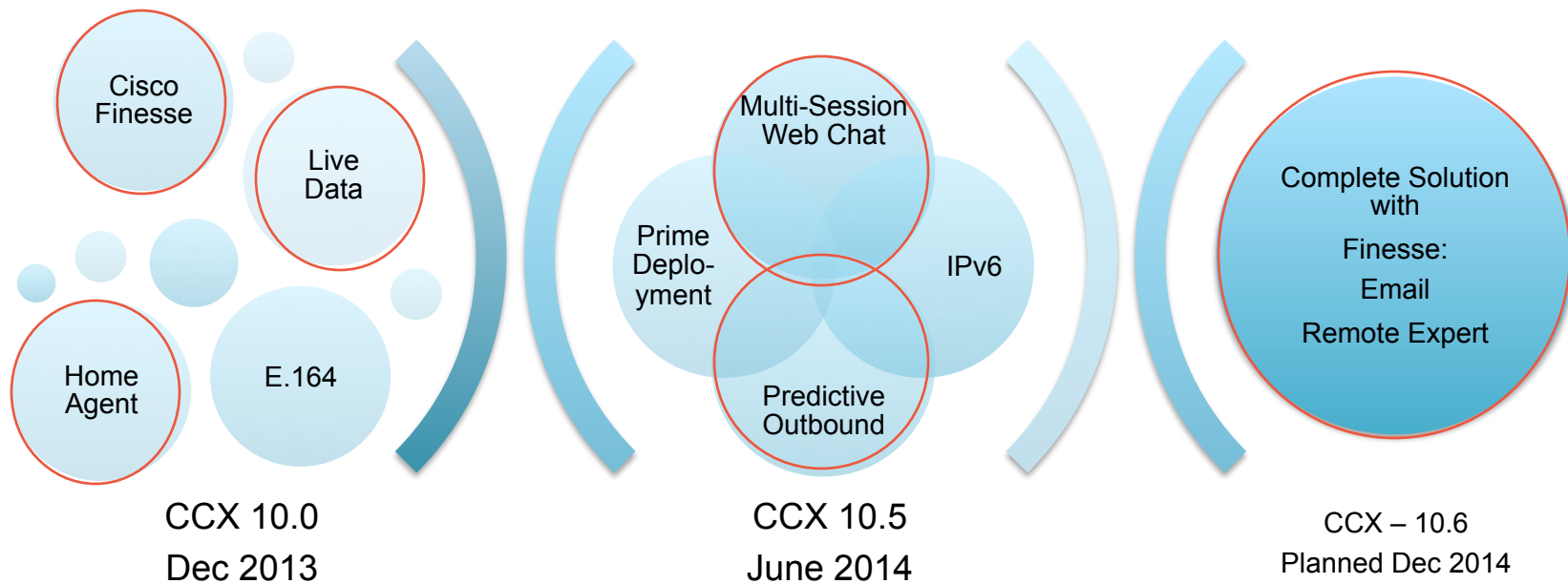
Finesse 10.5

Direct Preview, Progressive, & Predictive Outbound - CCX

- All Outbound Modes – Agents are put in "Reserved (Outbound)" State
- Direct Preview Mode - A reservation call lets the agent decide how to respond to the contact

- Direct Preview Mode- When the agent accepts the contact, the outbound call is made
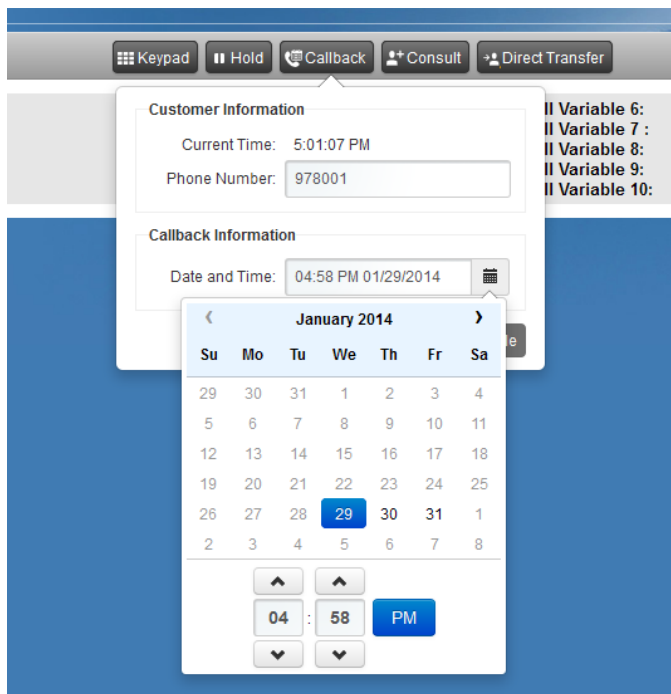
Scheduled & Personal Callback– CCX/CCE
Enabling Outbound Option Campaigns
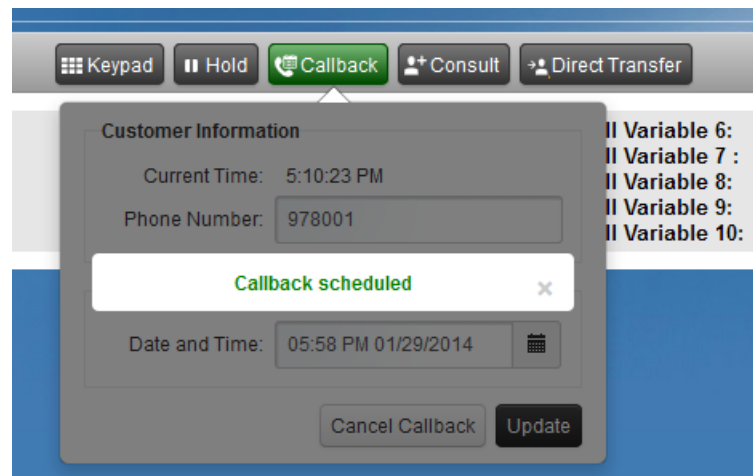
Supervisor Set Agents to Not-Ready State - CCX/CCE

- Supervisor can set the agent to Not-Ready State
- Reason code is a reserved code signifying that the action was initiated by the supervisor

Finesse for 10.5 Localization Details

- Agents choose their preferred language at login time
- Agents can choose a different language each time they log in
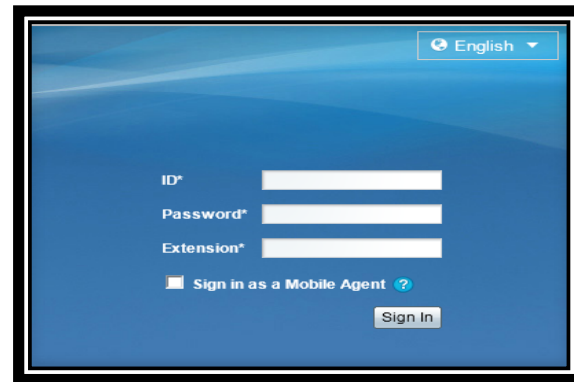
Finesse Supported Languages		
Chinese – simplified	Finnish	Polish
Chinese - traditional	French	Portuguese
Danish	Italian	Russian
Dutch	Japanese	Spanish
English	Korean	Swedish
German	Norwegian	Turkish

Web Chat Enhancements - CCX

- Finesse Gadgets

- Multi-Session Support

- Response templates

- Download transcript by customer

- Reports enhancements for new functionalities
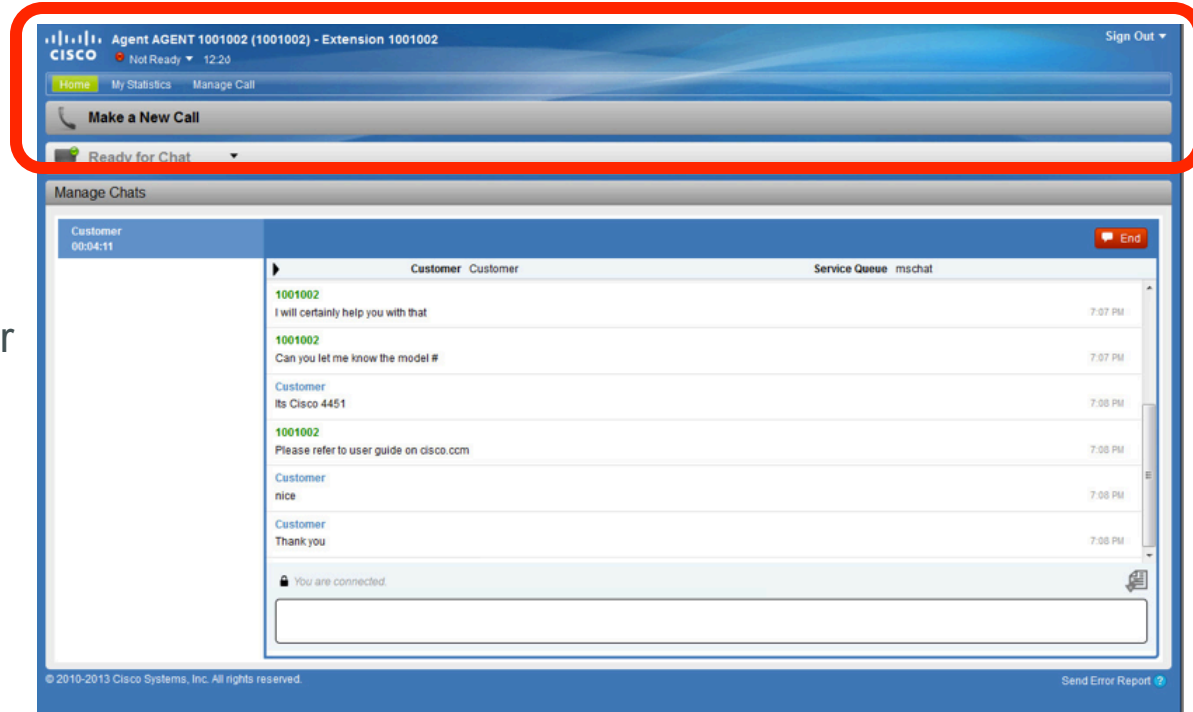
Cisco Finesse

CRM Connectors

- Connectors from Bucher+Suter
  - Salesforce.com
  - Microsoft Dynamics
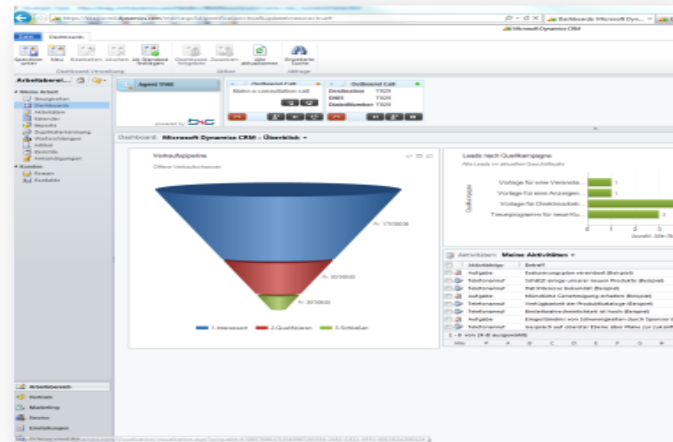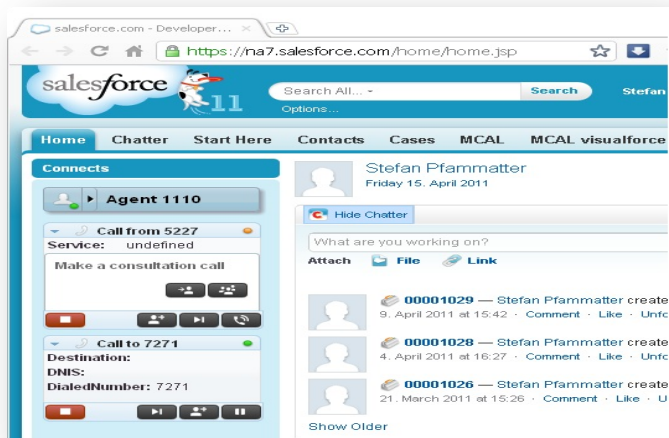
Simplification

Changes in 10.0

- Virtualized deployments only
  - VM template changes
- Historical Reports and Live Data via CUIC
  - HRC support dropped (CCX)

- Parent Child Deployment support dropped

Changes in 10.5

- CAD-BE support dropped (CCX)

- Increased number of Skills and CSQs to 250 (CCX)

New
in
10.5!

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Next Priorities

CAD and Finesse Mixed Mode

New with 10.6

- Essential because
  - Adoption of Finesse is essential for achieving benefits of solution
  - Existing customers need CAD users training/migration to Finesse in gradual planned way

- Mixed operation of CAD and Finesse
  - Supported with Unified CCX 10.6
  - Team wise migration support for inbound voice agents and Preview Outbound Agents.
    - No partial team migration
    - Supervisor capabilities and Live data at team level
  - Web Chat and Email agents need to be flash cutover at start

- Whitepaper will be available post 10.6 launch for detailed guideline on design considerations and planning process

- CAD removal in CCX 11.0

No CAD in CCX 11.0

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Intelligent Center

Cisco Unified Intelligence Center

- CUIC is the reporting services for for Contact Center enterprise (UCCE, PCCE), CVP, SoicalMiner, UCCX, and HCS.

- Platform for report development

- Dashboard

- Extend reporting
  - Direct Export
  - Scheduled delivery
  - Click-to-report

- Link reports using drill down

- Segmented access by user and role

Report

Supervisor	Agent Team Name	Total On Team	#Logged On	Media	Active States				Hold	Wrap Up
					Not Ready	Active In	Active Out	Not Active		
	AT11009	9	1	Cisco_Voice	0	0	0	0	1	0
		9	1		0	0	0	0	1	0
11001, Agent	AT11000	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11001	9	2	Cisco_Voice	1	0	0	0	1	0
	AT11002	9	1	Cisco_Voice	1	0	0	0	0	0
11001, Agent		27	4		2	0	0	0	1	0
11177, Agent	AT11003	9	1	Cisco_Voice	0	0	0	0	0	1
	AT11004	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11005	9	1	Cisco_Voice	1	0	0	0	0	0
11177, Agent		27	3		1	0	0	0	0	1
11178, Agent	AT11006	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11007	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11008	9	1	Cisco_Voice	0	0	0	0	0	0
11178, Agent		27	3		0	0	0	0	0	0
		90	11		3	0	0	0	2	1
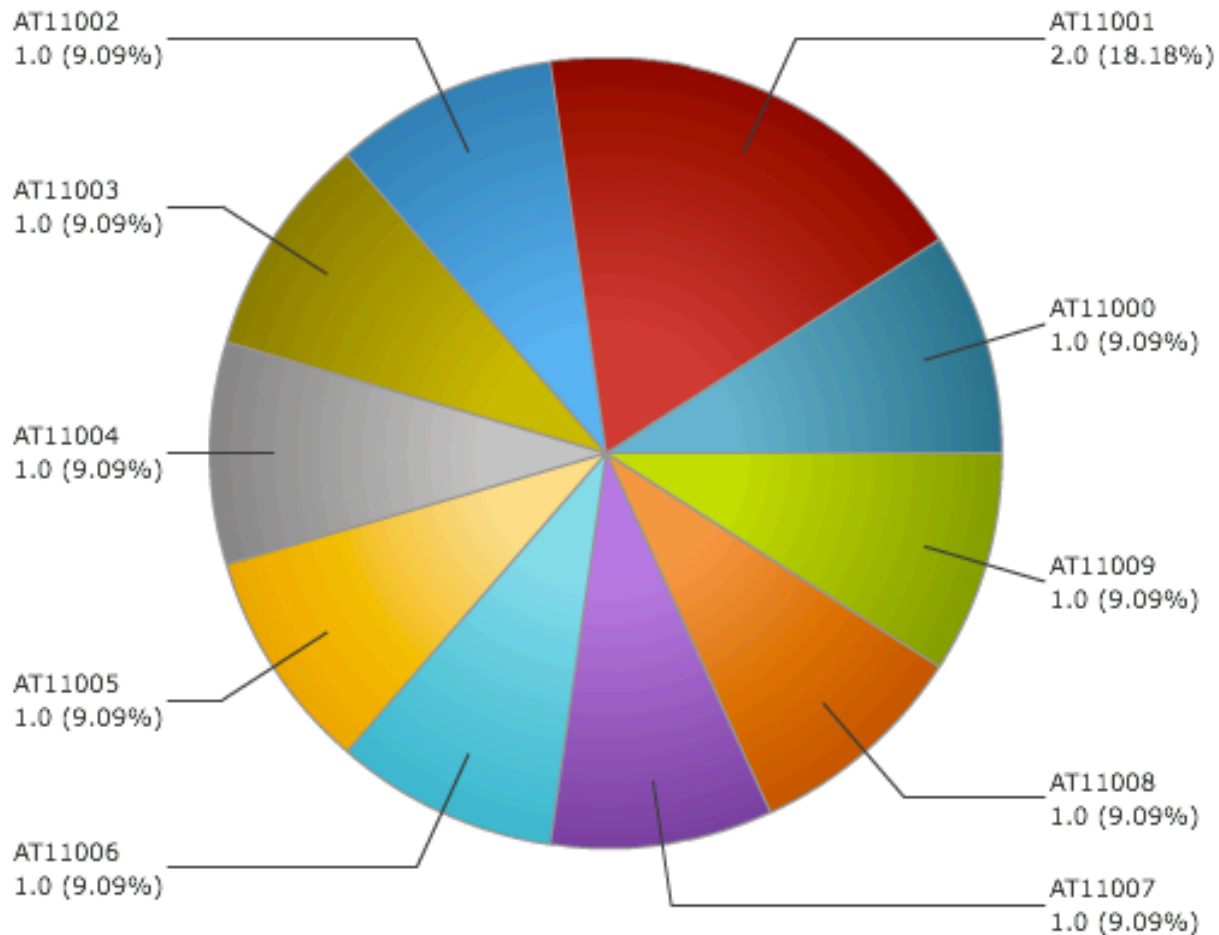
This is the same report

47
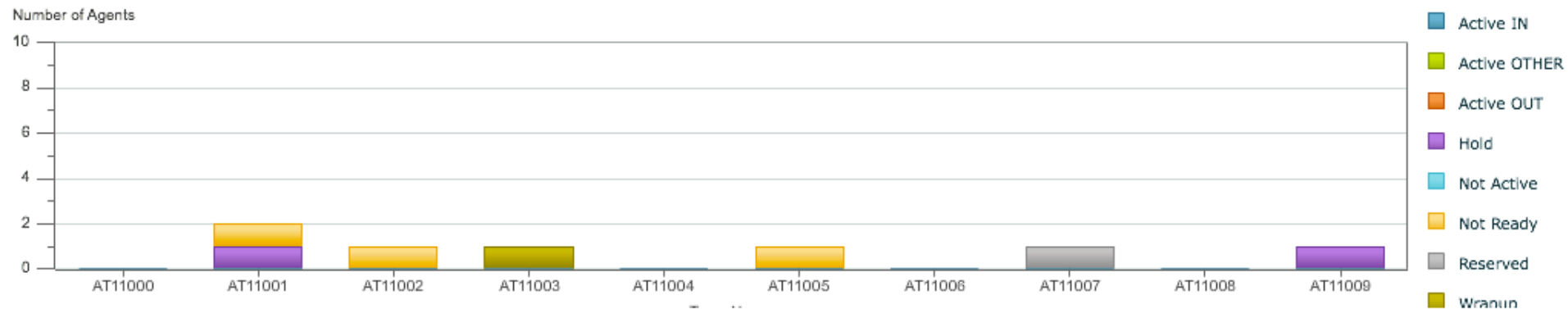
This is also the same report
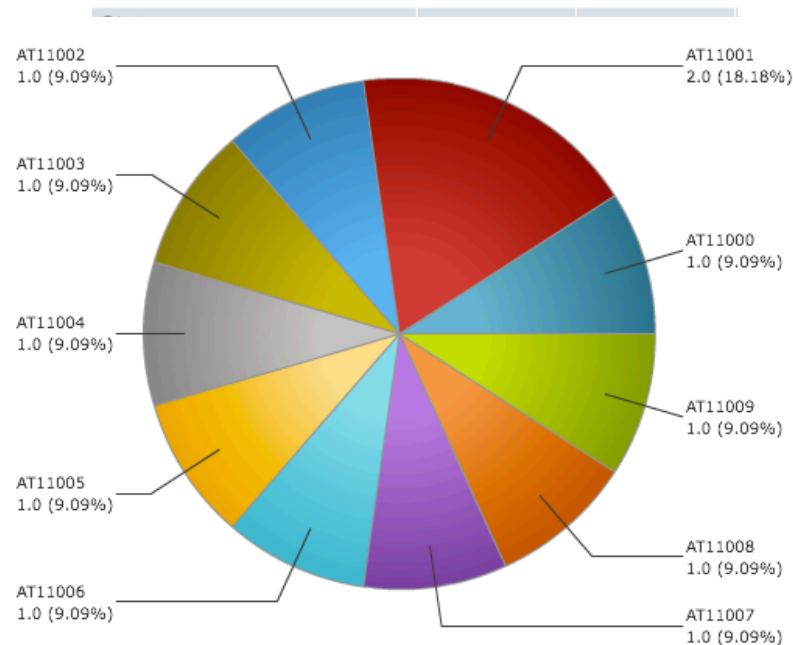
One report, multiple views

Multiple Views

Associate multiple report views with the same report data definition

<<	Edit	Print	Filter	SQL	Refresh	Pop Out	Export	Chat Agent Detail Report ▲▼	>>

Chat Agent Detail Report
Talk Time Gauge
Total Active,Accept Time by Agent Chart

☑ Auto Refresh

CSR Name	Agent ID	Chat Type	Chat Routed CSQ	Chat Skills	Chat Start Time	Chat End Time	Duration	Active Time	Accept Time
Claudia Schiffer	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 7:59:37 AM	6/26/12 8:01:03 AM	00:01:26	00:01:20	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 2:30:00 AM	6/26/12 2:30:41 AM	00:00:41	00:00:36	00:00:04
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 9:51:53 AM	6/26/12 9:52:26 AM	00:00:33	00:00:27	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 3:52:16 AM	6/26/12 3:54:53 AM	00:02:37	00:02:32	00:00:03
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 11:45:17 AM	6/26/12 11:45:44 AM	00:00:27	00:00:23	00:00:02
Claudia Schiffer								**00:05:18**	**00:00:19**
Helena Christensen	ccxagt3	Incoming	Chat_Support	Support	6/6/12 4:52:49 PM	6/6/12 4:55:40 PM	00:02:51	00:02:44	00:00:06
	ccxagt3	Incoming	Chat_Support	Support	6/6/12 3:52:59 PM	6/6/12 3:54:20 PM	00:01:21	00:01:19	00:00:02
Helena Christensen								**00:04:03**	**00:00:08**
								00:09:21	**00:00:27**

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Scheduling Reports

- Distribute via .pdf, .xls or embedded in email

- Publish to a .csv file for flat file integration

# Schedule Reports: Best Practices

- System load during schedule report execution

  - Schedule reports during non-production hours
  - Don't schedule reports at 00:00Hrs
  - Stagger the scheduled reports

Schedule List

Name contains	Filter	Clear

	Schedule Name	Scheduled Execution		Destination		Next Scheduled Run	Scheduled By	Frequency
		Last Run	Last Status	Type	Result			
○	Agent Team - Daily	5/14/14 09:15	☑	Dashboard		5/15/14 01:05	CUIC\administrator	Daily
○	Dashboard Scheduled Report	5/14/14 09:17	☑	Dashboard		5/15/14 01:00	CUIC\administrator	Daily

Create	Edit	Delete	Enable	Disable	Run Now	Refresh

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Dashboards

Consolidate reports and other content

- Scheduled Reports
- Sticky Notes
- Web pages
- Widgets
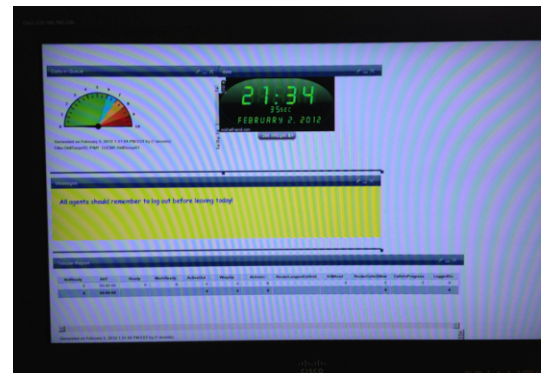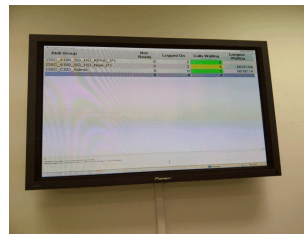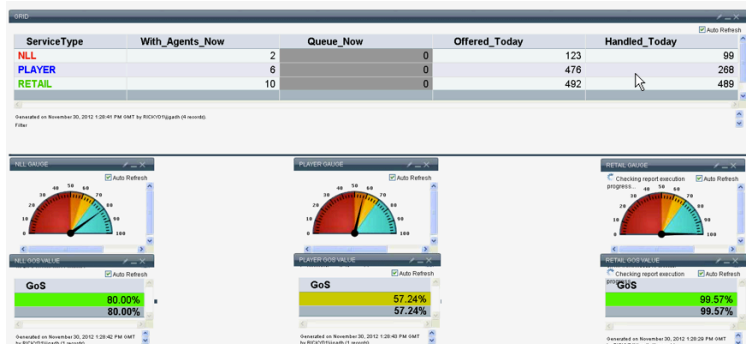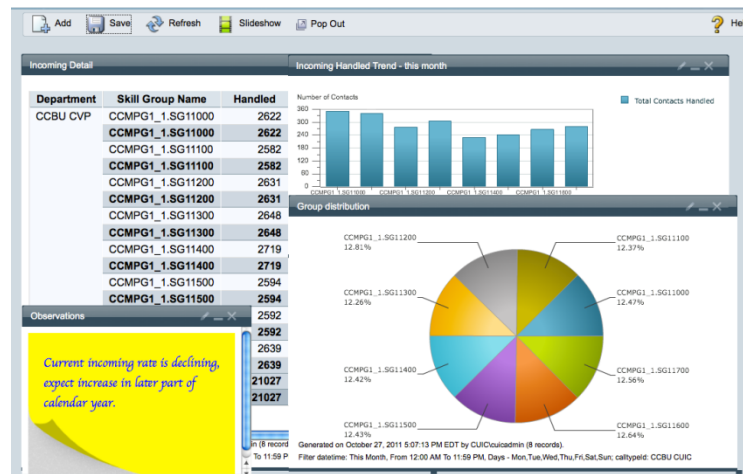
Permanent Web Link

- Simplify distribution of reports and dashboards
  - Distribute for internal mobile users

- Provide one-click access to reports

- Enable Digital Signage or large screen monitors

Agent Name	State	State Time
11001, Agent	Not Ready	00:00:42
11002, Agent	Not Ready	00:00:34
11003, Agent	Not Ready	00:01:20
11004, Agent	Ready	00:00:48
11005, Agent	Hold	00:00:54
11006, Agent	Ready	00:00:26
11007, Agent	Not Ready	00:00:08
11008, Agent	Not Ready	00:00:48

NCO	NCH	ABN%	ASA	LOB	QUE	LCW	#AVL	#NR
7	7	0	0:06	Asia_Pacific	0	0:00	0	5
41	41	0	0:04	Bank	0	0:00	0	67
9	9	0	0:03	Bank_Gold	0	0:00	2	43
4	4	0	0:01	Concierge	0	0:00	4	1
0	0	0	0:00	DRS	0	0:00	1	0
221	219	0.9	0:08	Elite	0	0:00	1	44
49	43	12.2	0:49	Fraud-AAS	0	0:00	1	9
426	421	1.2	0:06	Gold	0	0:00	3	96
294	292	0.7	0:09	MainStreet	0	0:00	0	63
121	120	0.8	0:09	Platinum_RM	0	0:00	29	26
30	30	0	0:07	Platinum_Svc	0	0:00	3	3
10	10	0	0:10	Research	0	0:00	0	21
207	206	0.5	0:09	Stock_Plans	0	0:00	10	35
13	13	0	0:12	Syndicate_Ops	0	0:00	1	11
23	23	0	0:08	Tax_Retirement	0	0:00	2	12
21	19	9.5	0:22	Tech	0	0:00	1	16

CUIC Stock Reports
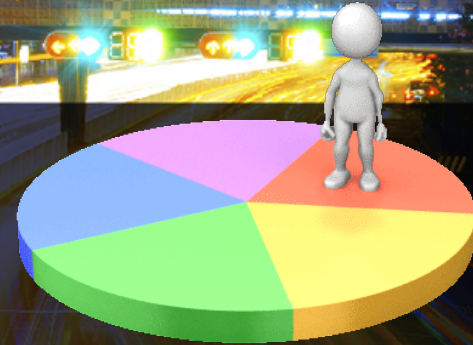
Intelligence Center Stock Report Packages

- Template zip file:
  - XML that represents the report and report definition
  - Report Online Help(OLH)
  - Localization files to support localization of report and OLH

- Stock Report Packages are
  - Included with Contact Center Express
  - Downloadable for all other products
    - Cisco.com software download area for Cisco Stock reports
    - Developer.cisco.com for beta and/or partner developed reports

Importing Reports from cisco.com

Contact Center Reports

- UCCE
  - CUIC Admin Security (3)
  - SocialMiner Historical (6)
  - EIM/WIM Historical (3)
  - CCE Historical All Fields (20)
  - CCE Realtime All Fields (14)
  - CCE Historical Outbound (10)
  - CCE Realtime Outbound(4)
  - CCE Historical Transition (32)
  - CCE Realtime Transition (11)
  - PCCE Live Data (4)

- UCCX
  - CUIC Admin Security (3)
  - CCX Chat (5)
  - CCX Email (6)
  - CCX Inbound Agent (10)
  - CCX Inbound CSQ (9)
  - CCX Inbound Other (7)
  - CCX Outbound (5)
  - CCX System (4)
  - TOTAL: Each report has multiple views making it about 150 reports

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Custom Reports

```
No development              SQL expertise is
expertise required              needed

        ↓                         ↓

CUIC Standard version       CUIC Premium version
                                    Or
                             Lab/NFR version

        ↓                         ↓
```
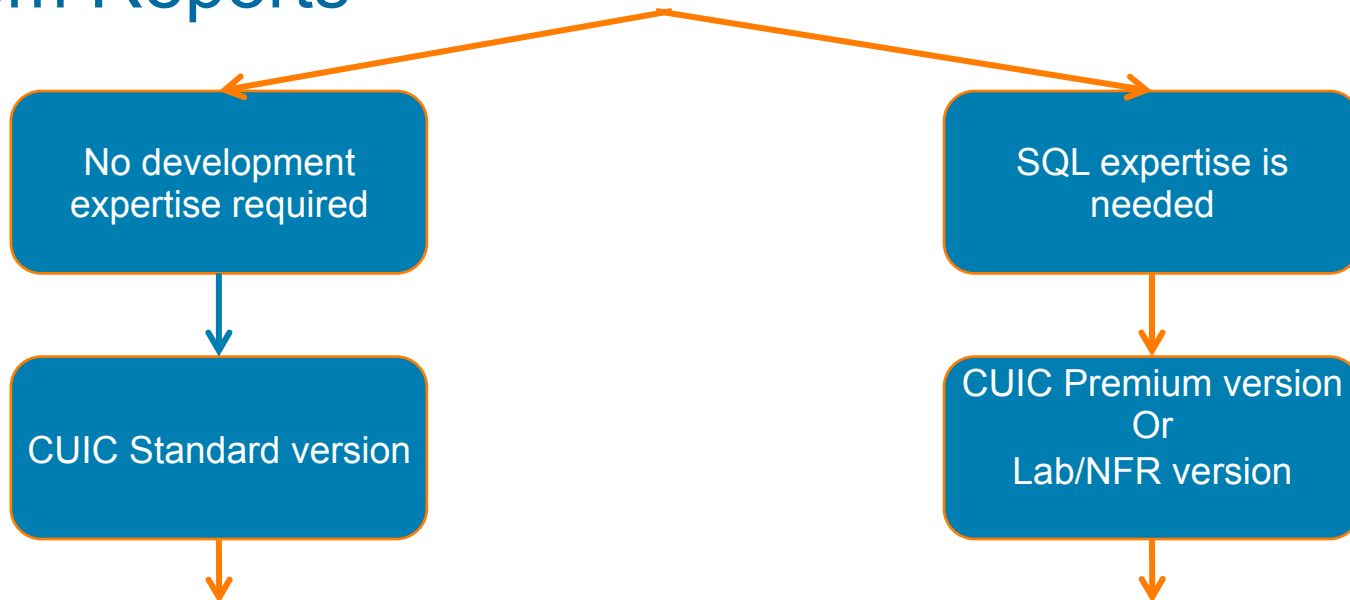
- Create new views

- Rearrange Column fields, Rename fields

- Add thresholds to identify compliance violations

- Customize SQL query

- Add a formulas

- Add Calculations

    Cisco Public

Back to the presentation Layer

Reports Within Finesse…

Live Data

- Updated in real-time: subscription versus "refresh rates"

- Agent and Agent Skill Group Real-Time Data

- Lightweight access to reporting

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Live Data for Unified CCX
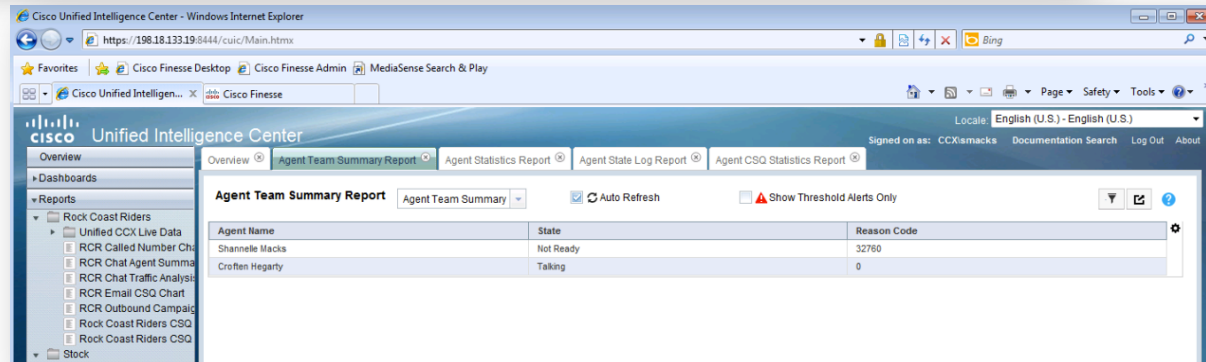
- Supervisor Reports
  - Team State
  - Team Summary
  - CSQ Summary
  - CSQ Detail

- Agent Reports
  - Agent State Log
  - Agent Statistics
  - Agent CSQ statistics
  - Agent Team Summary

Reporting Gadgets on Cisco Finesse

Live Data reporting as gadgets

Live Data Gadgets – For Agents

- Gadgets are added to the default gadget layout / no manual configuration

Agent mike1 (mike1) - Extension 1061
Not Ready ▾

Sign Out

Home | My Statistics | Manage Call

📞 **Make a New Call**

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	00:00:18	00:00:18	00:00:18	00:02:33	00:03:47	00:08:30	00:00:00	00:00:00	00:00:00

Agent State Log Report

Start Time	Agent State	Wrap-up Data	Reason Code	Duration
Oct 30, 2013 2:41 PM	Login		0	00:00:00
Oct 30, 2013 2:45 PM	Logout		32766	00:00:00
Oct 30, 2013 2:45 PM	Login		0	00:00:00
Oct 30, 2013 2:48 PM	Logout		255	00:00:00
Oct 30, 2013 2:49 PM	Login		0	00:00:00

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Live Data Gadgets – For Supervisors

- Gadgets are added to the default gadget layout / no manual configuration

Supervisor Venus (venus) - Extension 1060

Not Ready ▼

Sign Out ▼

Manage Team | Team Data | Queue Data | Manage Call

Make a New Call

Team Summary Report

Agent Name	Agent ID	Login Duration	Average Talk Time		Average Hold Time	
			Short Term	Long Term	Short Term	Long Term
Venus	venus	00:18:19	00:00:00	00:00:00	00:00:00	00:00:00
rahul Pandita	rahul1	00:23:57	00:00:00	00:00:00	00:00:00	00:00:00

Team Summary Report

Agent Name	Agent ID	Login Duration	Calls Offered	Calls Handled	Average Ring Time	Talk Time			Hold Time			Ready Time			Not Ready Time			After Call Work Time		
						Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
Venus	venus	00:18:19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24	00:01:16	00:04:07	00:00:45	00:03:53	00:14:12	00:00:00	00:00:00	00:00:00
rahul Pandita	rahul1	00:23:57	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:45	00:01:24	00:03:21	00:17:46	00:22:32	00:00:00	00:00:00	00:00:00

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Live Data Gadgets – For Supervisors

- Gadgets are added to the default gadget layout / no manual configuration

Supervisor Venus (venus) - Extension 1060
Not Ready ▾
Sign Out ▾

Manage Team | Team Data | Queue Data | Manage Call

Make a New Call

Voice CSQ Summary Report

CSQ Name	Agents Logged In	Agents Talking	Agents Ready	Agents Not Ready	Agents in After Call Work	Agents Reserved	Longest Call in Queue
csq1	1	0	0	1	0	0	00:00:00
OB_csq2	0	0	0	0	0	0	00:00:00
OB_csq1	0	0	0	0	0	0	00:00:00
RESTStepCSQ	0	0	0	0	0	0	00:00:00
		0	0	1	0	0	00:00:00

Voice CSQ Agent Detail Report

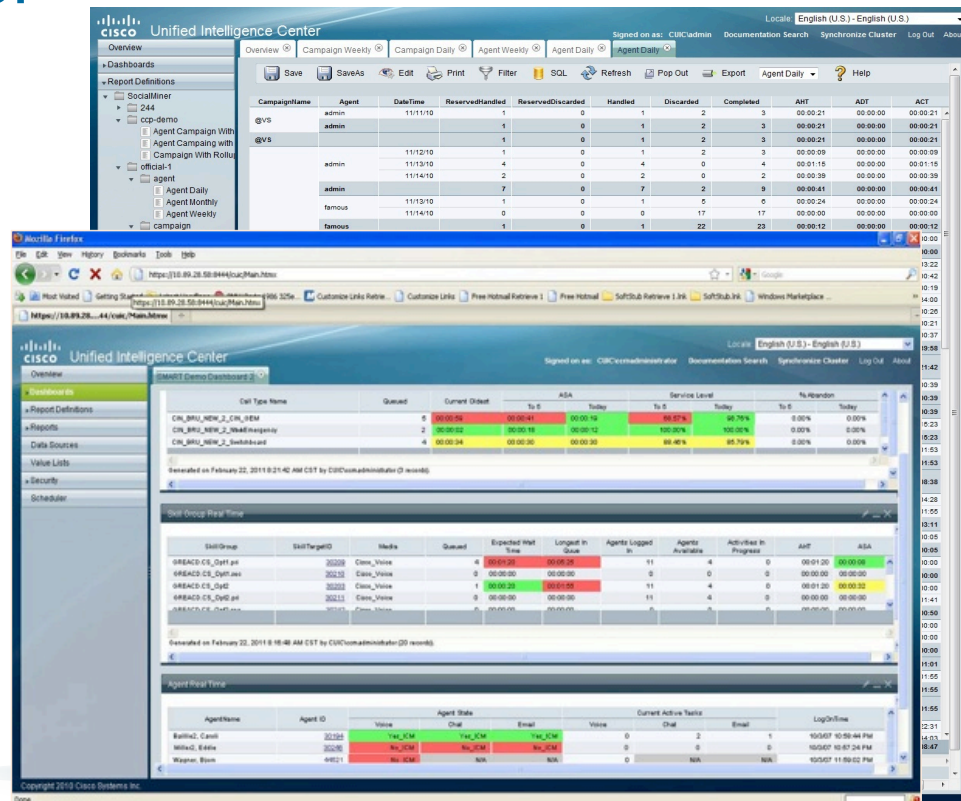| CSQ	Agent Name	Agent ID	Current State	Duration	Reason Code
Auto_CSQ	Venus	venus	Not Ready	00:01:08	32760
csq1	Venus	venus	Not Ready	00:01:08	32760

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Recording with MediaSense

- **MediaSense Gadget embedded in Finesse Supervisor desktop**

- Workflows dynamically activate recording
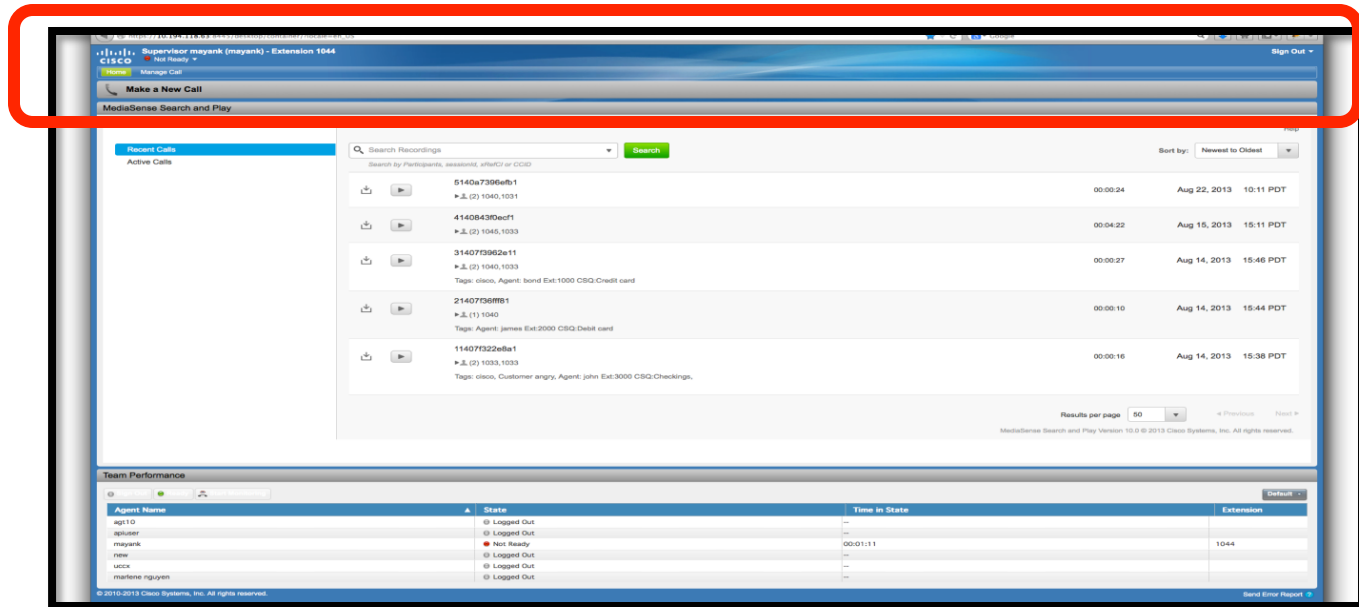
Reporting with SocialMiner

- SocialMiner maintains metrics on social, chat, mobile contact volume and agent activities

- There are two main categories of reports:
  - *Campaign Reports* – These metrics provide total posting volume by customers as well as the responsiveness to customers.

  - *Agent Reports* – These metrics provide an indication of the agent productivity.

Additional Resources

Main DevNet Page for Contact Center
http://developer.cisco.com/web/contact/home

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Cisco DevNet - Finesse
http://developer.cisco.com/web/finesse/home

- Finesse Developer's Guide describes all of the Finesse REST API's (including Configuration and Serviceability API's not used on the Desktop)

- Finesse JavaScript Library contains the library for building gadgets as well as the JS Doc that goes with it.

- Sample Gadgets that demonstrate various features of Finesse.

- Getting Started for quickly getting going on Finesse

Cisco DevNet - CUIC

http://developer.cisco.com/web/ccr/home

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Partners (example but not a complete list)

Speech Self-Service

Enhanced Reporting & Analytics

CRM Desktop Integration

Multichannel Customer Engagement

Workforce Optimization

Outbound Campaign Management

Cisco Unified Contact Center

Demo

Q&A
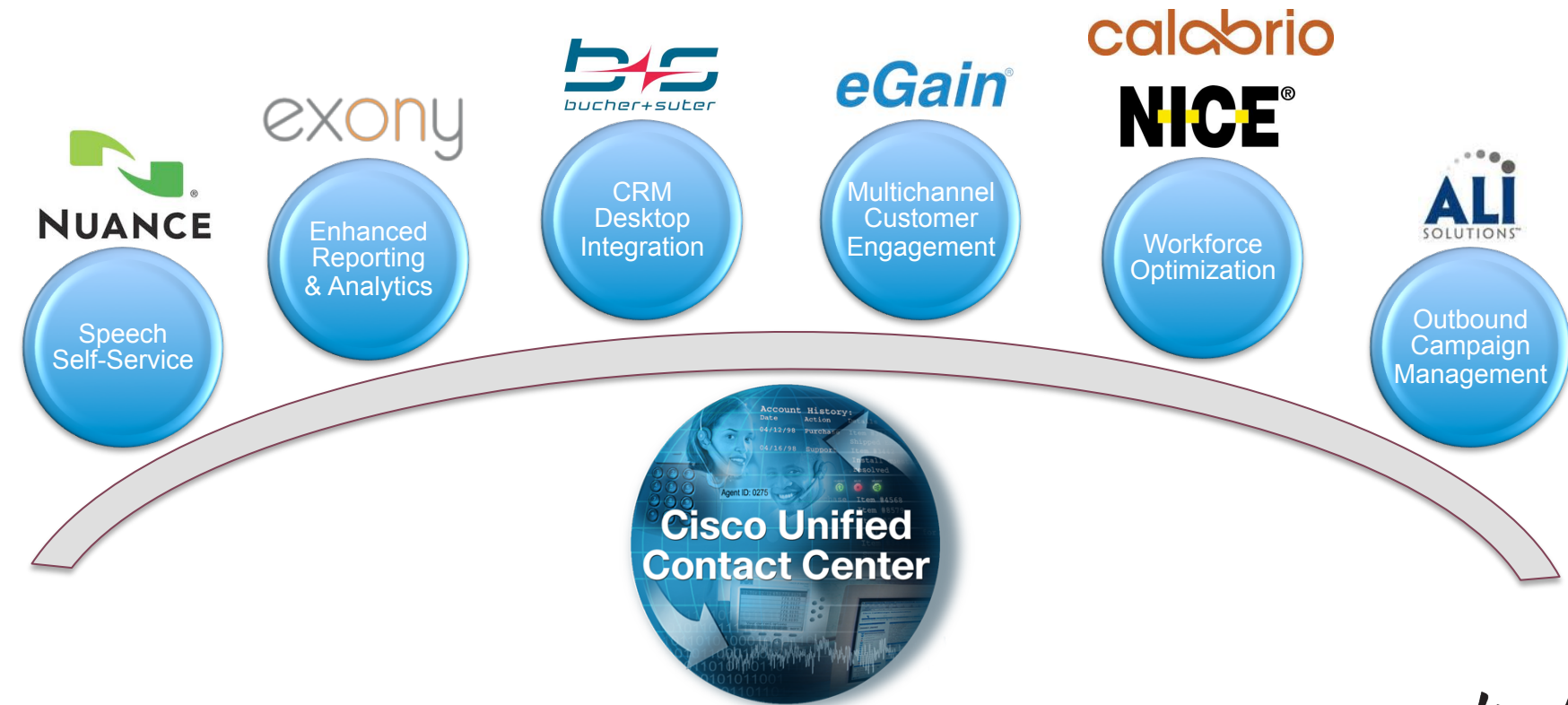
Takeaways

Increase Agents Productivity

Common tools and infrastructure
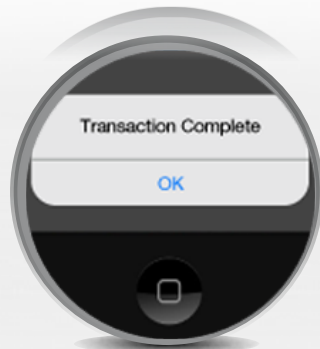
Increase Profit and Revenue

Higher close rate
Increase in up-sell and cross-sell

Differentiated Customer Experience

Consistent and Personalized

Faster Time to Serve the Customer

Accelerating to customers' pace

Cisco Public

Not sure which session to go next?

Look for the **Cisco Live Journeys** checklists at the registration desks, on your mobile application, or in the kiosk at the Cisco Campus in the World of Solutions. **Each Journey groups sessions, labs, demos and other activities related to a specific trend or topic.**

Ask for your sticker on the way out of this session, collect three stickers of a given Journey and go to the DX Lounge outside the World of Solutions. **We have a special gift for you!**

Restrictions may apply.
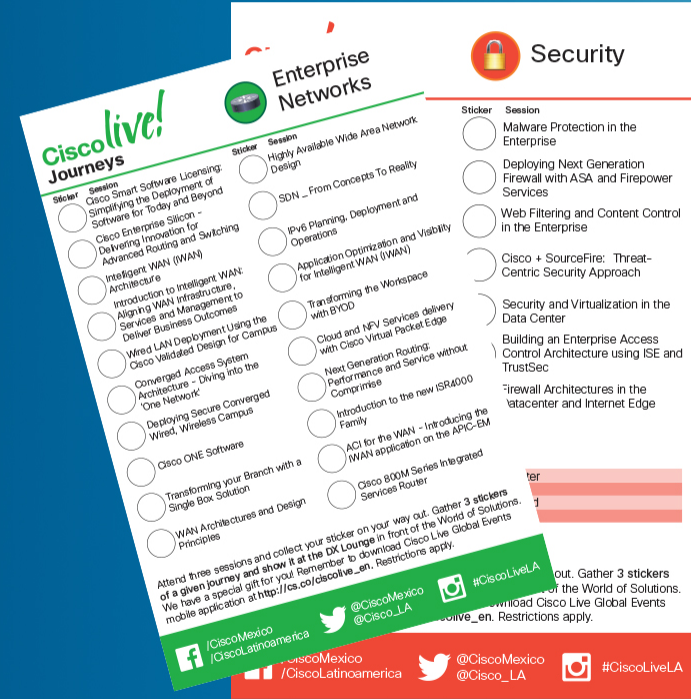
Continue Your Education

- Demos in the Cisco Campus

- Walk-in Self-Paced Labs

- Table Topics

- Meet the Engineer 1:1 meetings

Cisco live!

Thank you.

CUSTOM REPORTING

Visual Customization

Create New Views

- Choose the right format what you want to display
  - Gauges for single values, charts for multiple
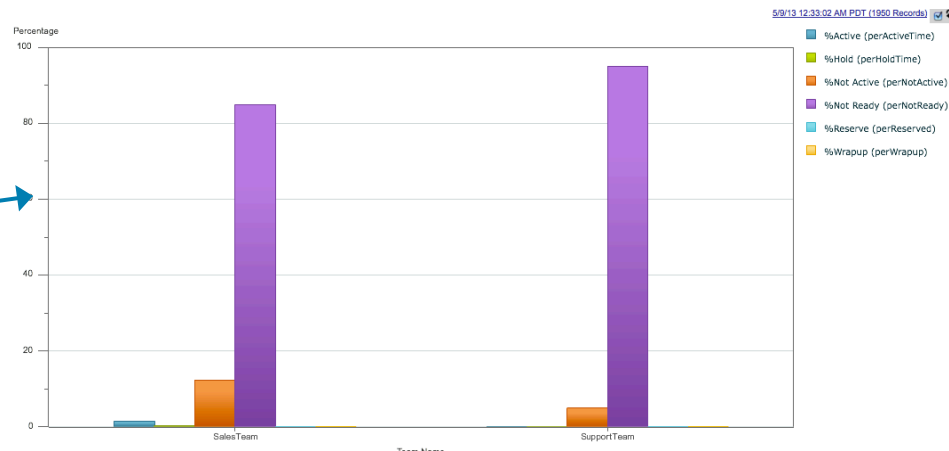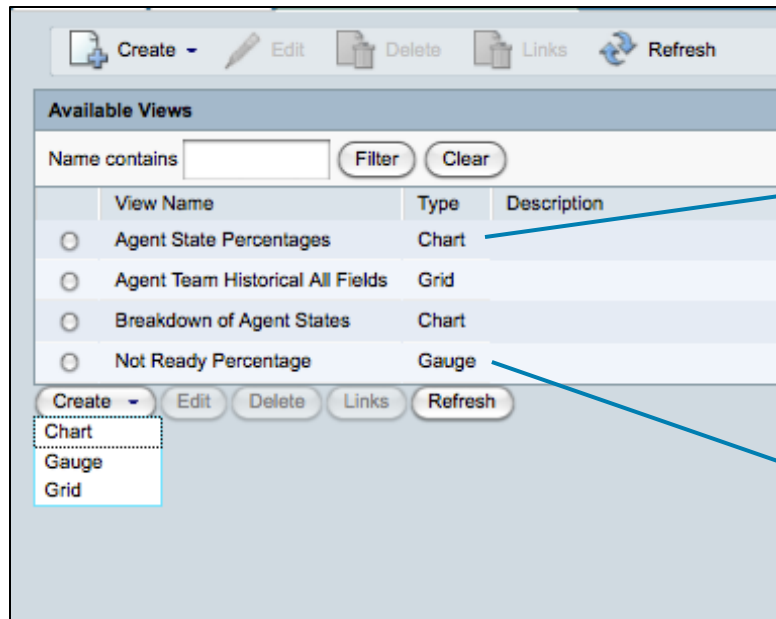
Visual Customization

Rearrange Column fields, Rename fields
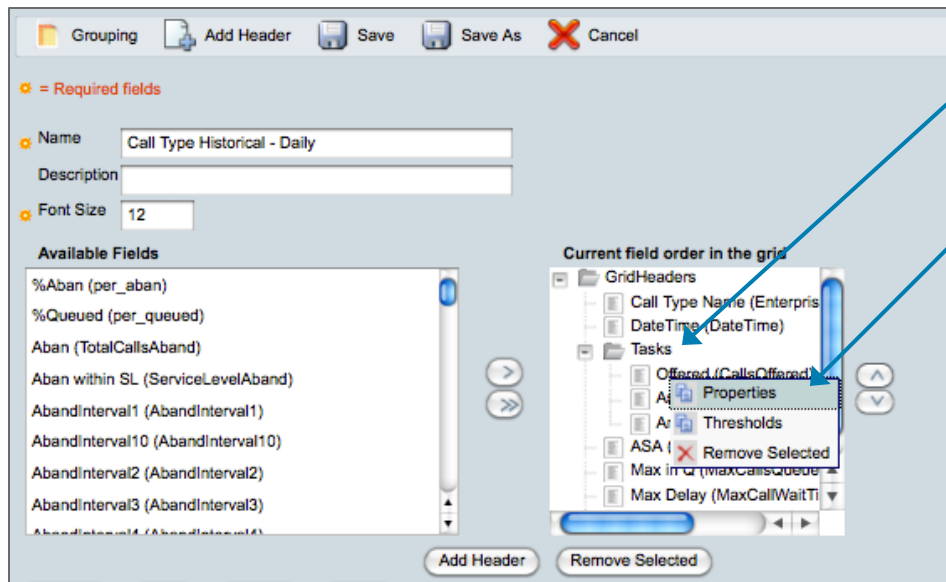
- Group items together logically with headers

- Right-click on the field:
  - Properties
  - Thresholds

- Name columns to match company conventions

Visual Customization

Add thresholds to identify compliance violations

- Change colors or font or images based on values

- Stack up multiple thresholds

Thresholds available for the field: Active Time (talk_time)

- ○ Greater Than:60
- ○ Greater Than:120

(Add) (Edit) (Delete) (OK)

| CSR Name	Agent ID	Chat Type	Chat Routed CSQ	Chat Skills	Chat Timing				
					Chat Start Time	Chat End Time	Duration	Active Time	Accept Time
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 7:59:37 AM	6/26/12 8:01:03 AM	00:01:26	00:01:20	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 2:30:00 AM	6/26/12 2:30:41 AM	00:00:41	00:00:36	00:00:04
Claudia Schiffer	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 9:51:53 AM	6/26/12 9:52:26 AM	00:00:33	00:00:27	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 3:52:16 AM	6/26/12 3:54:53 AM	00:02:37	00:02:32	00:00:03
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 11:45:17 AM	6/26/12 11:45:44 AM	00:00:27	00:00:23	00:00:02
Claudia Schiffer								00:05:18	00:00:19
Helena Christensen	ccxagt3	Incoming	Chat_Support	Support	6/6/12 4:52:49 PM	6/6/12 4:55:40 PM	00:02:51	00:02:44	00:00:06
	ccxagt3	Incoming	Chat_Support	Support	6/6/12 3:52:59 PM	6/6/12 3:54:20 PM	00:01:21	00:01:19	00:00:02
Helena Christensen								00:04:03	00:00:08
								00:09:21	00:00:27

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Visual Customization

Provide additional groupings, summarizations and sorting

- Daily, Weekly, Monthly Groupings

Visual Customization: Best Practices

- Choose the right stock report

- 'Save As' Custom

- Save in a folder structure – Easy to find your reports

- Grant 'execute' permission for access only

- Choose the right view
  - Gauge for single values
  - Charts for multiple

CUIC Report Development

- **Report**
- **Report Definitions**
- **Localization file**

- **Create a Report**
- **Give Permissions**
- **Select Report definition**
- **Run & Validate**

- **SQL query**
- **Anonymous Block**
- **Stored Procedure**

Know the Database Schema

Here you go!

| Identify the Data (Data Source) | Develop a Report Definition | Customize the Report Views | Export Report Package | Import into Production System |

Cisco live!
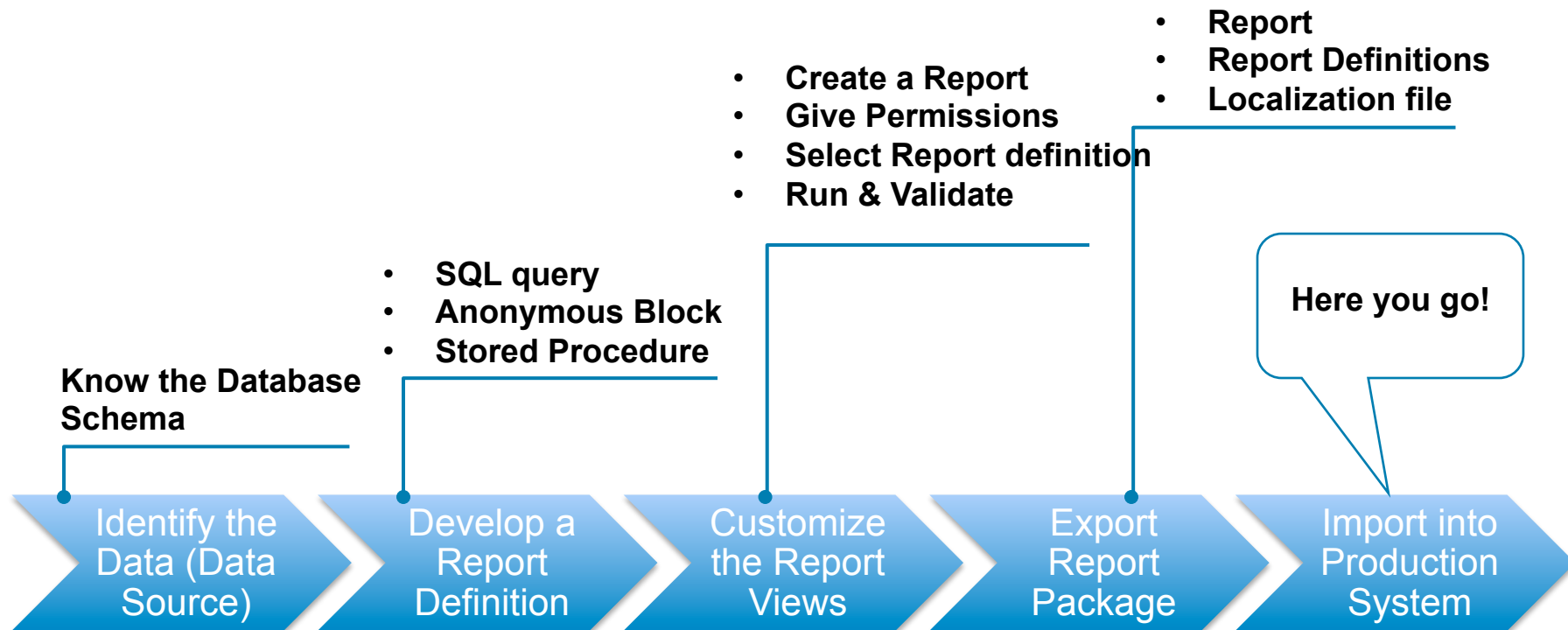
Need more customizations?

New Report Development

Pre – requisites

- Install Intelligence Center Standalone

- Premium / NFR / Lab License

- Ensure you have correct permissions

- Understanding of SQL, Schema is a must

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Customize SQL query

- Choose the right Stock report

- 'Save As' a custom report

- Click on Report Definitions

- Go to Data Sources

- Customize SQL query

Data Source	Fields	Parameters	Properties

☼ = Required fields

☼ Query Type   [Database Query ▾]

☼ Data Source   [UCCE Historical ▾]

Data Source Type   [Microsoft SQL Server]

Data Source Status   ☑ Online

☼ Query

SELECT DateTime, NewCallTo5, LateCallsTo5,TimeoutCallsTo5 FROM Routing_Client_Five_Minute

[Create Fields] The query validated successfully, and the field(s) were created.

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Custom reporting: Best Practices

SELECT *❌* *FROM Routing_Client_Five_Minute*

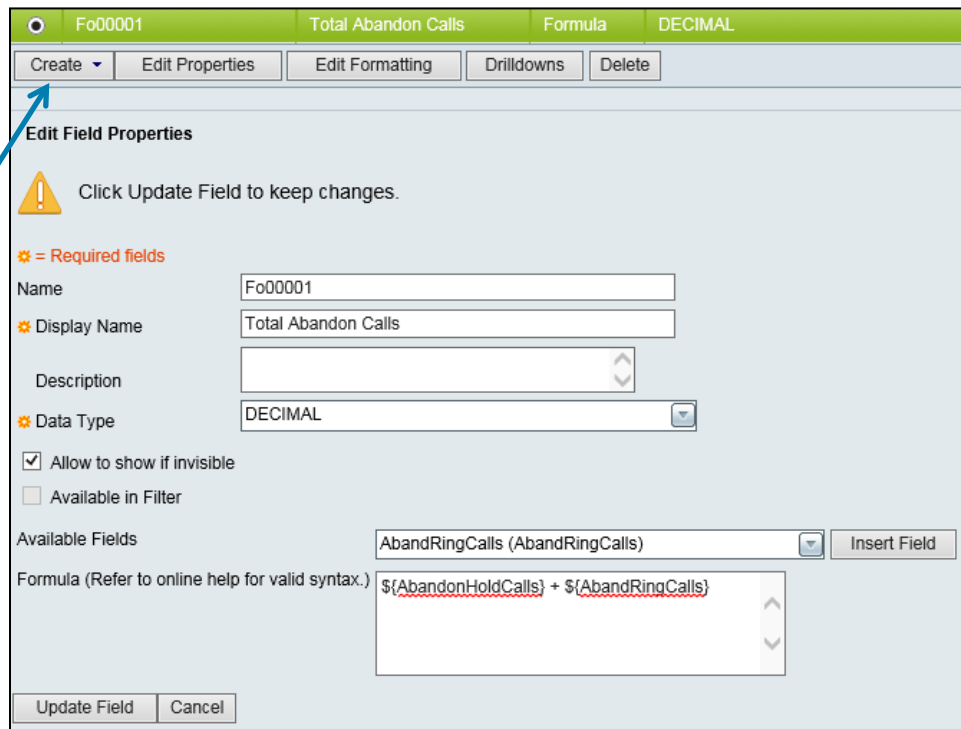"Give me" "All of the data"❌ "From the Routing_Client_Five_Minute table"

CUIC needs to know which fields you want. "All" isn't specific enough.

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Add a formula

- Choose the right Stock report

- 'Save As' a custom report

- Click on Report Definitions

- Go to fields

- Create a New Formula field
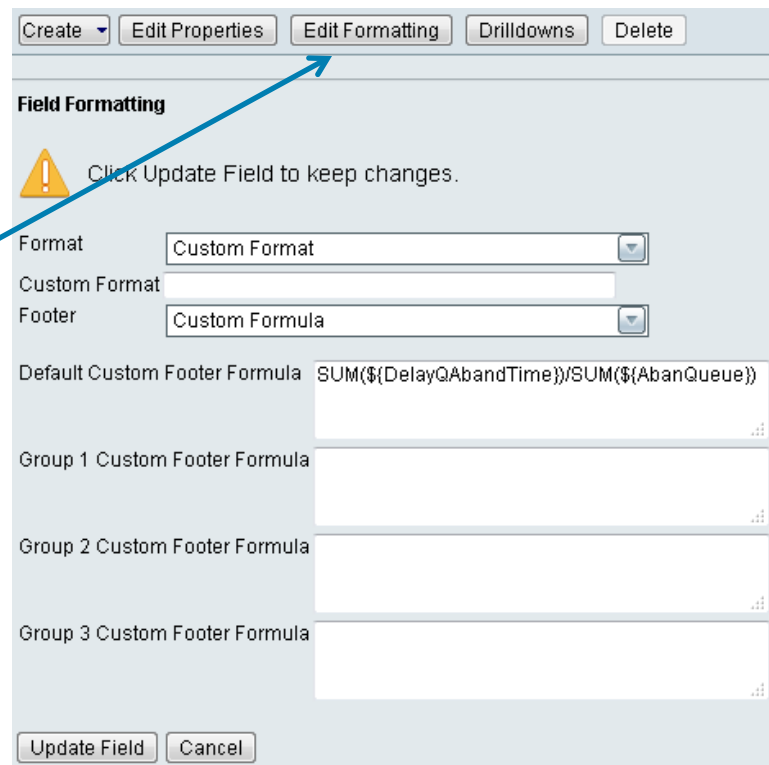
Add more calculations

- Choose the right Stock report

- 'Save As' a custom report

- Click on Report Definitions

- Go to fields

- Click Edit Formatting

Create ▾ | Edit Properties | Edit Formatting | Drilldowns | Delete

Field Formatting

⚠ Click Update Field to keep changes.

Format: Custom Format ▾

Custom Format: [   ]

Footer: Custom Formula ▾

Default Custom Footer Formula: SUM(${DelayQAbandTime})/SUM(${AbanQueue})

Group 1 Custom Footer Formula:

Group 2 Custom Footer Formula:

Group 3 Custom Footer Formula:

Update Field | Cancel

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Customizing reports

Unified Contact Center Express

- Unified Intelligence Center **Standard version**
  - Available out-of-the-box Co-res
  - Allows visual customization
  - Does not allow report definition customization

- Unified Intelligence Center **Lab/NFR version** (limited to 5 users)
  - Standalone lab setup
  - Create new reports from scratch
  - Create drill-downs, change refresh intervals
  - Export reports to be imported into Production

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Customizing reports

Unified Contact Center Enterprise

- Unified Intelligence Center **Standard version**
  - Allows visual customization
  - Does not allow report definition customization

- Unified Intelligence Center **Lab/NFR version** (limited to 5 users)
  - Create new reports from scratch
  - Create drill-downs, change refresh intervals
  - Export reports to be imported into Production

- Unified Intelligence Center **Premium version**
  - Create new reports from scratch
  - Create drill-downs, change refresh intervals
  - Export reports to be imported into Production

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Intelligence Center 10.5

10.0

- Live Data Phase 1
  - Live Data in UCCX, PCCE
  - Live Data reporting gadget in Finesse
  - Improved UI

- Time zone handling for relative dates

10.5

- Live Data Phase 2
  - Live Data gadgets failover
  - Skill group and Precision Queue Live Data Reports in PCCE
  - Chat & Outbound Live Data report for UCCX

- Support for 25K characters in report definition query

- Serviceability Improvements

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Thank you.

Upgrade Paths

Direct Upgrade	8.5(1) SU4, 9.0(2) SU2, 10.0(1) SU1	10.5(1)
Indirect Upgrade	8.0(2) SU4 7.0(2) ES3 → 8.5(1) SU4, 9.0 (2) SU1	10.5(1)
Indirect Upgrade	5.0(2) SR3 → 8.5(1) SU4, 9.0 (2) SU1 → 10.5(1)	
Fresh Install	3.x, 4.x , 6.x	10.5(1)

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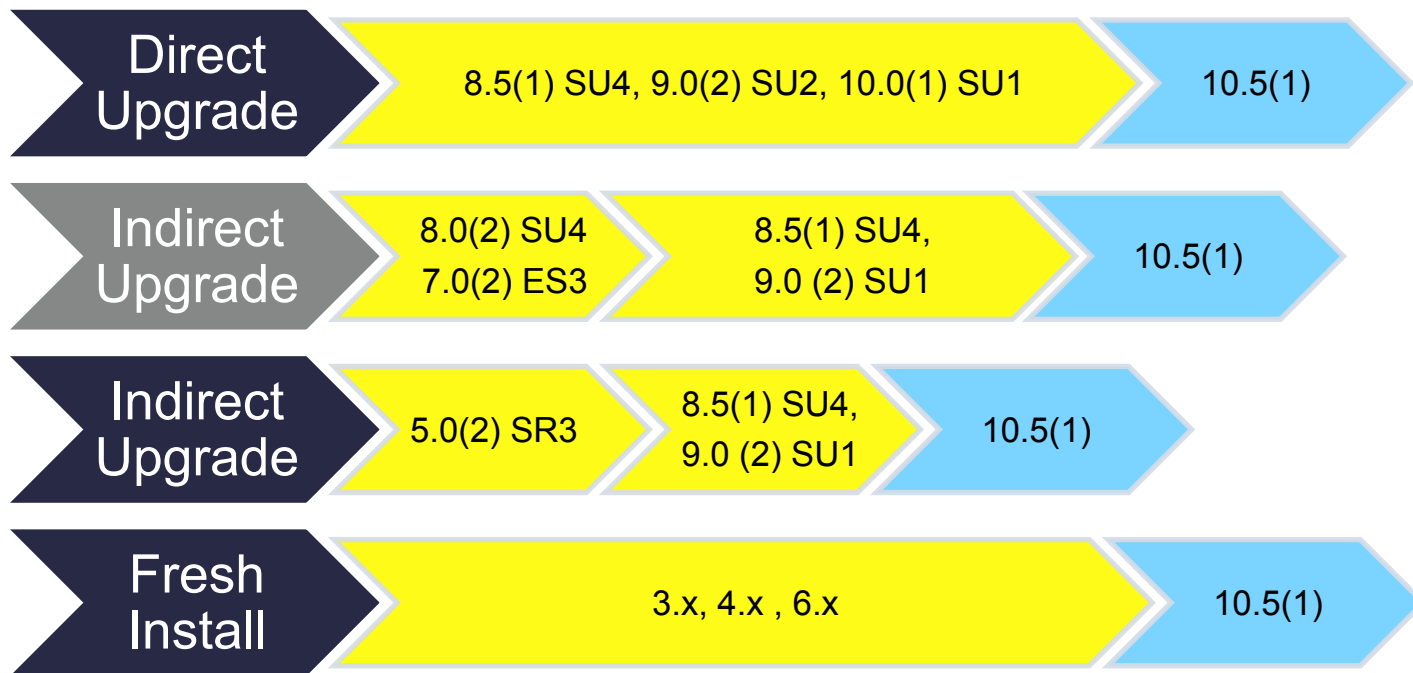
Cisco Unified Contact Center Express

CCX 10.5
Available Today

- Embedded Finesse for CCX phase 2
  - Multi Line
    - Outbound Option Support
    - Extension Mobility
    - Localization
- Web Chat enhancements
  - Finesse Gadgets
  - Multi Session
  - Response Templates
- Predictive outbound agent
- Reporting enhancements
  - Web Chat Live Data
  - Preview/Predictive Agent Live Data
- IPv6 (Dual mode support)

CCX 10.6:   2HCY2014

- Finesse Agent Email phase 1
- RE Mobile Basic (with CCX 10.5)
- A-law recorded prompts
- Nuance 10.0 qualified
- Mixed Mode – CAD + Finesse

CCX 11:   1HCY2015

- **CAD Removal**
- Agent E-mail phase 2
  - Live Data, Office 365, Gmail
- Outbound Enhancements
  - Multiple GW, CUBE Support, Campaign Management API
- Web Chat Phase 2
  - Requeue

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