



*LET'S  
BUILD  
TOMORROW  
TODAY*



# *UCCE Solution Service Creation*

*(including CCE and CVP Scripting)*

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BRKCCT-2027



# Agenda

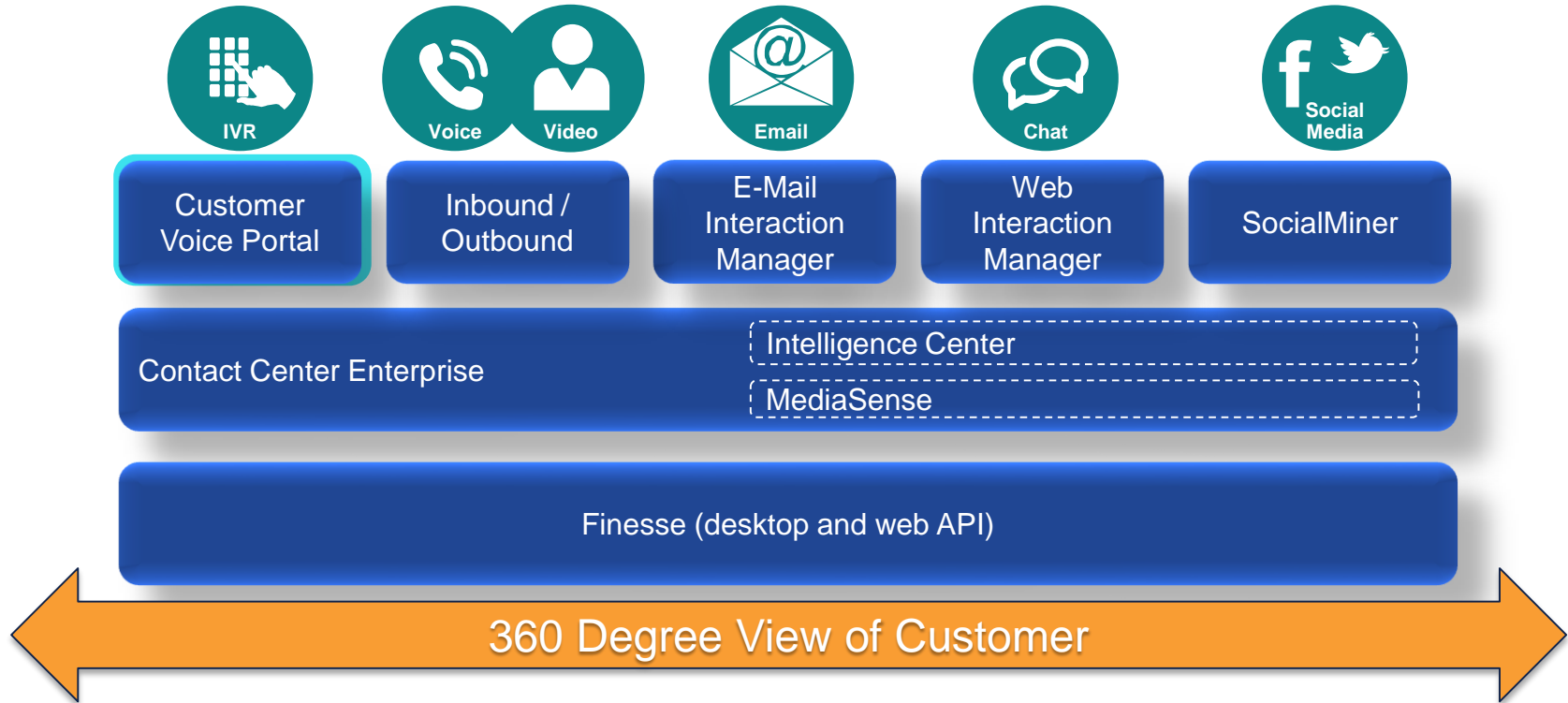
- ICM Script Editor integration with CVP Call Studio – 40 mins.
- CVP Call Studio Enhancements – 30 mins.
- Integrated demo scenario and reporting considerations – 25 mins.



# *ICM Script Editor Integration with CVP Call Studio*

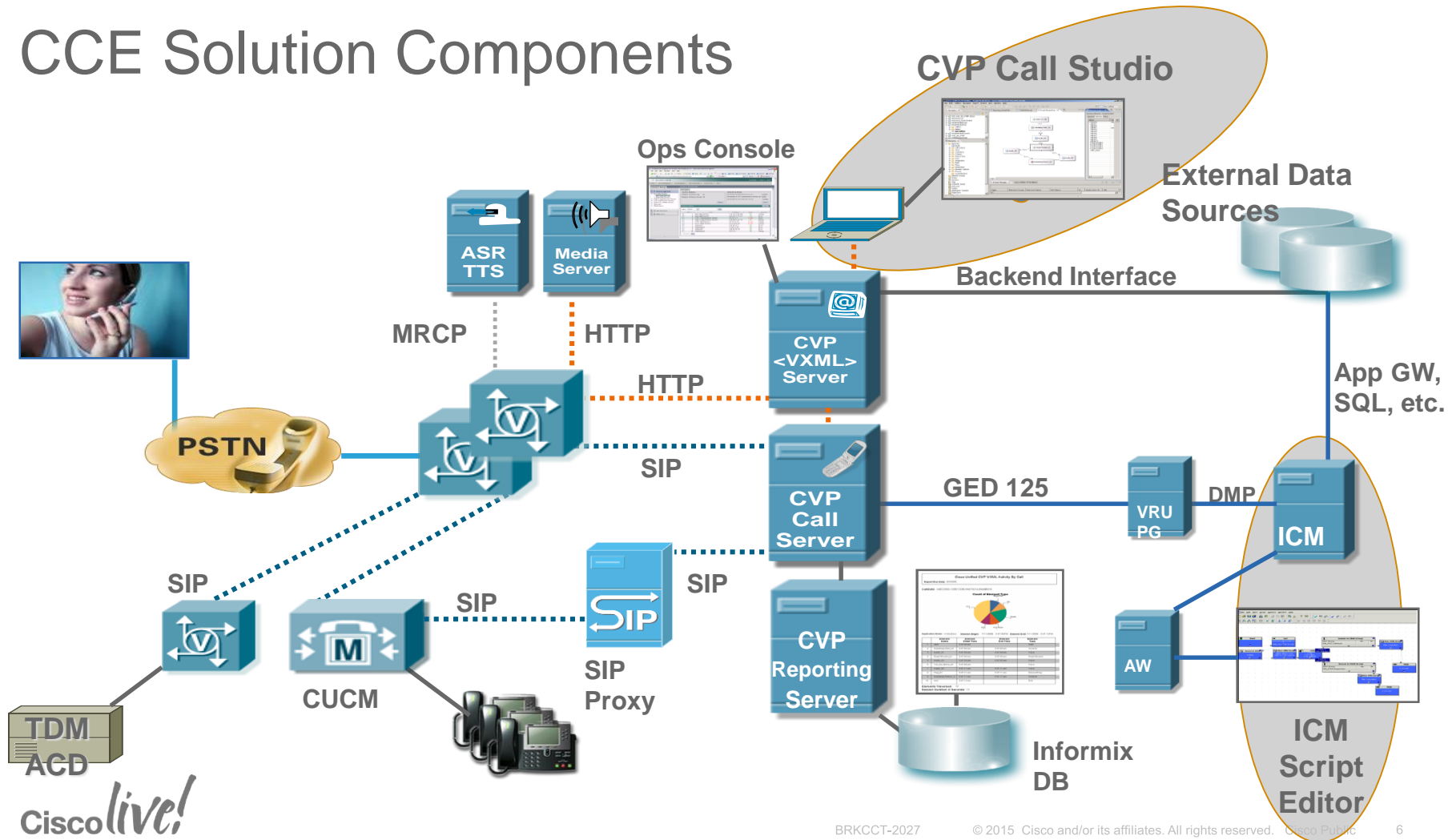


# Cisco Unified Contact Center





# CCE Solution Components





# Scripting Decisions in IVR

## Based on Many Factors

- ASR and TTS → CVP Studio
- DTMF only → Micro Apps
- IVR Standalone → CVP Studio
- Only Call Control → Micro Apps
- Dynamic VXML → CVP Studio
- Legacy IVRs → Micro Apps
- Legacy ACDs → Micro Apps



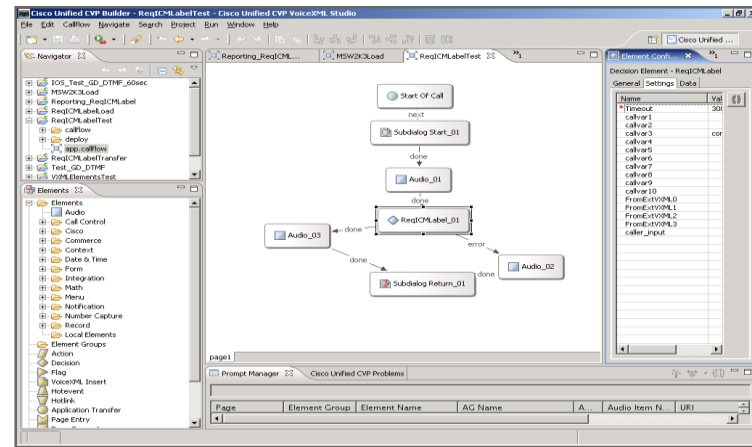
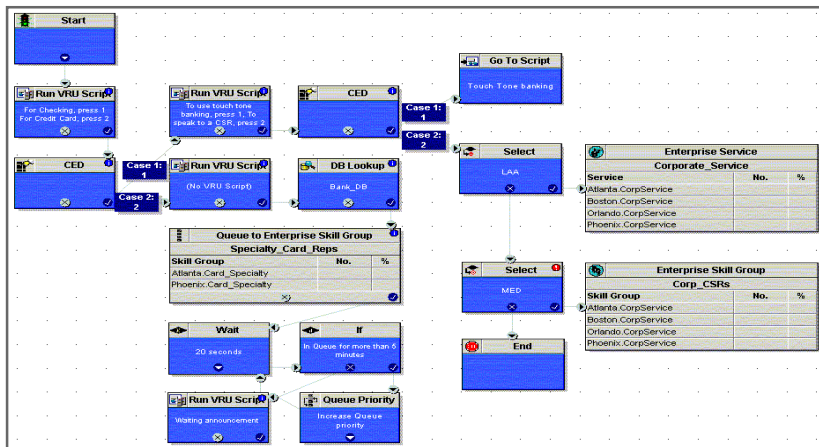


# Building an Integrated Script





# Interface: ICM Script Editor & CVP Call Studio



## Script using ICM Script Editor

- Can call Dynamic VoiceXML self-service applications
- Also
  - Scripting DTMF-only applications
  - Transfers to legacy IVRs/queuing for ACDs or IP call center agents

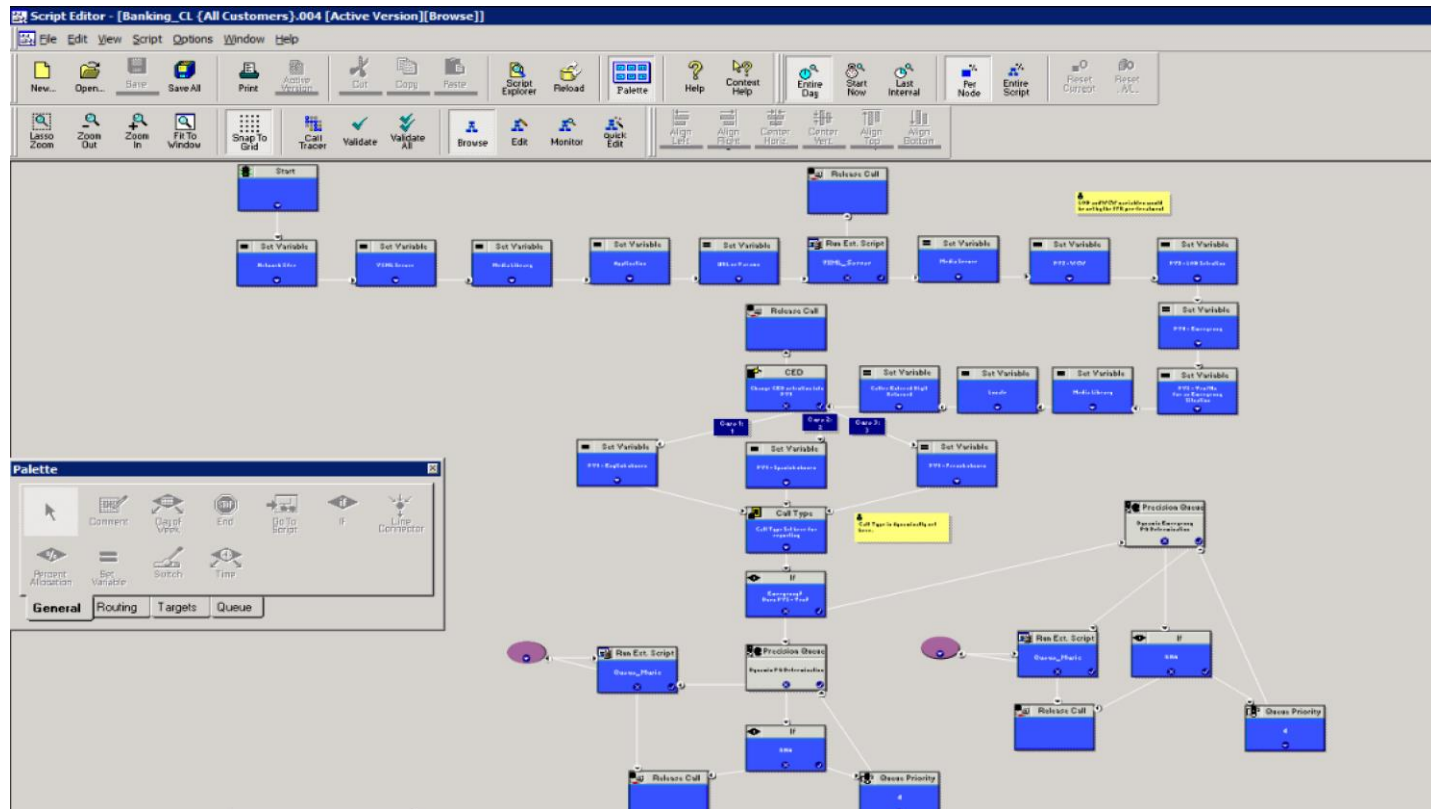
Cisco*live!*

## Script using CVP Studio

- Dynamic VoiceXML self-service applications
- Connectivity using MRCP to ASR/TTS
  - Automatic Speech Recognition and Text to Speech
- Connectivity to backend Web services



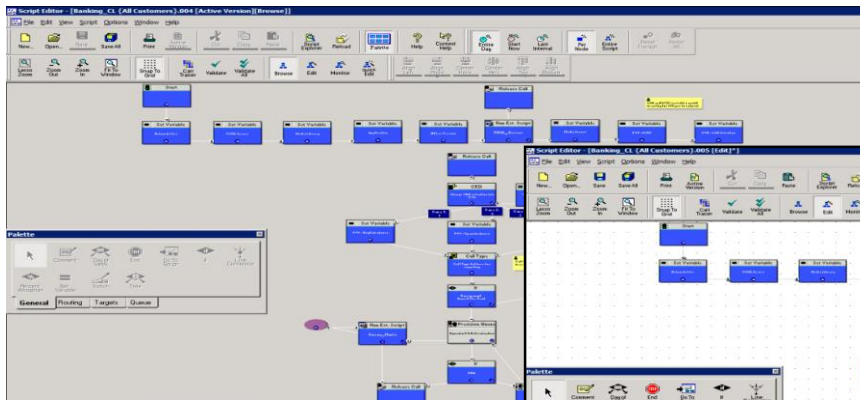
# Quick ICM Script Review



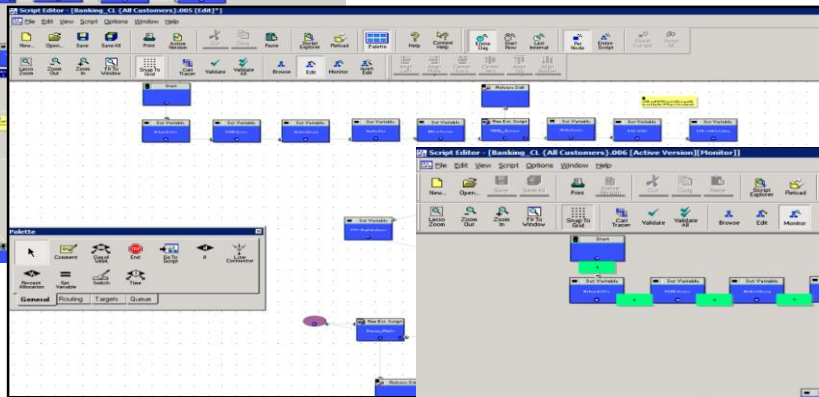


# 4 Script Modes – View, Edit, Monitor and Quick Edit

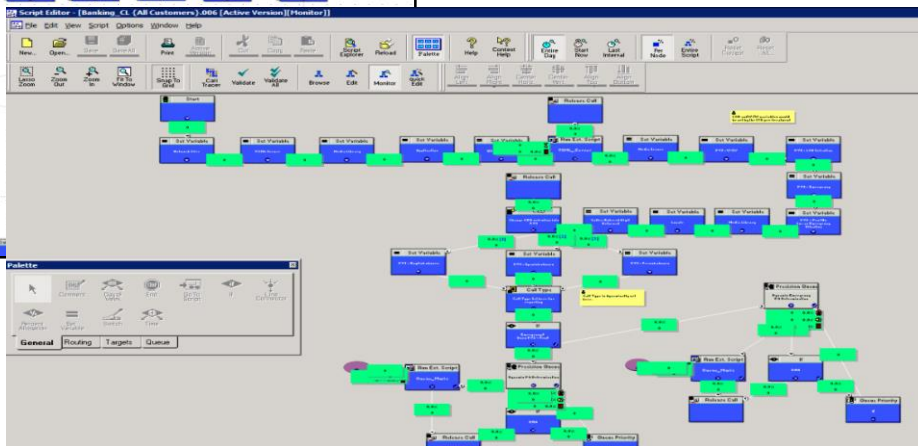
## View



## Edit



## Monitor

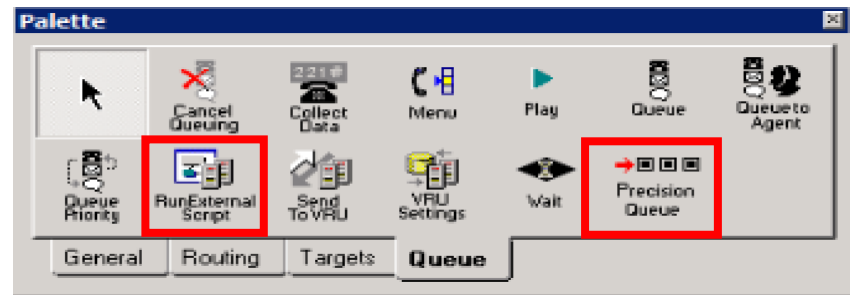
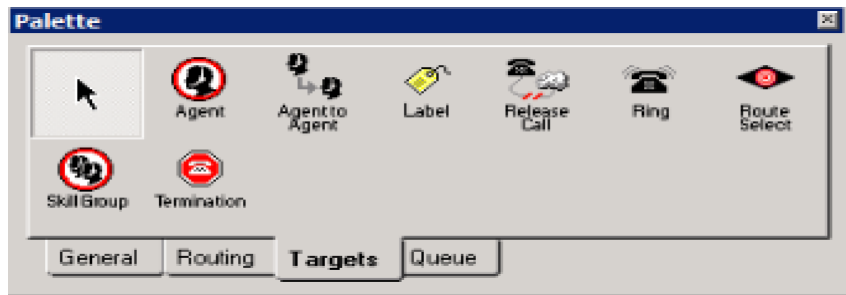
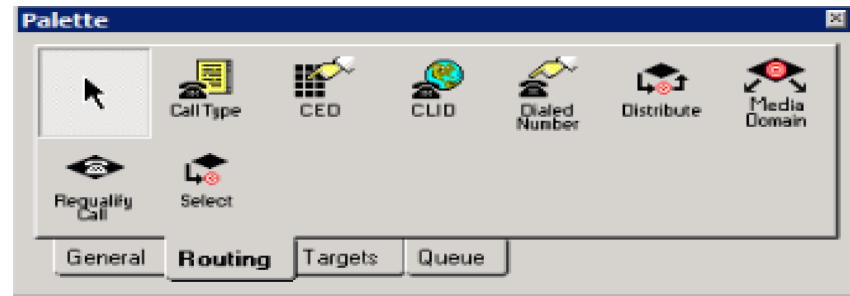




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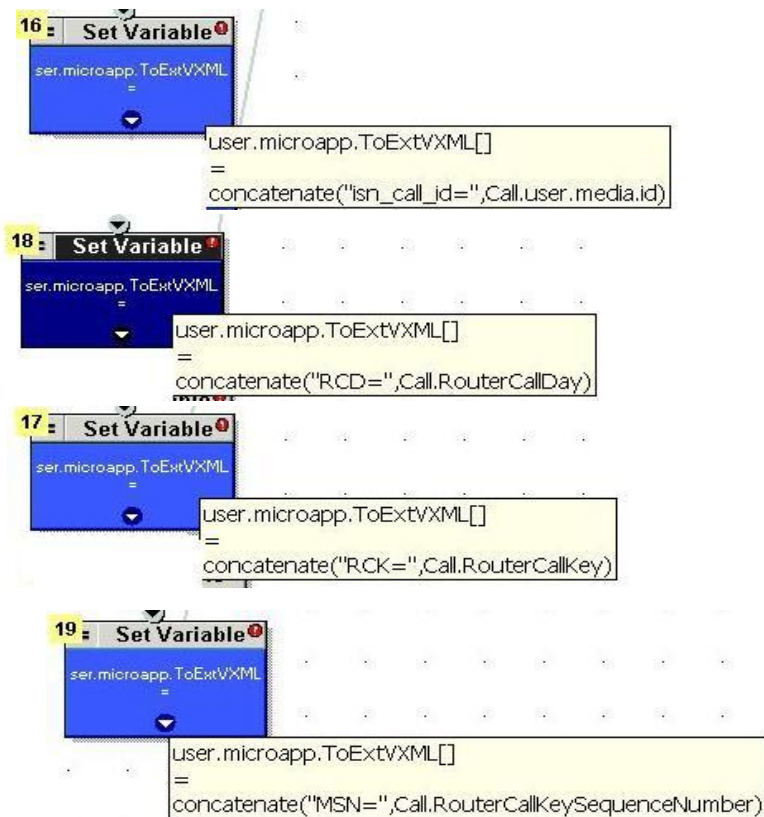
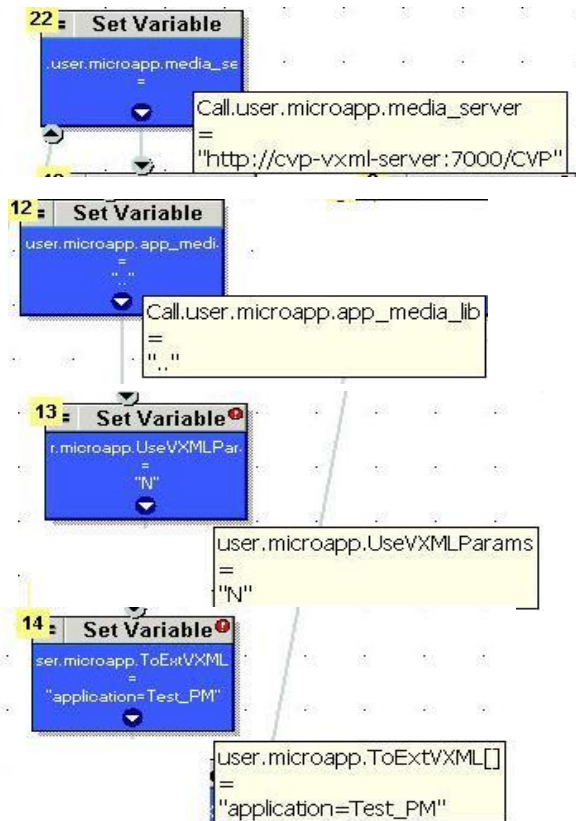


# Edit Mode - Palette Options





# Set Variables





# Set Variable Nodes

The diagram shows a workflow starting with a 'Start' node, followed by a 'Set Variable' node labeled 'Network Xfer', and then another 'Set Variable' node labeled 'VXML Server'. The 'Set Properties' window for the 'VXML Server' node is open, showing the 'Set Variable' tab. The 'Object type' is set to 'Call', the 'Object' is '(No selection)', and the 'Variable' is 'user.microapp.media\_server'. The 'Value' field contains the URL 'http://10.86.140.74:7000/CVP'. The 'Formula Editor' window is also open, showing the same URL in the 'Formula' field. The 'Formula Editor' window has tabs for 'Variables', 'Built-In Functions', and 'Custom Functions'. The 'Variables' tab is active, showing a list of object types: ApplicationPath, Call, CallType, Peripheral, PeripheralMRD, PQ, PQStep, and Region. The 'Objects' and 'Variables' fields are empty.

**Set Properties**

Set Variable | Comment | Connection Labels

Object type: Call | Object: (No selection) | Variable: user.microapp.media\_server

Array index:

Value: "http://10.86.140.74:7000/CVP"

Formula Editor...

**Formula Editor**

Formula: "http://10.86.140.74:7000/CVP"

Variables | Built-In Functions | Custom Functions

Paste

Object types: ApplicationPath, Call, CallType, Peripheral, PeripheralMRD, PQ, PQStep, Region

Objects:

Variables:

OK, Cancel, Help



# Micro-Applications (Micro-Apps)

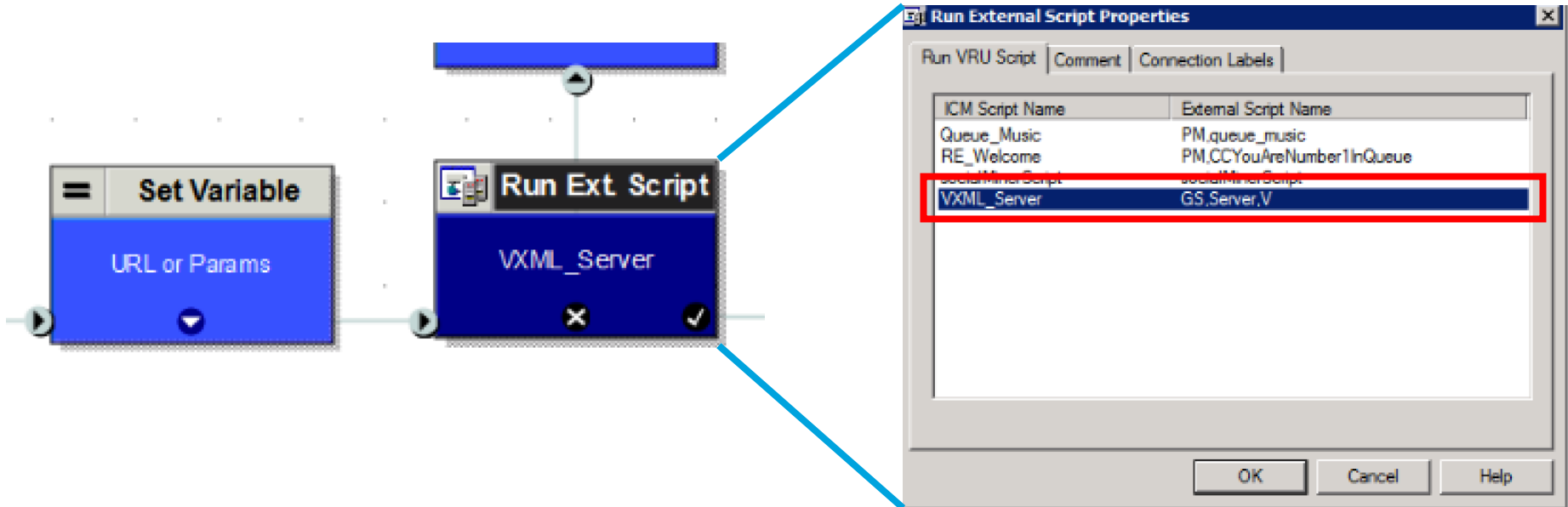
## There Are Six CVP Micro-Apps



- They simplify common script tasks
- Defined in ICM Configuration Manager
- Invoked from an ICM Script
- Interpreted by the IVR service on the Call Server (CVP)
- VoiceXML gateway sent to voice browser



# Run External Script node





# Micro-Applications (Get Speech)



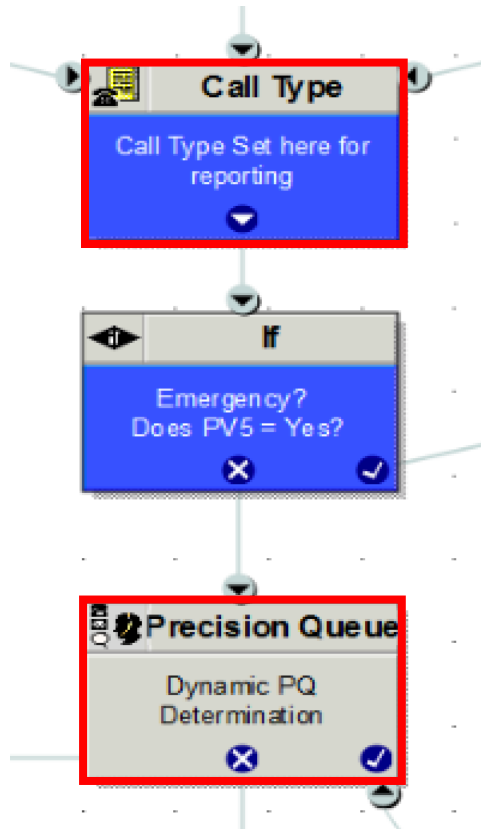
(GS) **Collects** ASR or DTMF Input After Prompting a Caller

A screenshot of the Cisco Get Speech configuration interface. The interface has a tab labeled "Attributes". Below the tab are several fields: "Network VRU" (a dropdown menu with "CCBUISN\_CCM" selected), "VRU script name" (a text field with "GS\_SalesService"), "Name" (a text field with "GetSalesOrService"), "Timeout" (a text field with "180" and "Sec" next to it), "Configuration param" (an empty text field), "Customer:" (a dropdown menu with "<None>" selected), "Interruptible" (a checked checkbox), "Overridable" (a checked checkbox), and "Description" (an empty text field). Two callout circles are present: circle 1 points to the "VRU script name" field, and circle 2 points to the "Configuration param" field.

1. GS - Get speech  
SalesService - Media File name
2. The Configuration Param field is left empty



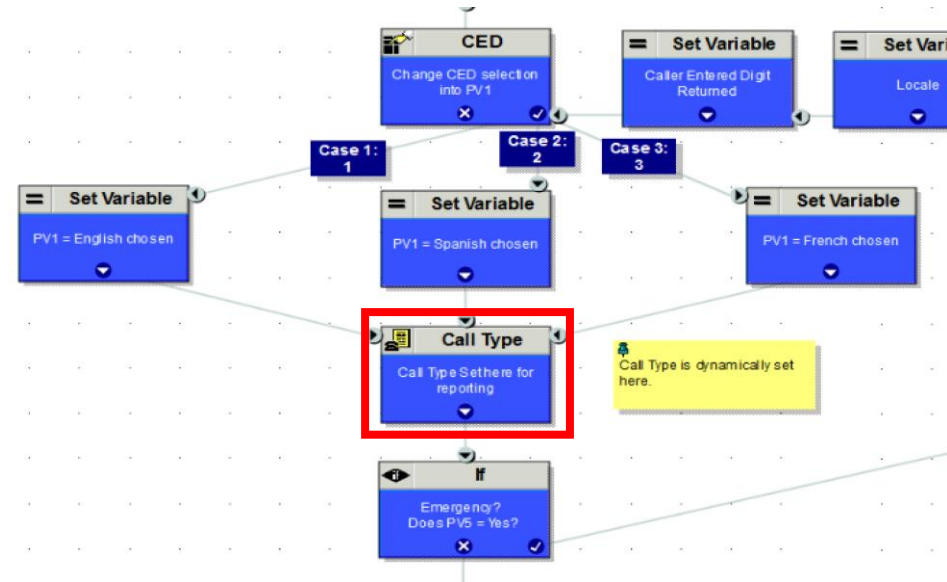
# Call Type Change & Precision Queue Nodes





# Why Change the Call Type?

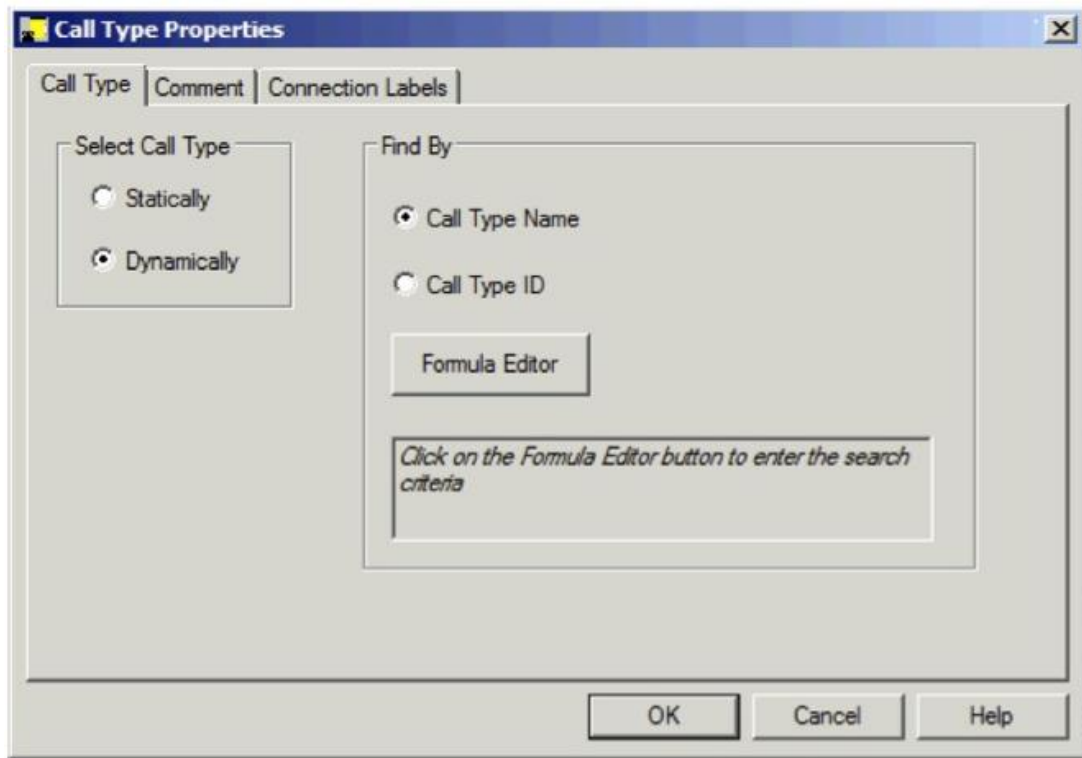
- If there is an IVR treatment before call is queued, a best practice is to change the Call Type just before Queue node
- Changing the Call Type will reset the Service Level Timer and not include the IVR time
- Else, the IVR treatment time will be included in the calculation of the service level, having a negative impact on your Service Level calculations





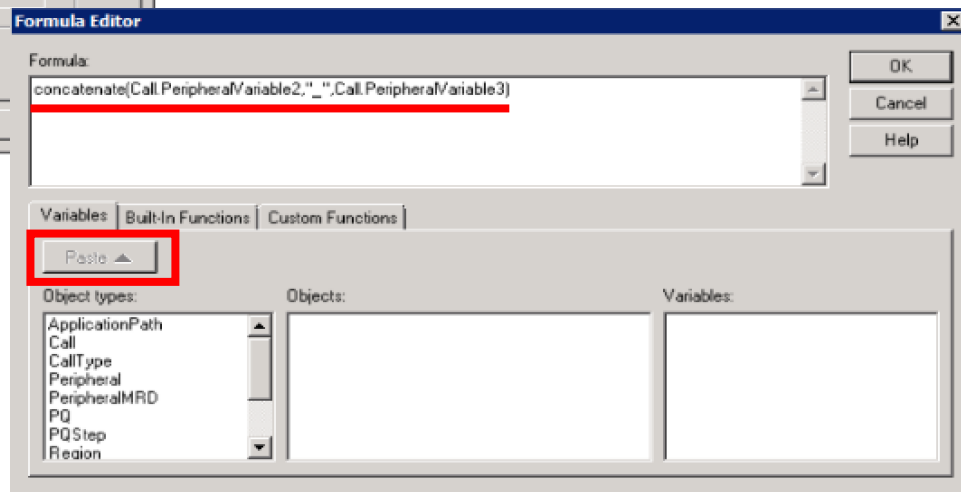
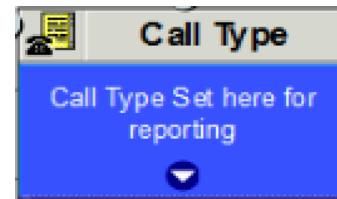
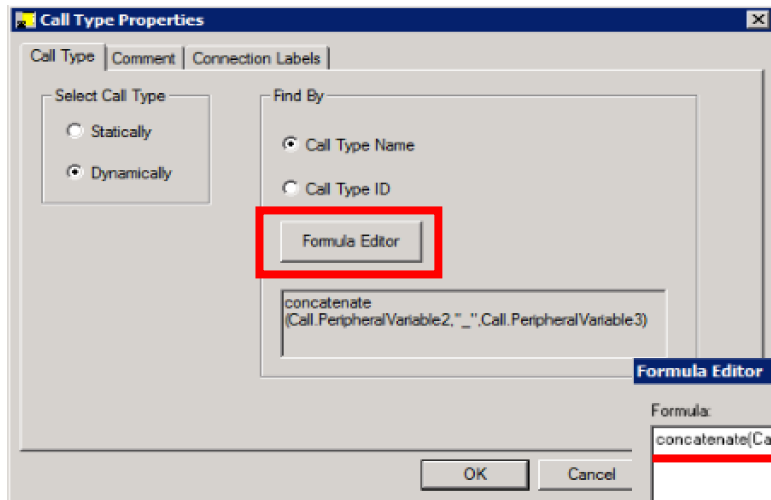
# Dynamic Call Type

- Call Type node can change the Call Type based on Call Data (Call Variables, Database Lookup, ECC)
- Used in conjunction with Dynamic Precision Queue, multiple Call Types, and Directory Numbers





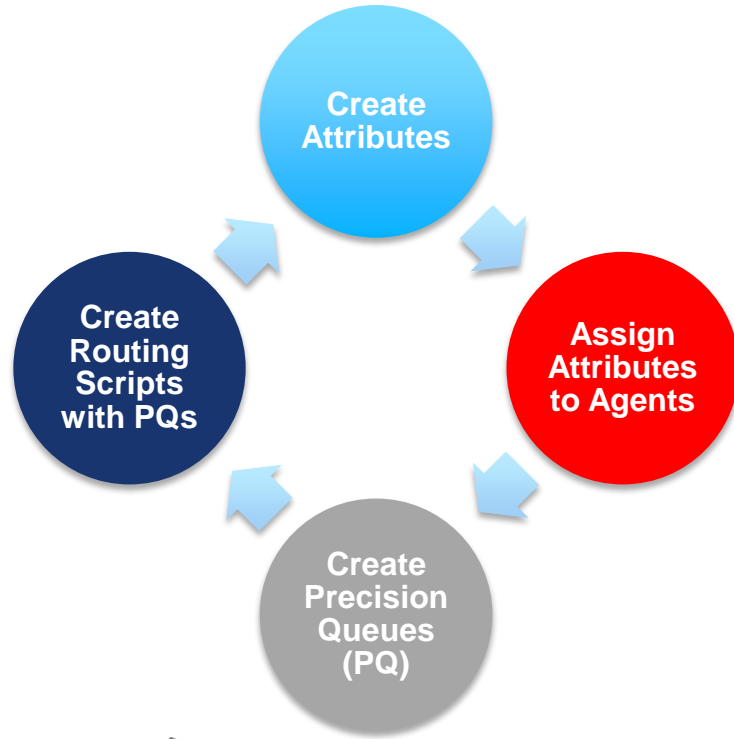
# Changing Call Type for Reporting





# Precision Routing

## Configuration Overview



**Attribute:** Agent characteristic and expertise represented as a Boolean or Proficiency value (ten dimensions)

**Precision Queue:** Multi-dimensional queue where best agent is chosen by smart mix of attributes and real-time metrics

**Step:** Dimension within PQ that defines the pool of agents

**Wait Time:** Duration to search for an available agent in each dimension



# Attributes

The screenshot shows the 'Unified CCE Administration' interface. At the top, there are tabs for 'Home', 'Manage' (which is active), and 'Settings'. Below the tabs, the page is titled 'Manage Attributes' and 'New Attribute'. The form contains the following fields:

- Name:** A text input field containing 'Auto\_Insurance'.
- Description:** A large text area for additional details.
- Data Type:** A dropdown menu currently set to 'Proficiency'.
- Default Value:** A dropdown menu with a list of options from 1 to 10. The option '8' is currently selected and highlighted in blue.

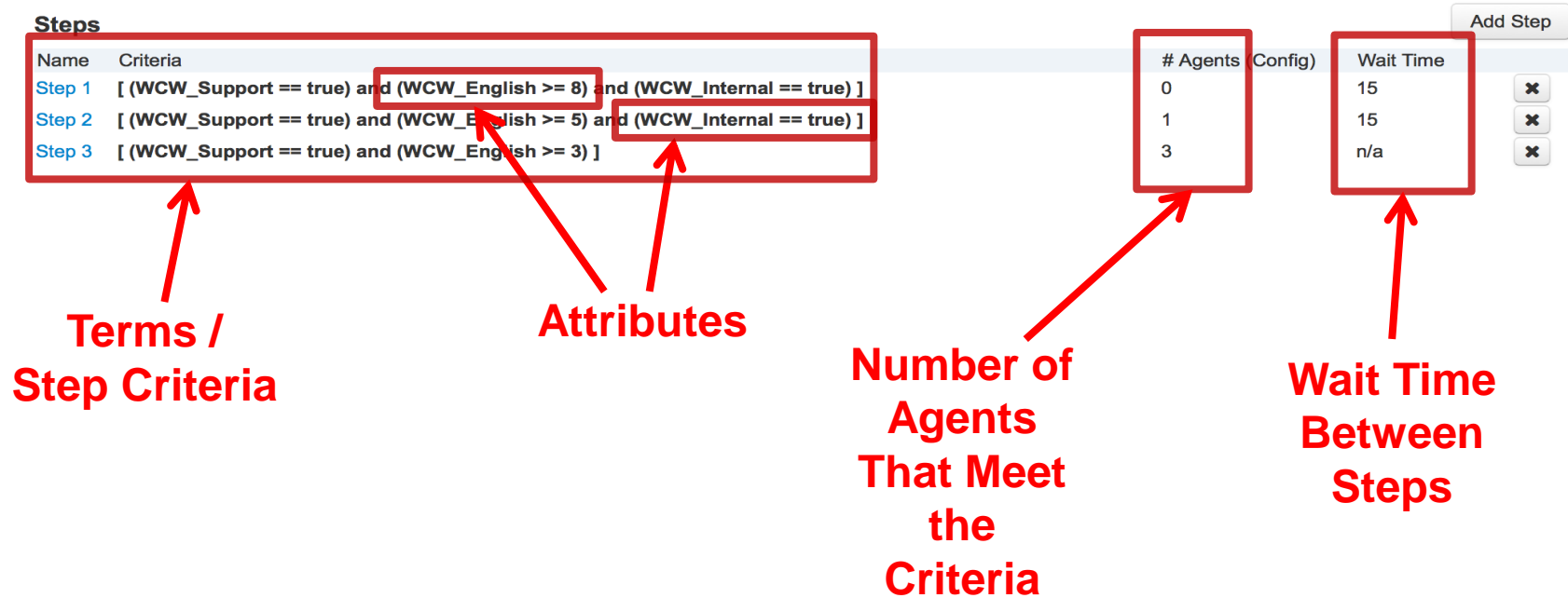
## Two Attribute Types:

- **Proficiency Based**
  - 1-10 Rating
  - Used for **quantifying** agent's expertise
- **Boolean**
  - True or False
  - Used to indicate an **"exists or not"** condition.
  - (i.e., Certified, Location, etc.)



# Precision Routing: Terminology

## Sample Precision Queue (PQ):





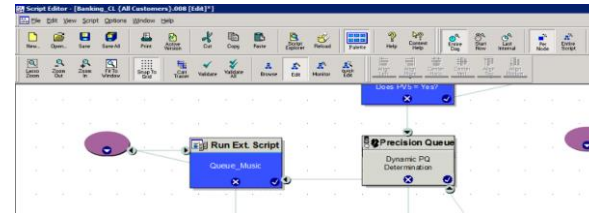
# Precision Routing: Configuration Overview



3



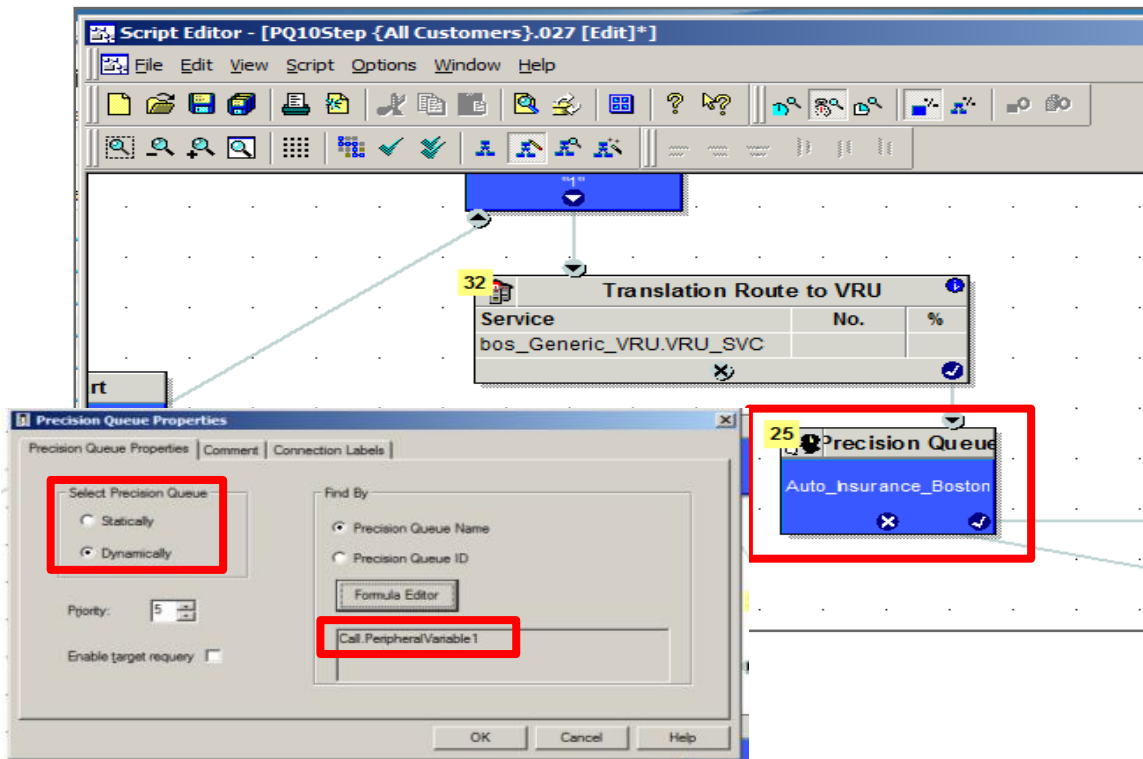
4



1. Create Attributes
2. Assign Attributes and Proficiency to Agents
3. Create Precision Queues based on Attributes
4. Invoke Precision Queues via routing scripts



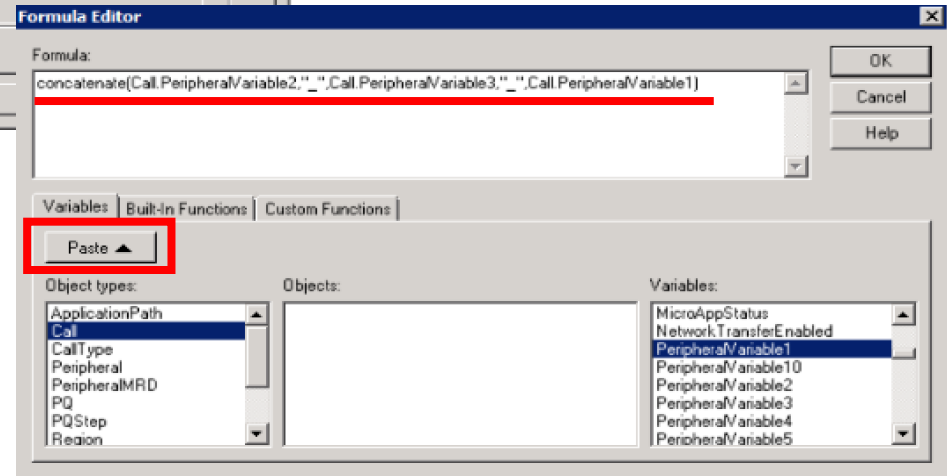
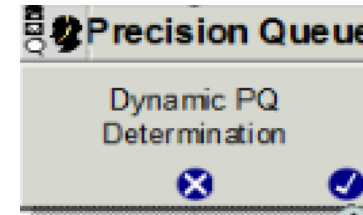
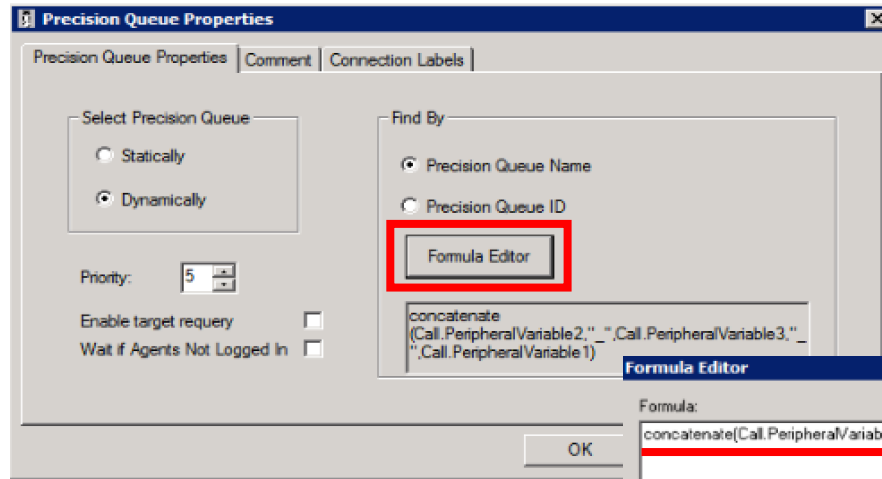
# Precision Queue Node



- Invoke PQs either:
  - Statically – Specify the exact PQ
  - Dynamically – Calls a PQ based on formula evaluated at runtime
- Dynamic Call Type feature (independent of Precision Routing)

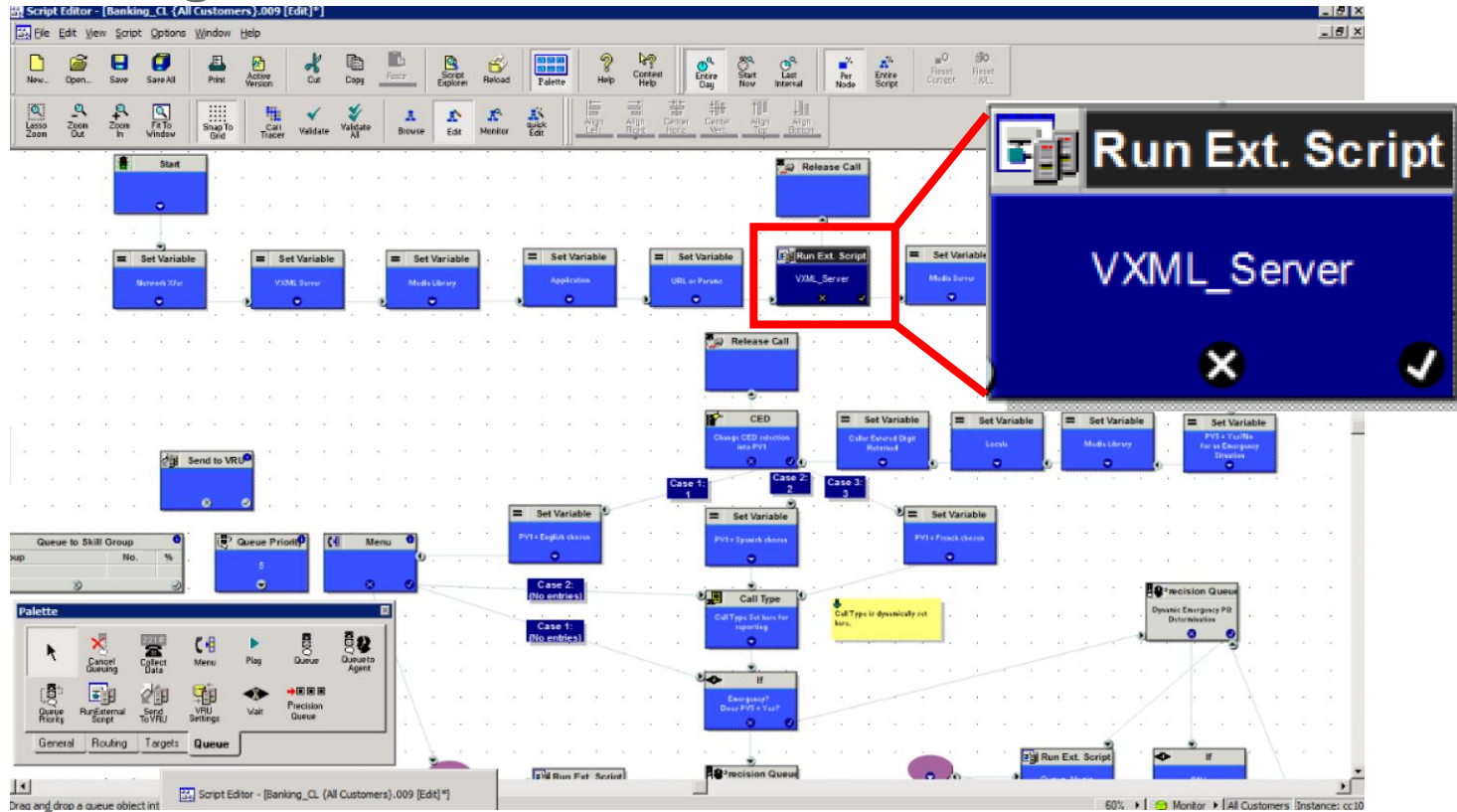


# Dynamic Precision Queue Node





# Requesting the Services of CVP





*- Demo -*

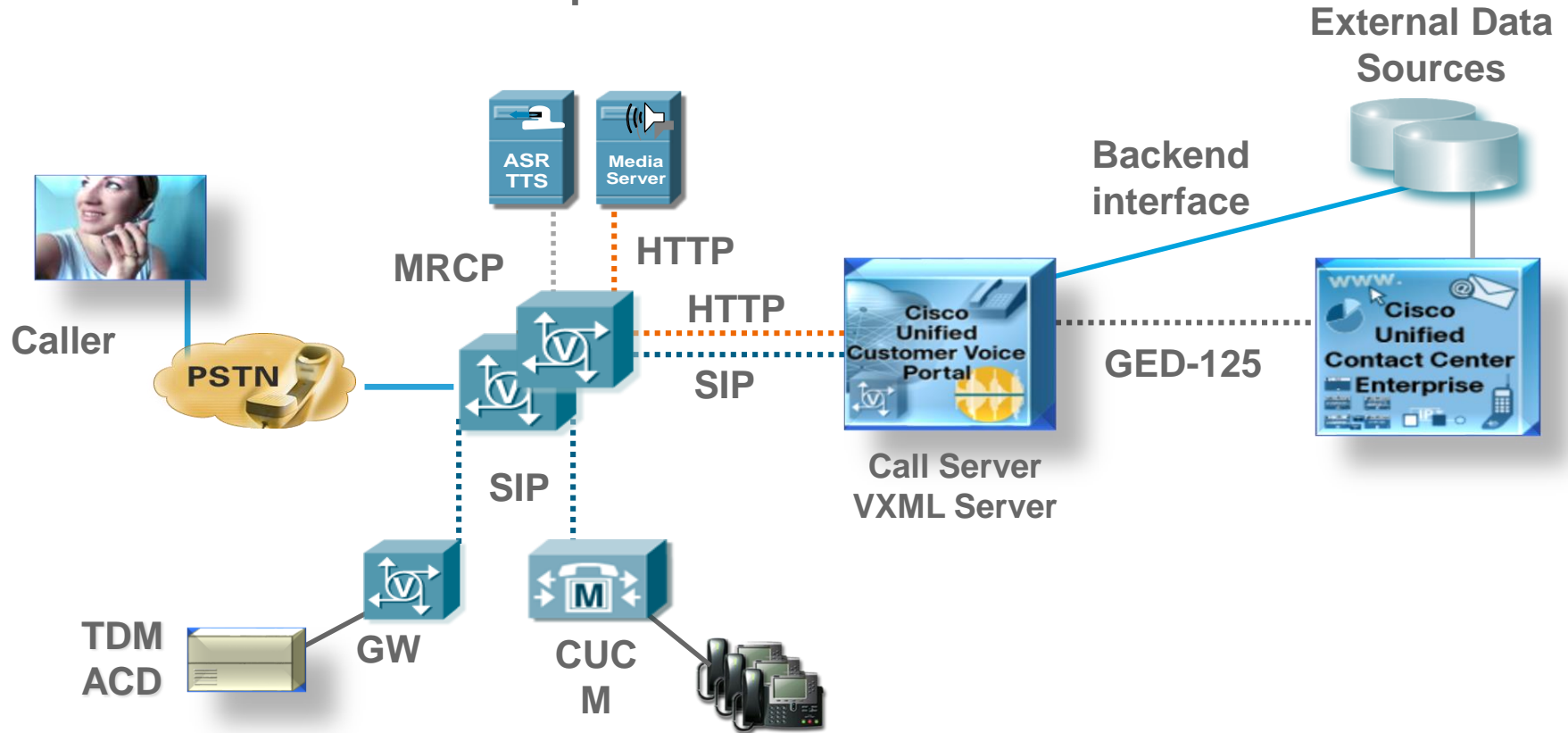
*ICM Scripts  
CVP Call Studio  
Dynamic Call Types  
Dynamic Precision*



# *CVP's Role*

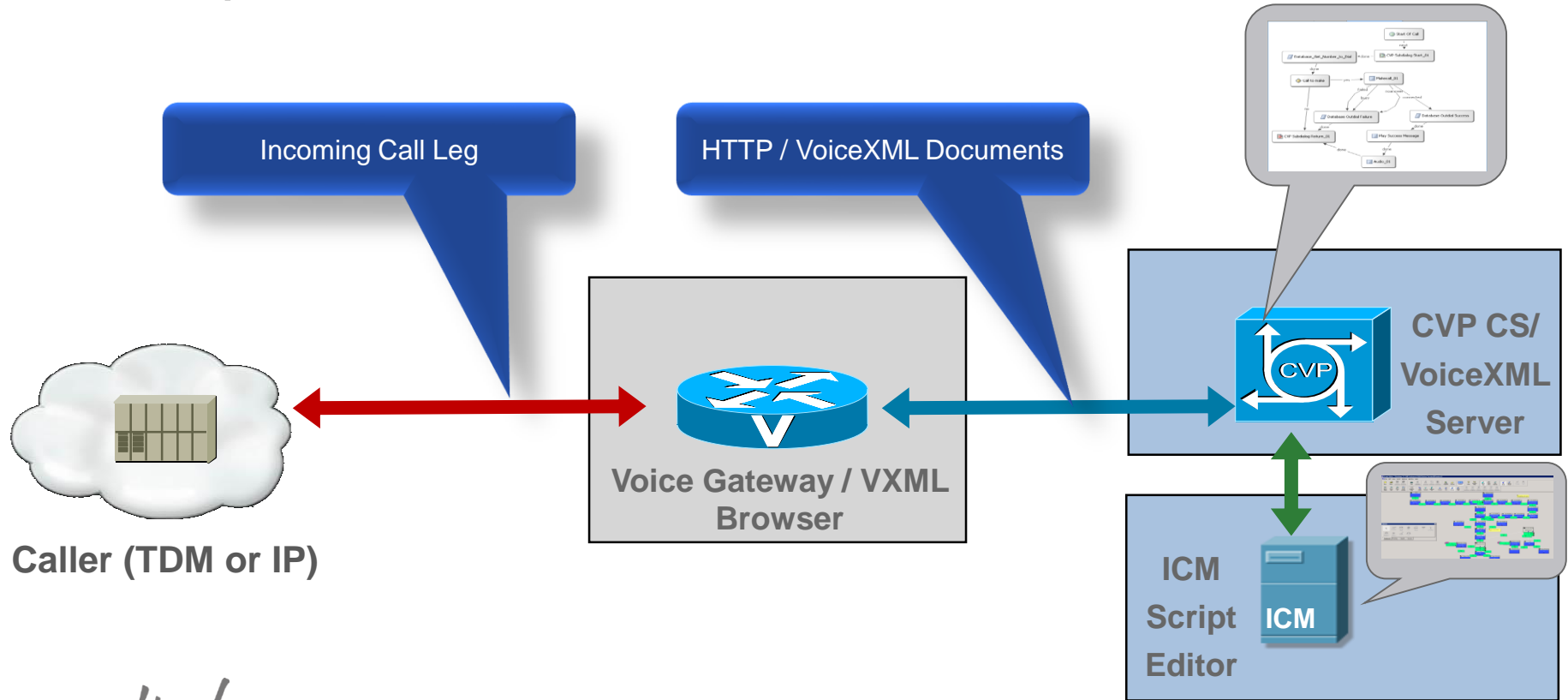


# CVP Solution Components





# In Simple Terms



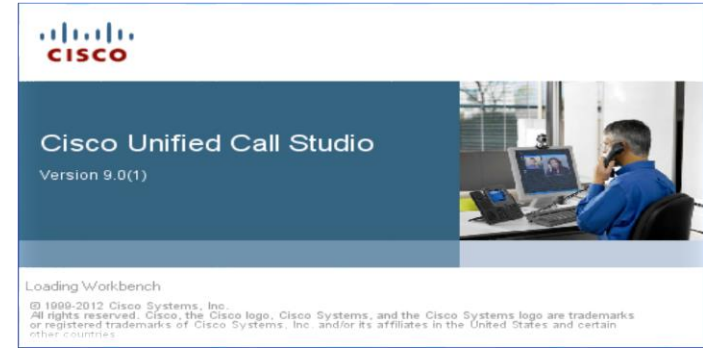


# *CVP Call Studio*

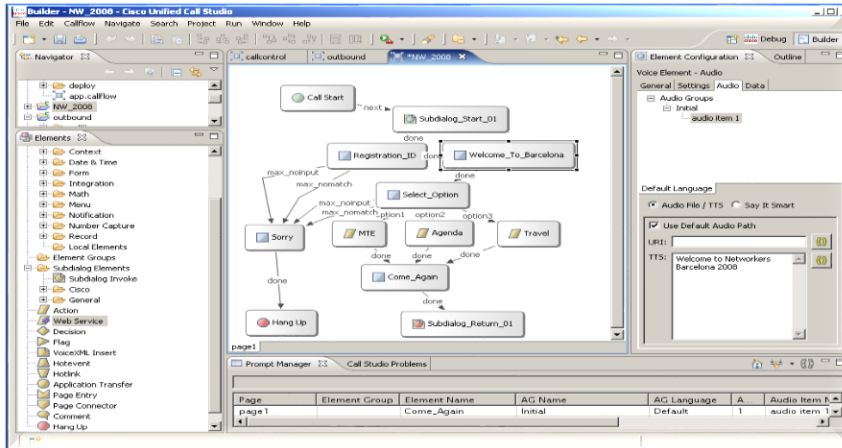


# Cisco Unified Call Studio For Scripting

- Service Creation environment
- Eclipse based
- VoiceXML Scripts
- ASR/TTS integration



- Backend integration
  - Web Services element
  - Databases
  - HTTP / XML
  - Custom Java classes
- Debugger to simulate calls
- Customization / Reusability





# Call Studio Development Environment

Projects and files explorer

Script element palette

Application call flow

Script element properties and configuration

Debug / Builder switch

The screenshot displays the Cisco Unified Call Studio Builder interface. The top menu bar includes File, Edit, Callflow, Navigate, Search, Project, Run, Window, and Help. The main workspace shows a call flow diagram with elements like Call Start, Subdialog\_Start\_01, Registration\_ID, Welcome\_To\_Barcelona, Select\_Option, Sorry, MTE, Agenda, Travel, Come\_Again, Hang Up, and Subdialog\_Return\_01. The left pane shows the Navigator and Elements palettes. The right pane shows the Element Configuration for 'Voice Element - Digits'. The bottom pane shows the Prompt Manager.

**Projects and files explorer** (left pane):

- callcontrol
- callflow
- deploy
- app.callflow
- NW\_2008
  - callflow
  - deploy
  - app.callflow
- outbound

**Script element palette** (left pane):

- Elements
  - Audio
  - Call Control
  - Cisco
  - Commerce
  - Context
  - Date & Time
  - Form
  - Integration
  - Math
  - Menu
  - Notification
  - Number Capture
  - Record
  - Local Elements
- Element Groups
  - Subdialog Elements
  - Subdialog Invoke
- Cisco
  - General
- Action
  - Web Service

**Application call flow** (main workspace):

```
graph TD
    CallStart[Call Start] -- next --> SubdialogStart01[Subdialog_Start_01]
    SubdialogStart01 -- done --> RegistrationID[Registration_ID]
    RegistrationID -- done --> WelcomeToBarcelona[Welcome_To_Barcelona]
    WelcomeToBarcelona -- done --> SelectOption[Select_Option]
    SelectOption -- max_noinput --> Sorry[Sorry]
    SelectOption -- max_nomatch --> MTE[MTE]
    SelectOption -- max_noinput_max_nomatch_option1 --> Agenda[Agenda]
    SelectOption -- max_noinput_max_nomatch_option2 --> Travel[Travel]
    SelectOption -- max_noinput_max_nomatch_option3 --> ComeAgain[Come_Again]
    Sorry -- done --> HangUp[Hang Up]
    MTE -- done --> ComeAgain
    Agenda -- done --> ComeAgain
    Travel -- done --> ComeAgain
    ComeAgain -- done --> SubdialogReturn01[Subdialog_Return_01]
```

**Script element properties and configuration** (right pane):

Voice Element - Digits

Name	Value
Input Mode	both
Noinput Timeout	5s
Digits Max NoInput ...	3
Digits Max NoMatch ...	3
Digits Confidence Le...	0.40
Min Digits	6
Max Digits	6
Disable Hotlinks	false
Secure Logging	false
Maxbest	1

**Debug / Builder switch** (top right):

Debug Builder

**Prompt manager** (bottom pane):

Page	Element Group	Element Name	AG Name	AG Language	A...	Audio Item
page1		Come_Again	Initial	Default	1	audio item

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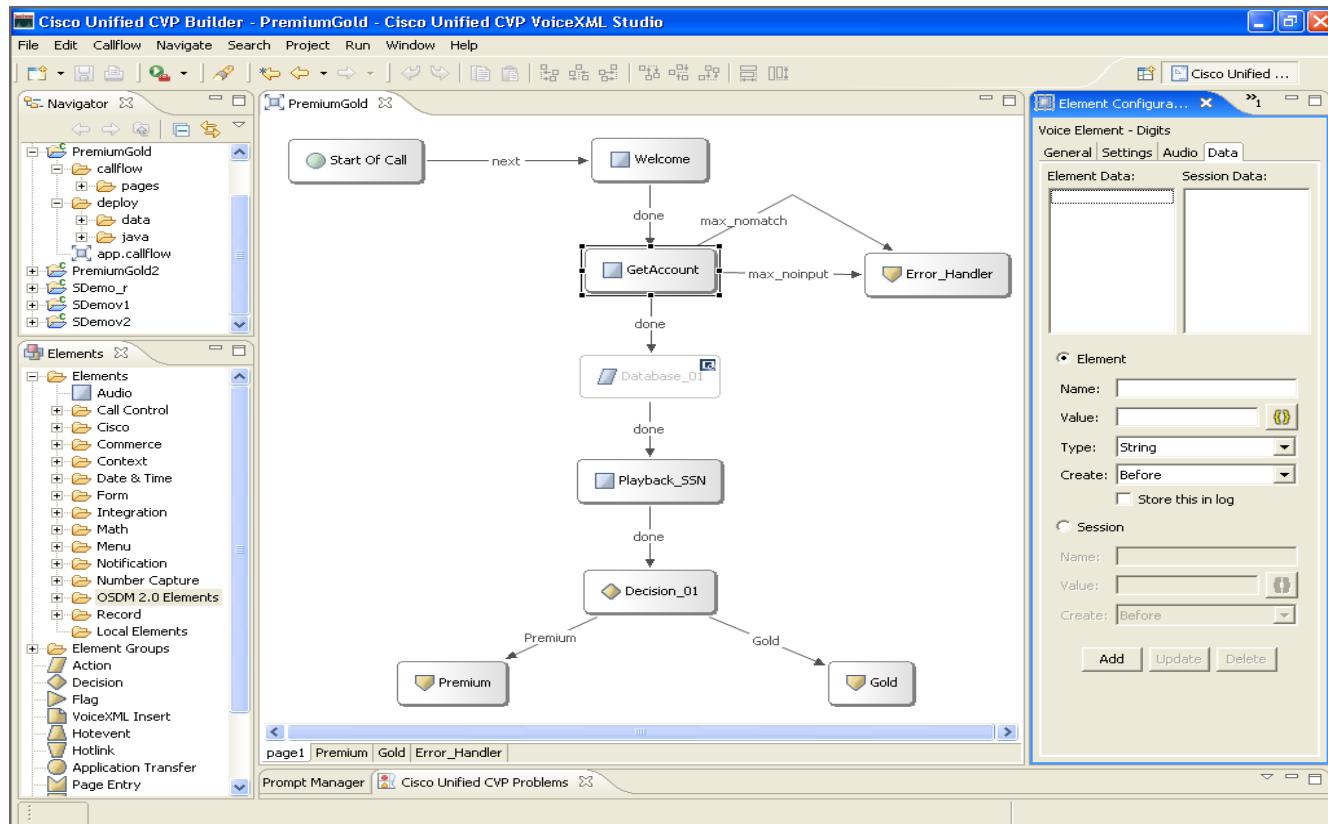
Prompt manager



# Sample Application: “PremiumGold”

- Welcome caller
- Prompt for account /SSN
- Database dip
- Customer type
- Personalized handling
- Multipage
- Formatted data playback
- Centralized error
- Documenter

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# *Overview of Studio Elements*



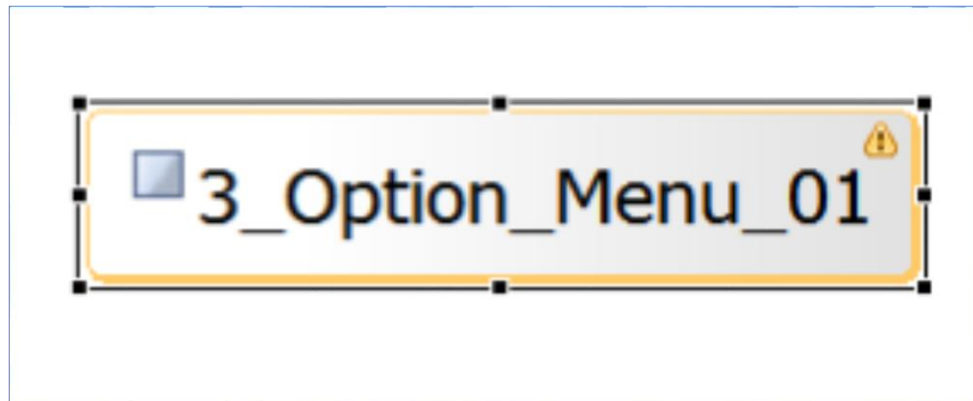
# Studio Elements

- Pre-built and fully tested building blocks
  - Voice Elements
  - Voice XML Insert Elements
  - Decision Elements
  - Action Elements
  - Programed Custom Element



# Voice Element

A reusable, Voice XML producing dialog with a fixed or dynamically produced configuration



- Audio Element
- Data Element
- Record Element



# Say It Smart

## *Types*

- Number
- Date (& Time)
- Currency

The screenshot shows a configuration window for 'Say It Smart'. At the top, there are two radio buttons: 'Audio File / TTS' (unselected) and 'Say It Smart' (selected). Below this, the 'Data' field contains the placeholder '{Data.Session.startData}' with a yellow curly brace icon to its right. The 'Type' dropdown is set to 'Date'. The 'Input Format' dropdown is set to 'YYYYMMDD'. The 'Output Format' dropdown is set to 'The Date'. There are two checked checkboxes: 'Use Recorded Audio' and 'Use Default Audio Path'. The 'Audio Path' field contains 'sayitsmart/' with a yellow curly brace icon to its right. The 'Audio Fileset' dropdown is set to 'Standard Full Date' with a yellow curly brace icon to its right. The 'Audio Type' dropdown is set to 'wav' with a yellow curly brace icon to its right.

<input type="radio"/> Audio File / TTS <input checked="" type="radio"/> Say It Smart	
Data:	{Data.Session.startData}
Type:	Date
Input Format:	YYYYMMDD
Output Format:	The Date
<input checked="" type="checkbox"/> Use Recorded Audio	
<input checked="" type="checkbox"/> Use Default Audio Path	
Audio Path:	sayitsmart/
Audio Fileset:	Standard Full Date
Audio Type:	wav



# *VoiceXML Insert Elements*




# Voice XML Insert

VoiceXML Insert

General Data

Name: MyVXMLInsert

Source:  

Exit States:

- error
- success
- maxNoMatch
- maxNoInput**

Exit State:

Add Update Delete



# *Decision Elements*



# Decision Elements

Encapsulates business logic that make decisions with at least two exit states

The screenshot shows a dialog box titled "MyDecision" with a blue header bar. Inside, there is a table with three columns: "Expression", "Action", and "Exit State". The first row of the table contains the text "If [ARGUMENT] [OPERATOR] [ARGUMENT]" in the Expression column, "then return" in the Action column, and an empty cell in the Exit State column. Below the table is a horizontal scrollbar. Under the table, there is a checkbox labeled "Otherwise Return Exit State:" which is checked, followed by an empty text input field. At the bottom of the dialog, there are three sections: "First Argument" with an "Argument Type:" label and a dropdown menu; "Operator" with a dropdown menu; and "Second Argument" with an "Argument Type:" label and a dropdown menu. At the very bottom right, there are "OK" and "Cancel" buttons.

Expression	Action	Exit State
If [ARGUMENT] [OPERATOR] [ARGUMENT]	then return	

☒ Otherwise Return Exit State:

First Argument  
Argument Type:

Operator

Second Argument  
Argument Type:

OK Cancel

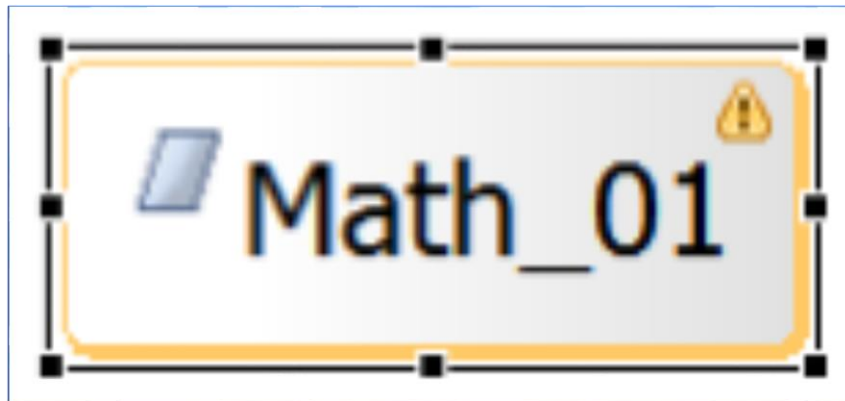


# *Action Element*



# Action Element

Encapsulates business logic that performs tasks not affecting the call flow.

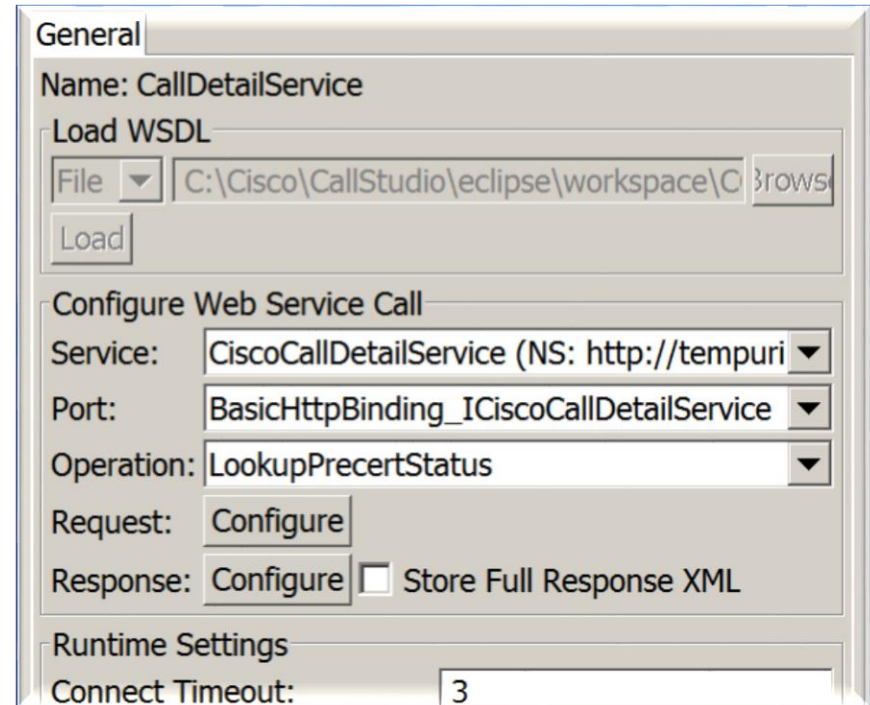
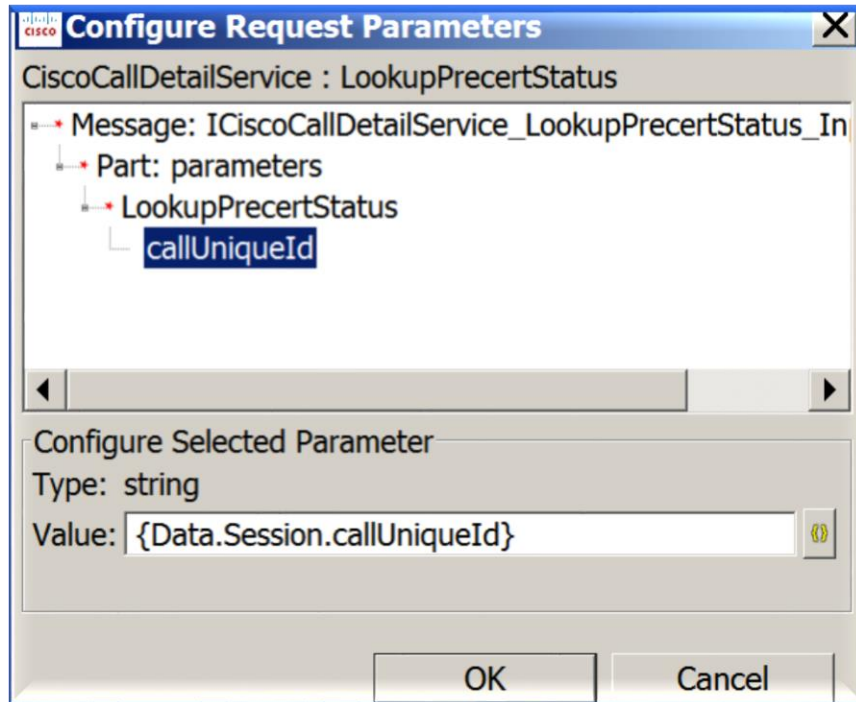


- Counter
- Math
- Email
- Web service
- Set Value



# Web Service Element

A special action element used to interface with a web service





# *Video Connect*



# Video Connect

Element plays a specific video file from the video media server and collect digits during the video file playback.





# Passing of Data

**Set Properties (Read Only)**

Set Variable | Comment | Connection Labels

Object type:  Object:  Variable:

Array index:

Formula Editor...

Value:

Formula Editor...

OK Cancel Help



# Pass Data to CVP Studio

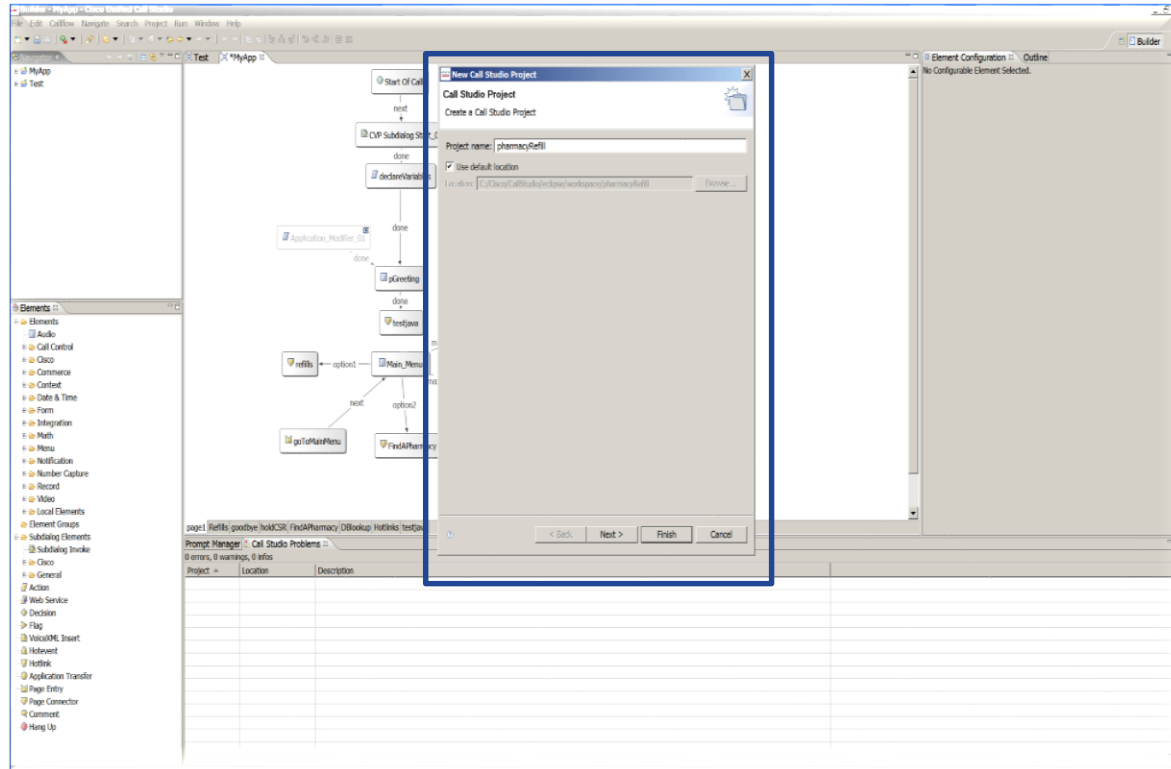
Variable Name (up to 5)	Values (210 bytes each)
User.microapp.ToExtVXML[0]	"application=HelloWorld"
User.microapp.ToExtVXML[1]	Company=Cisco; Job=technical writer"
User.microapp.ToExtVXML[2]	"FirstName=JimBob; LastName=Thornton"
User.microapp.ToExtVXML[3]	"Salary=500000; Address=23 Central St;"
User.microapp.ToExtVXML[4]	"City=Boston;State=MA"



# *Creating a Studio Application*

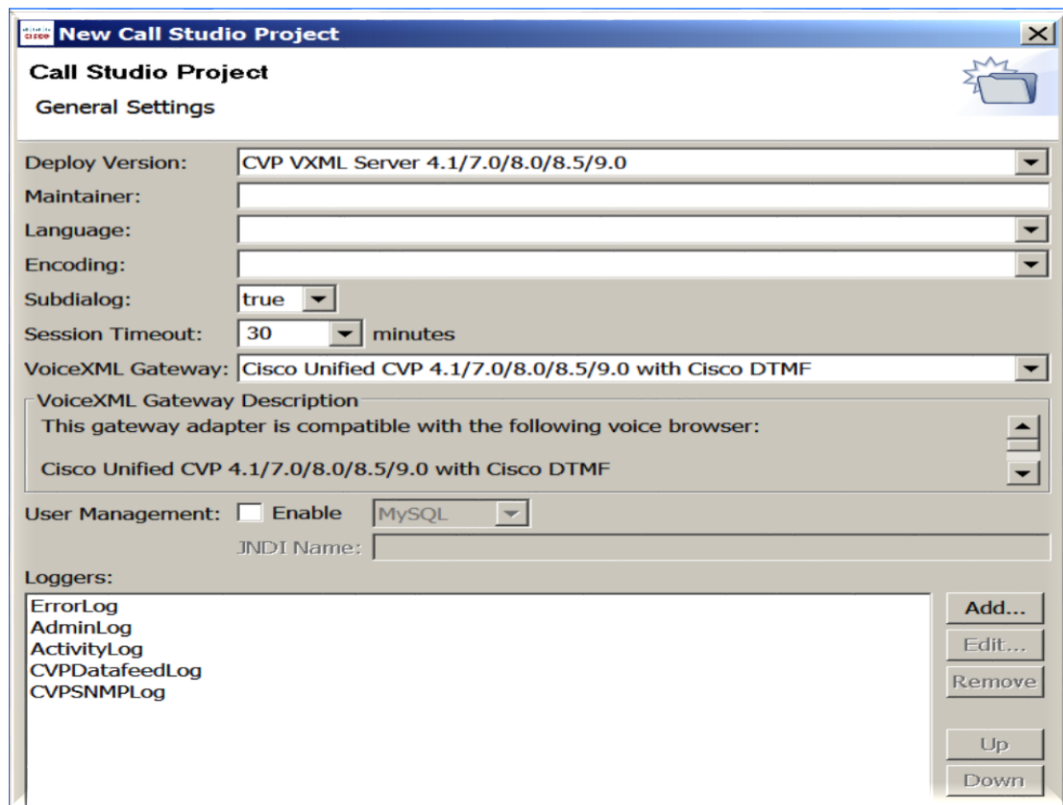


# Start and Name a New Application





# Choose Language, Gateway, and Logger Settings



**New Call Studio Project**

**Call Studio Project**

**General Settings**

Deploy Version: CVP VXML Server 4.1/7.0/8.0/8.5/9.0

Maintainer:

Language:

Encoding:

Subdialog: true

Session Timeout: 30 minutes

VoiceXML Gateway: Cisco Unified CVP 4.1/7.0/8.0/8.5/9.0 with Cisco DTMF

VoiceXML Gateway Description

This gateway adapter is compatible with the following voice browser:

Cisco Unified CVP 4.1/7.0/8.0/8.5/9.0 with Cisco DTMF

User Management: ☐ Enable MySQL

JNDI Name:

Loggers:

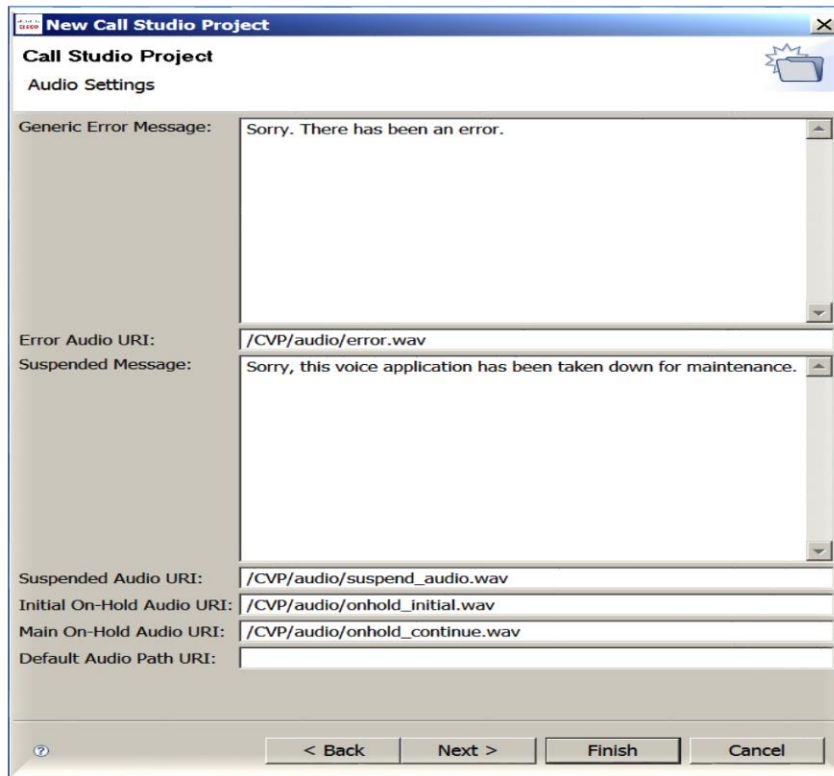
- ErrorLog
- AdminLog
- ActivityLog
- CVPDatafeedLog
- CVPSNMPLLog

Add... Edit... Remove Up Down



# Define Default Audio Path

Can Be Dynamically Changed for Multilingual Prompt Delivery



**New Call Studio Project**

**Call Studio Project**  
Audio Settings

Generic Error Message: Sorry. There has been an error.

Error Audio URI: /CVP/audio/error.wav

Suspended Message: Sorry, this voice application has been taken down for maintenance.

Suspended Audio URI: /CVP/audio/suspend\_audio.wav

Initial On-Hold Audio URI: /CVP/audio/onhold\_initial.wav

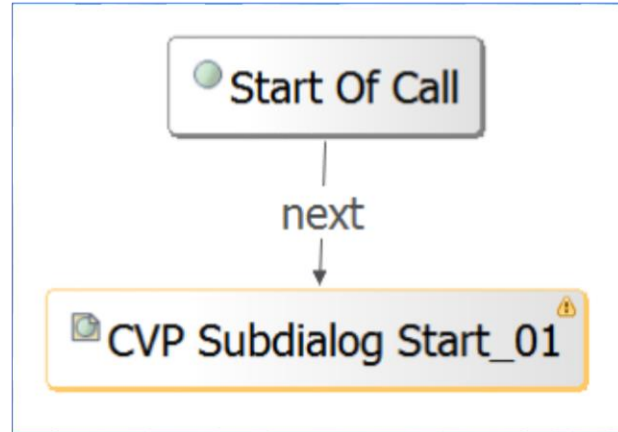
Main On-Hold Audio URI: /CVP/audio/onhold\_continue.wav

Default Audio Path URI:

< Back Next > Finish Cancel

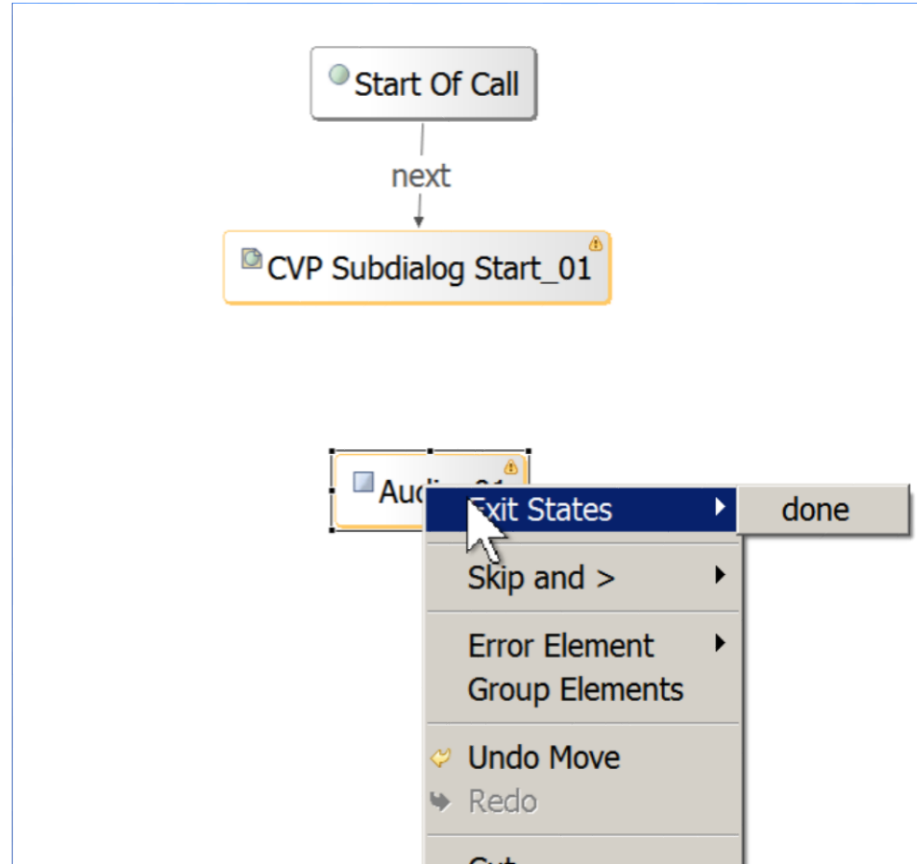


# New Application Is Started with a Workspace and a Default “Start of Call” Element





# Drag Audio Element to Play Messages to the Callers





# - Demo - Video IVR







# *Studio enhancements*

*(Release 10.5 and above)*



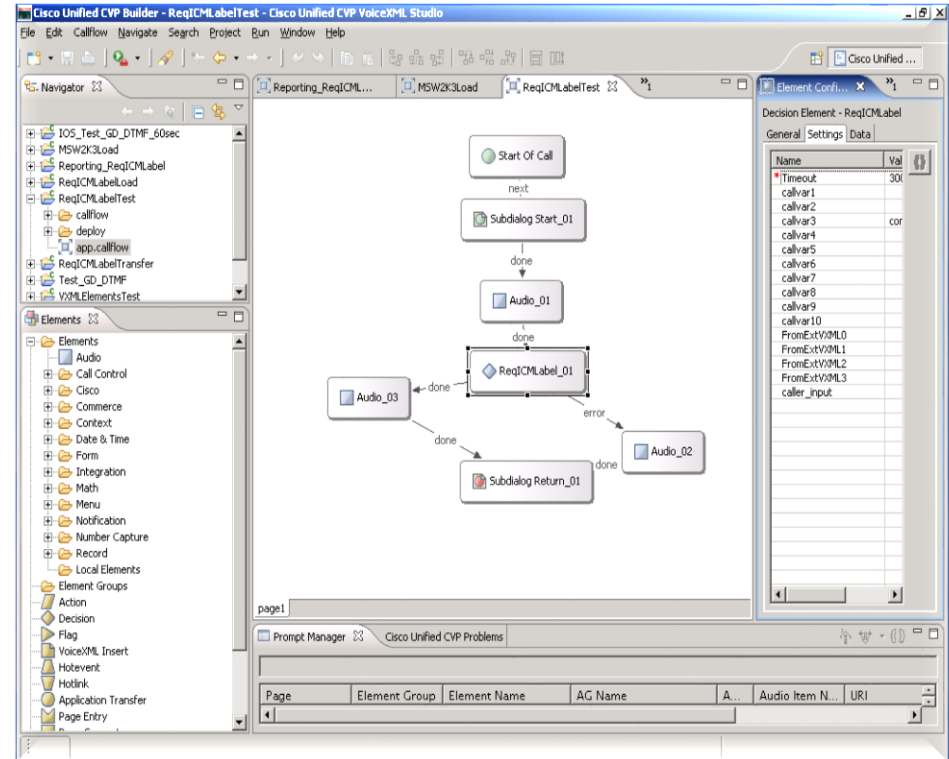
# Studio Enhancements

- Studio 10.5

- Sub-flows
- Exception Handling
- Debug tool enhancements
- Eclipse upgrade

- Studio 11.0

- Local Variables
- Multi-app Debugging
- Variable Manipulation while Debugging
- Enhanced Database Element
- REST Client Integration
- Context Service





# *10.5 Enhancements Recap*



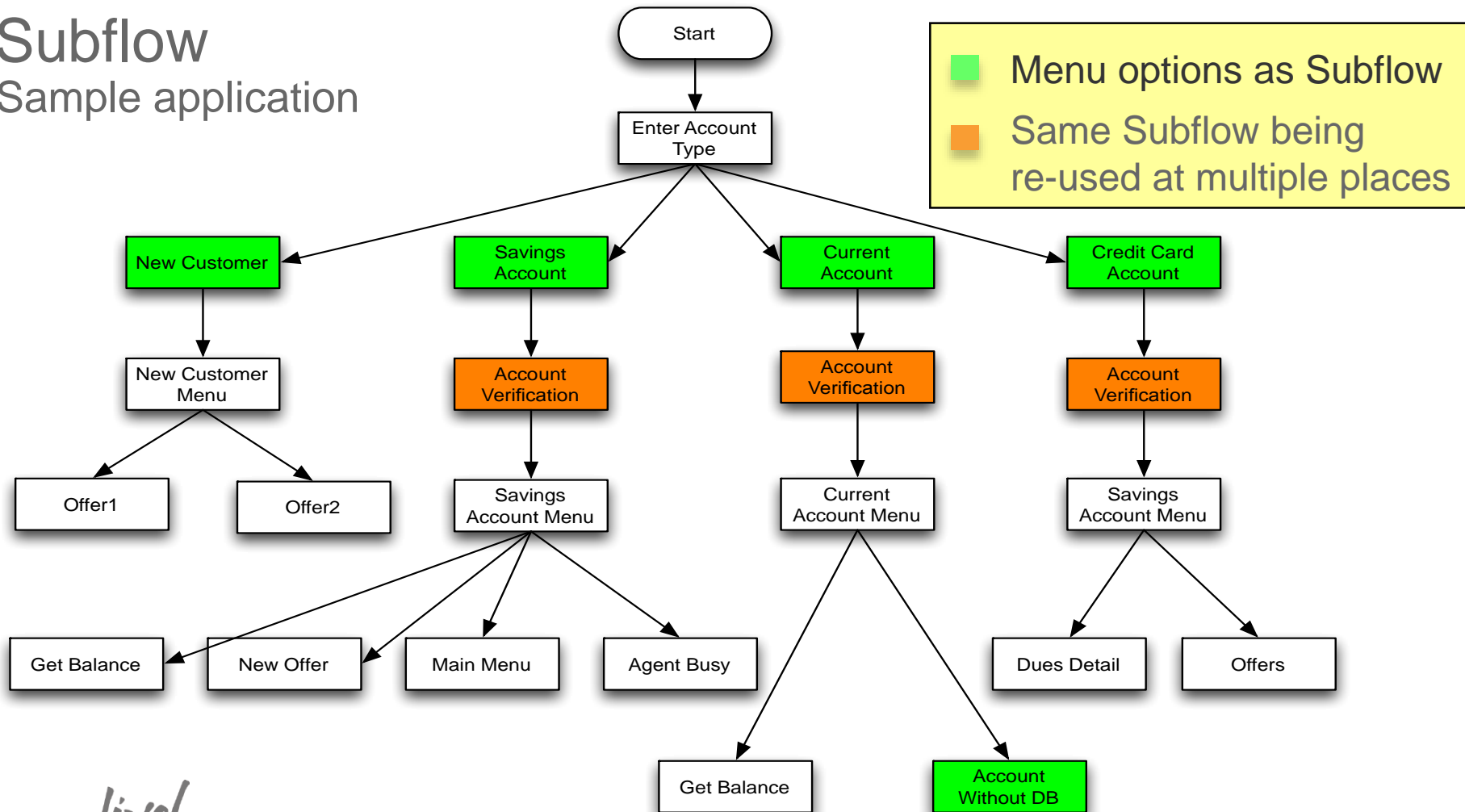
# SubFlow

- Reusable call flow module to do a specific task
- Can be used to break large application into smaller modules
- Allows to Re-use the call flow business logic
- With Sub-flow the applications becomes
  - Modular
  - Reduces complexity
  - Easy to maintain



# Subflow

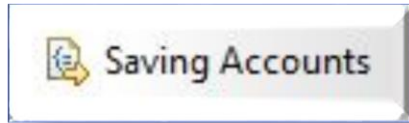
## Sample application



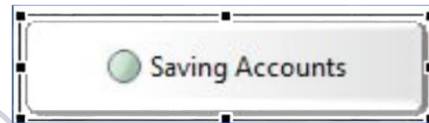


# Subflow

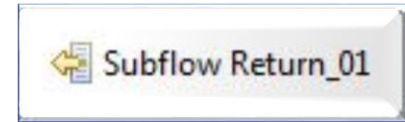
## New Elements



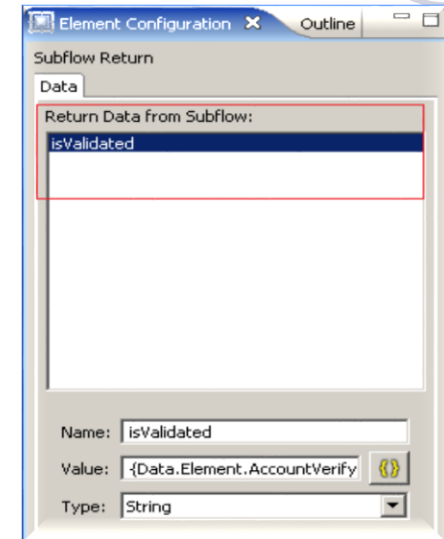
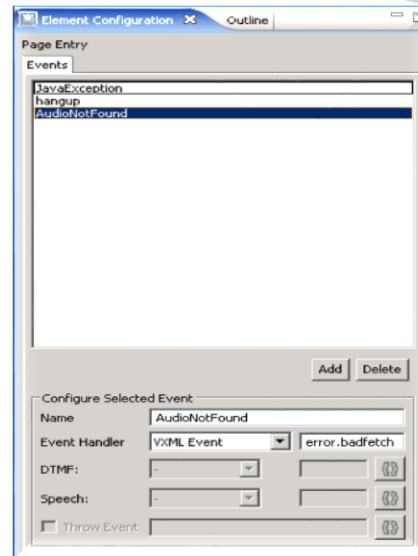
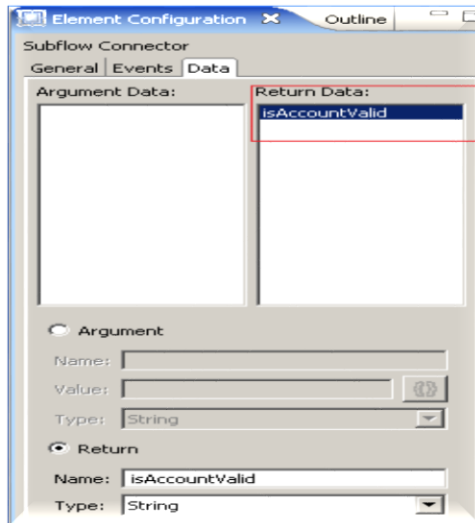
Subflow Call Element 



Subflow Start 



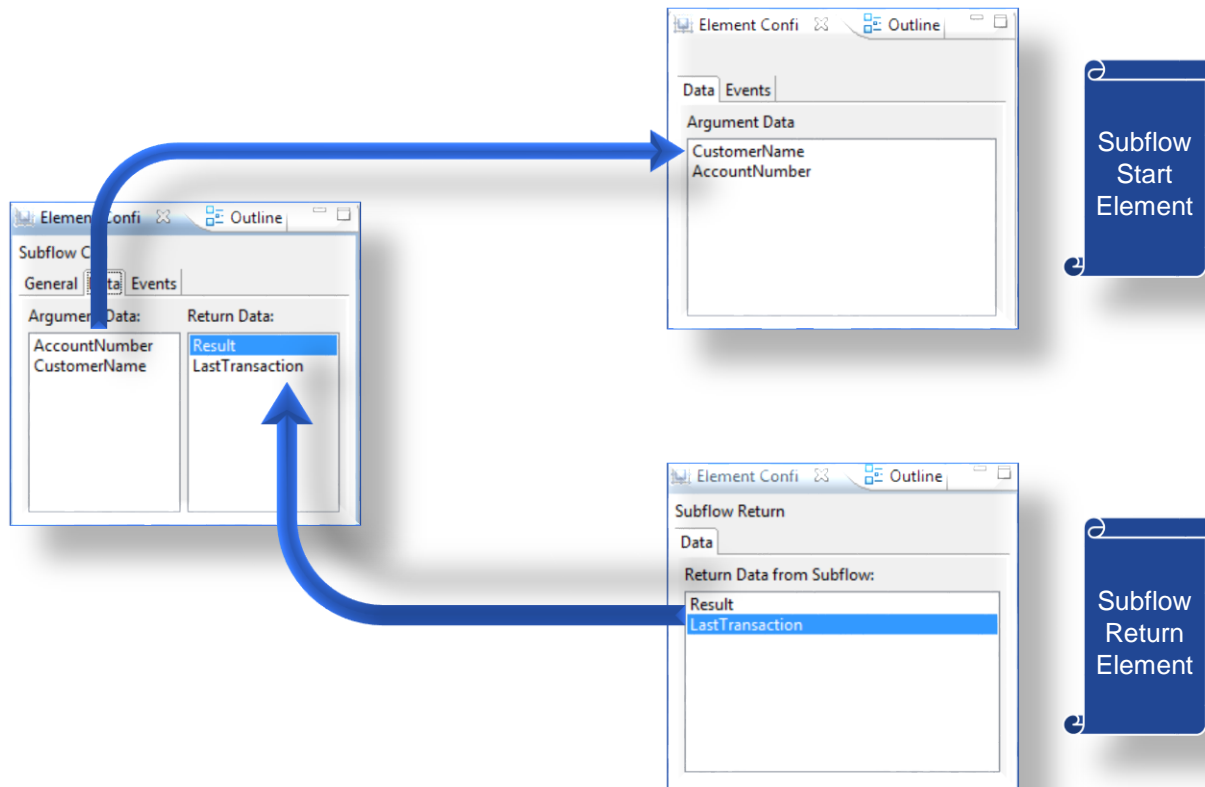
Subflow Return 





# Argument and Return Data

Subflow call – Subflow or Main flow.





# Subflow - Application Modularity

## Sub-Dialog (10.0)

- Project resources are self-contained
- Reusable across projects
- Session data can not be shared
- Resource intensive as every time VXML browser needs to switch context



# Event Handling Introduction

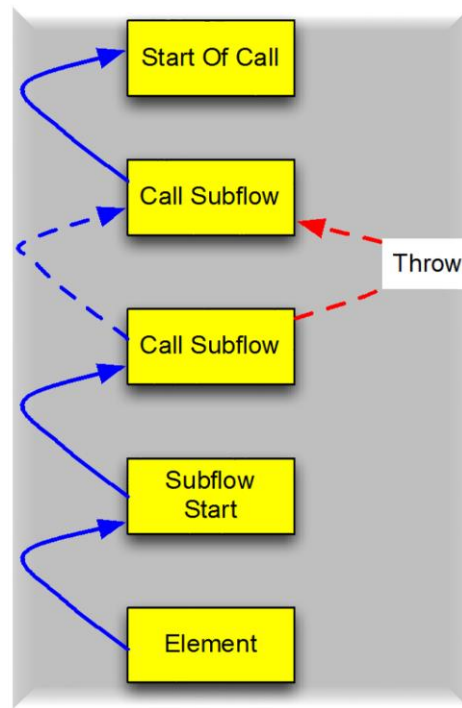
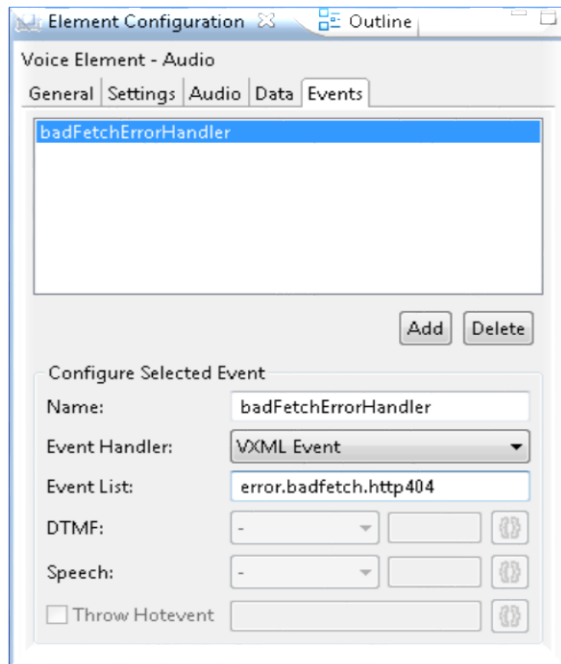
- Handling the events occurred at granular level and continue with the call.
- Types of Events that can be handled

- VXML Event
- Java Exception
- Custom Exception
- Local Hotlink/Hotlink

Element	Event Handlers
Start Of Call	Hotlink/Custom Exception/Java Exception/VXML Event
Voice Elements	VXML Event/Java Exception/Local Hotlink(Other than Audio Element)
Action Element	Java Exception
Decision Elements	Java Exception
Web Service Element	Java Exception
Sub flow Call Element	VXML Event/Java Exception/Custom Exception
Sub Flow Start Element	VXML Event/Java Exception/Custom Exception
VoiceXML Insert	VXML Event
Subdialog Invoke	VXML Event



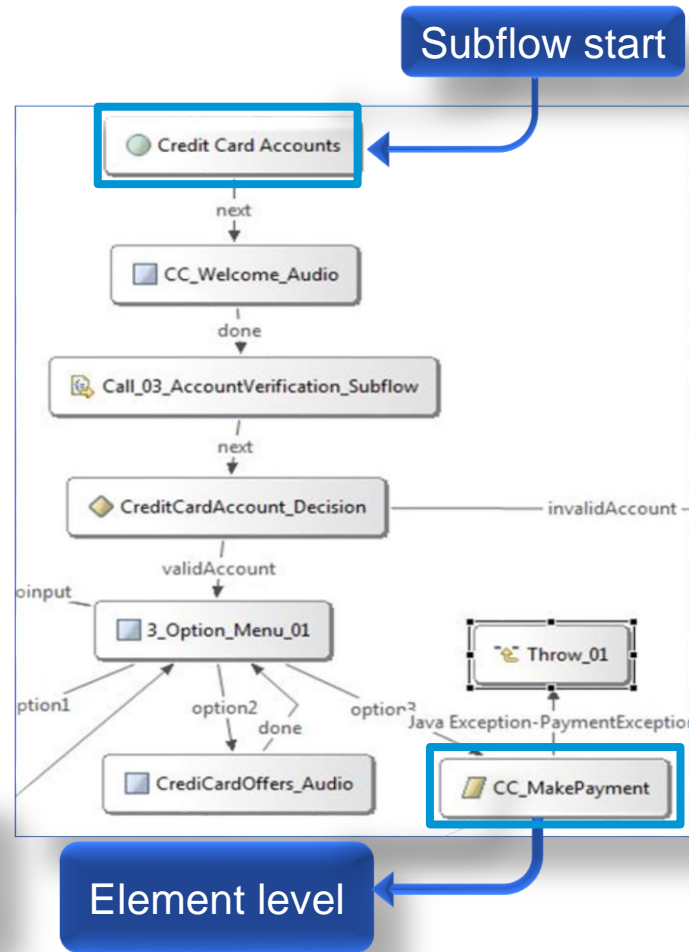
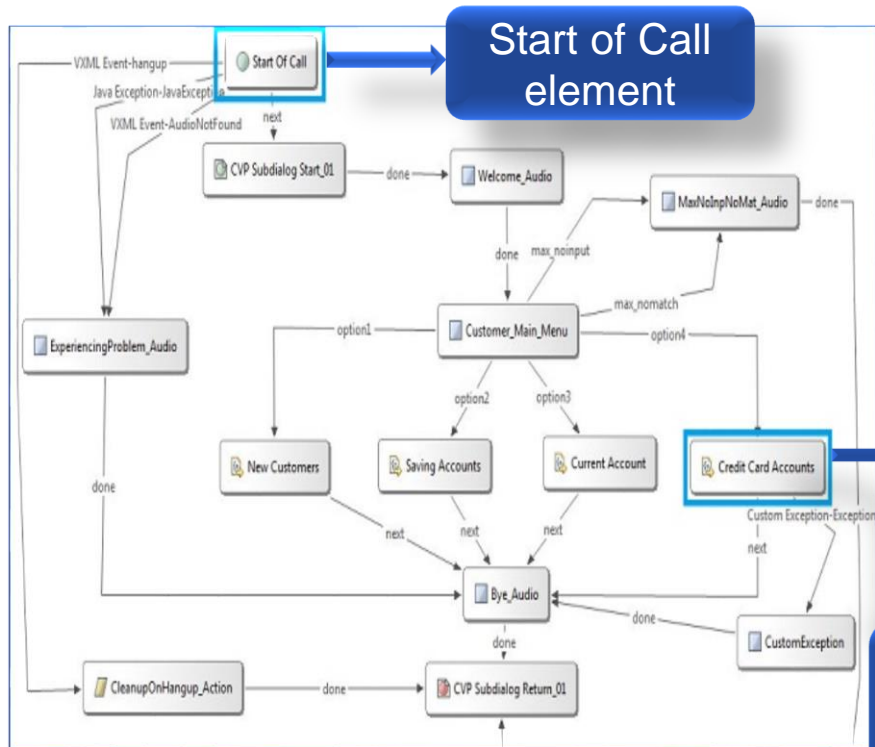
# Event Handling preference





# Exception Handling

## Exception Rollback & points of exception handling

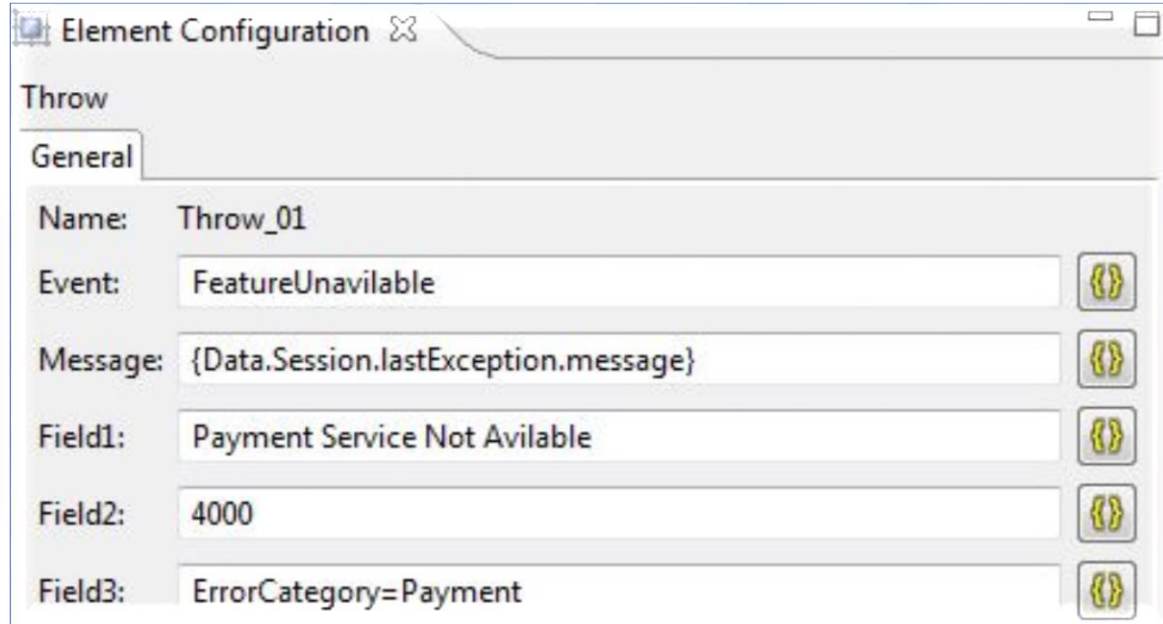




# Exception Handling

## Exception Throw Element

Enables exceptions to be mapped to more meaningful and context specific error information to enhance Caller experience



The screenshot shows a software interface titled 'Element Configuration' with a close button. Below the title is a tab labeled 'Throw'. Underneath the tab is a 'General' sub-tab. The configuration fields are as follows:

Field	Value	Action
Name:	Throw_01	
Event:	FeatureUnavilable	{}
Message:	{Data.Session.lastException.message}	{}
Field1:	Payment Service Not Avilable	{}
Field2:	4000	{}
Field3:	ErrorCategory=Payment	{}



# Exception Handling

## 10.0

- Handles client events only
- Global error handling mechanism
- Hot events become unmanageable
  - As more and more exception types need to be handled
- Database exception which could terminate the application abruptly cannot be handled with this mechanism



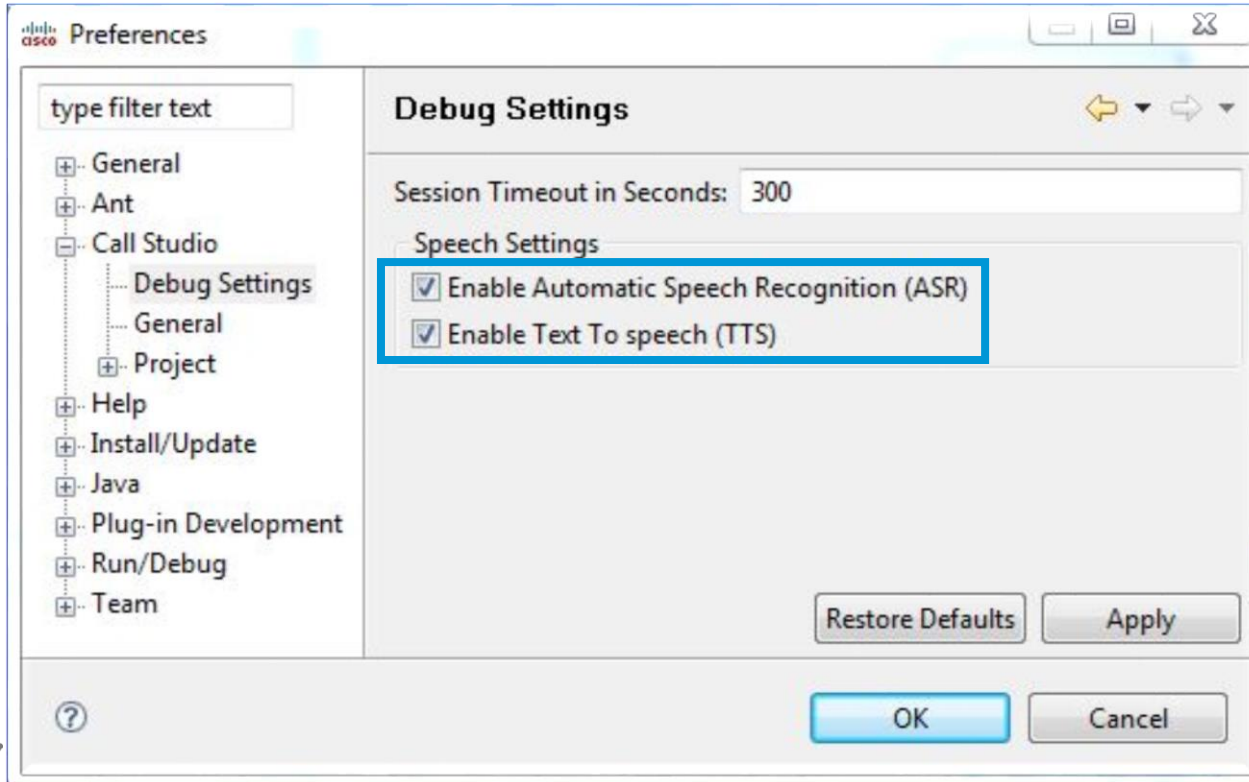
# Debugger Enhancements

- Built-in simulation and debugging
  - For speech or voice enabled applications
- IDE integrates with local speech resources (MS SAPI)
- Allows setting **Breakpoints** at any node to inspect data



# Debugger Enhancements

## TTS & ASR Integration





# Debugger Enhancements

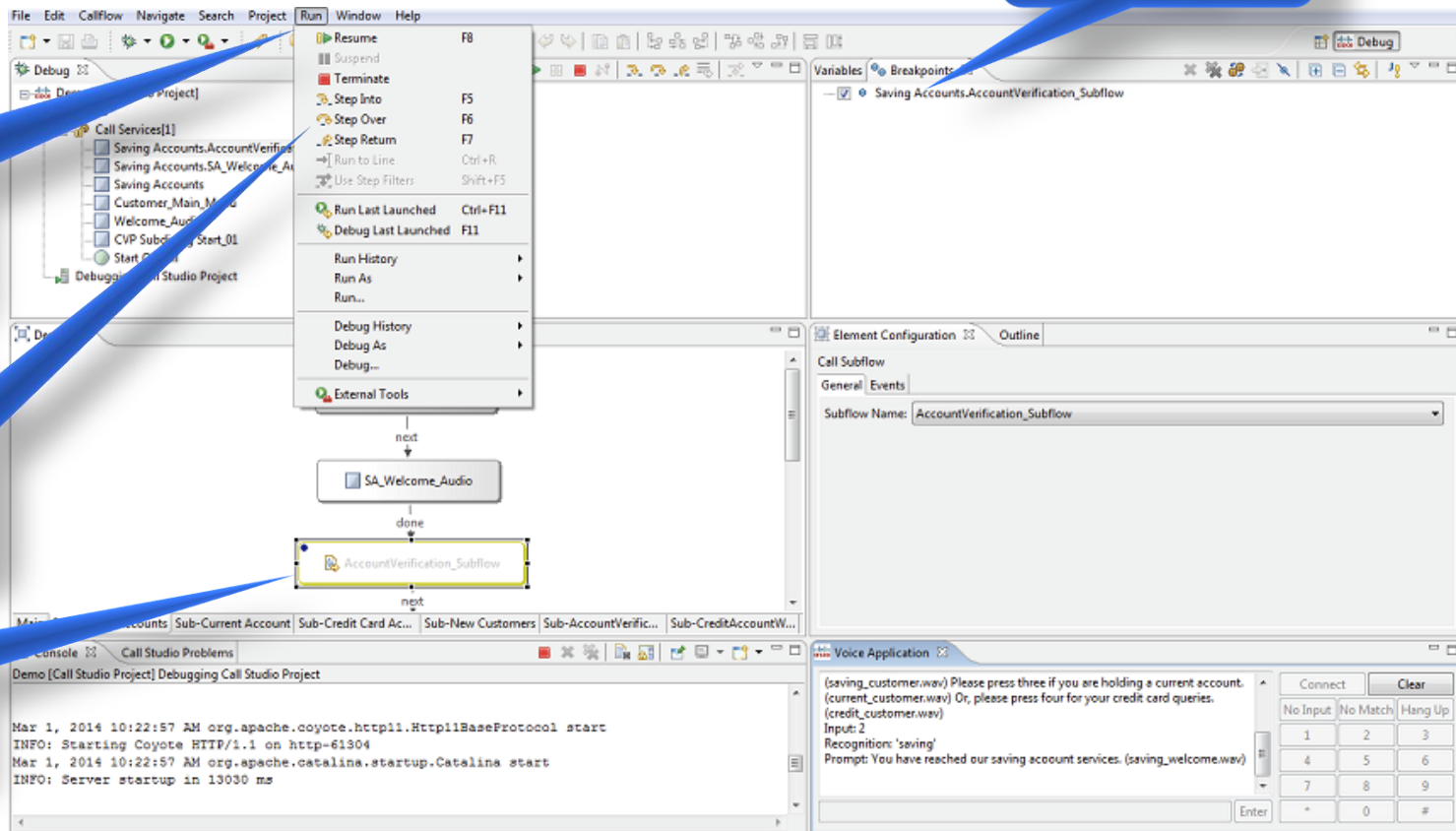
## Breakpoints

2. Debug as Call Studio project

3. Step in, Step over, Resume or Terminate

1. Enable Breakpoint

Breakpoints view





# Debug tool enhancements

## 10.0

- Embedded VXML Server
- Text based Voice Browser to simulate VXML Gateway.
- User Input Panel to simulate user actions – DTMF inputs & prompt outputs



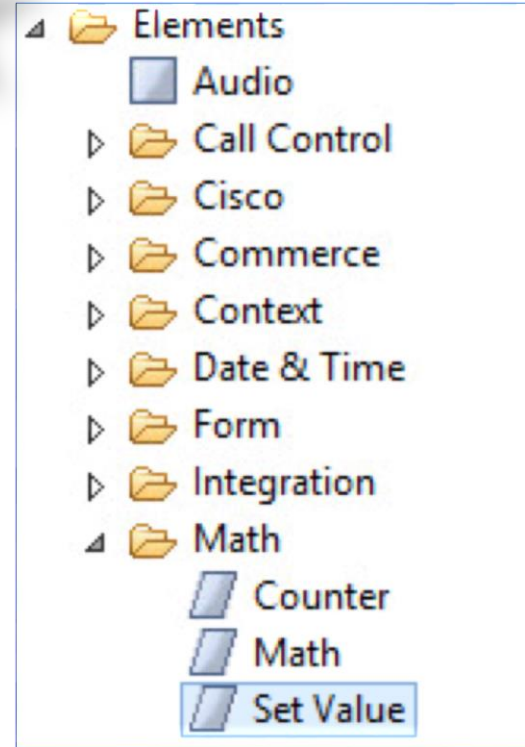
# *11.0 Enhancements!*



# Local Variables

11.0

- A new element, Set Value is added to Call Studio
  - Define local variables in Call Studio applications
  - Supports string, arithmetic, and logical operations and special functions
  - Use java Scripting
  - Local variables can be used in Substitution and Decision evaluations
  - The scope of the local variable is within the flow
    - Main Flow or Sub Flow

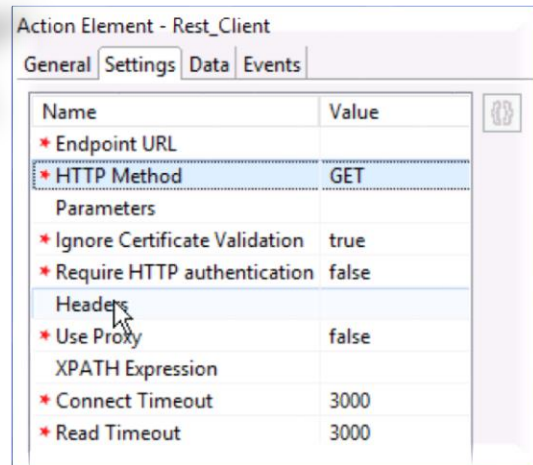
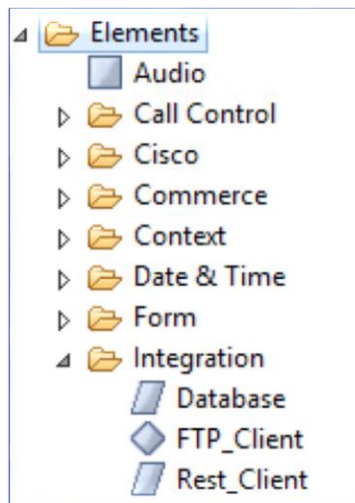




# Rest Client Element Overview

11.0

- A new action element - Rest\_Client
- Supports HTTP method : GET, POST, DELETE and PUT
- Salient Features:
  - Authentication support
  - Proxy support
  - Two way SSL handshake
  - Timeout support





*- Demo -*

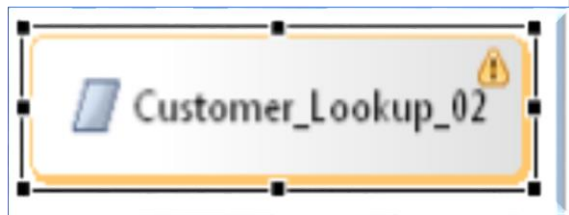
*REST Client  
&  
Local Variables*



# Context Service

11.0

Introducing four new elements





# Context Service

- Two new elements – Create POD & Consumer Lookup Element





# 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>12:00-1:00 Table Topics</b>  <b>UCCX</b> <i>(G.Variyath)</i>  <b>Finesse</b><i>(T.Phipps)</i></p> <p><b>Color Coding</b>  <b>UCCE</b>  <b>UCCX</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/G.Variyath)</i></p> <p><b>1:00-2:00 (60)</b>  <b>CCSCOL-1400</b>  Case Study: Providing a Total Customer Experience <i>(C.Botting, 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>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>BRKCCT-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>BRKCCT-2056</b> Contact Center Reporting &amp; Analytics: Unified Intelligence Center <i>(V.Gururaj,C.Logue)</i></p> <p><b>3:00-5:00 (2hr)</b>  <b>BRKCCT-2027</b> UCCE Solution Service Creation (including CCE and CVP Scripting) <i>(S.Vashist)</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>



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*Thank you*





*TOMORROW starts here.*