



*TOMORROW
starts here.*

Cisco *live!*



Designing and Deploying Cisco Contact Centre Express

BRKUCC-2059

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Systems Engineer

#clmel

Cisco *live!*

A nighttime city street scene with a pedestrian bridge in the background. The foreground is dominated by long, curved light trails from moving vehicles, creating a sense of motion and energy. The background shows modern buildings and streetlights.

Training Session: “Becoming a Call Centre Champion”

Agenda

- Cisco UCCX Product Overview
- What's New in UCCX 10.5/10.6?
- UCCX Design, Considerations and Best Practice
- UCCX Deployment, Considerations and Best Practice
- Summary
- Questions and Answers



A nighttime photograph of a city street. In the foreground, there are long, curved light trails from cars, primarily in yellow and orange, suggesting motion blur. In the middle ground, a pedestrian bridge with a glass railing spans across the street. The background features several modern buildings with lit windows and some streetlights. The overall scene is illuminated by city lights, creating a vibrant urban atmosphere.

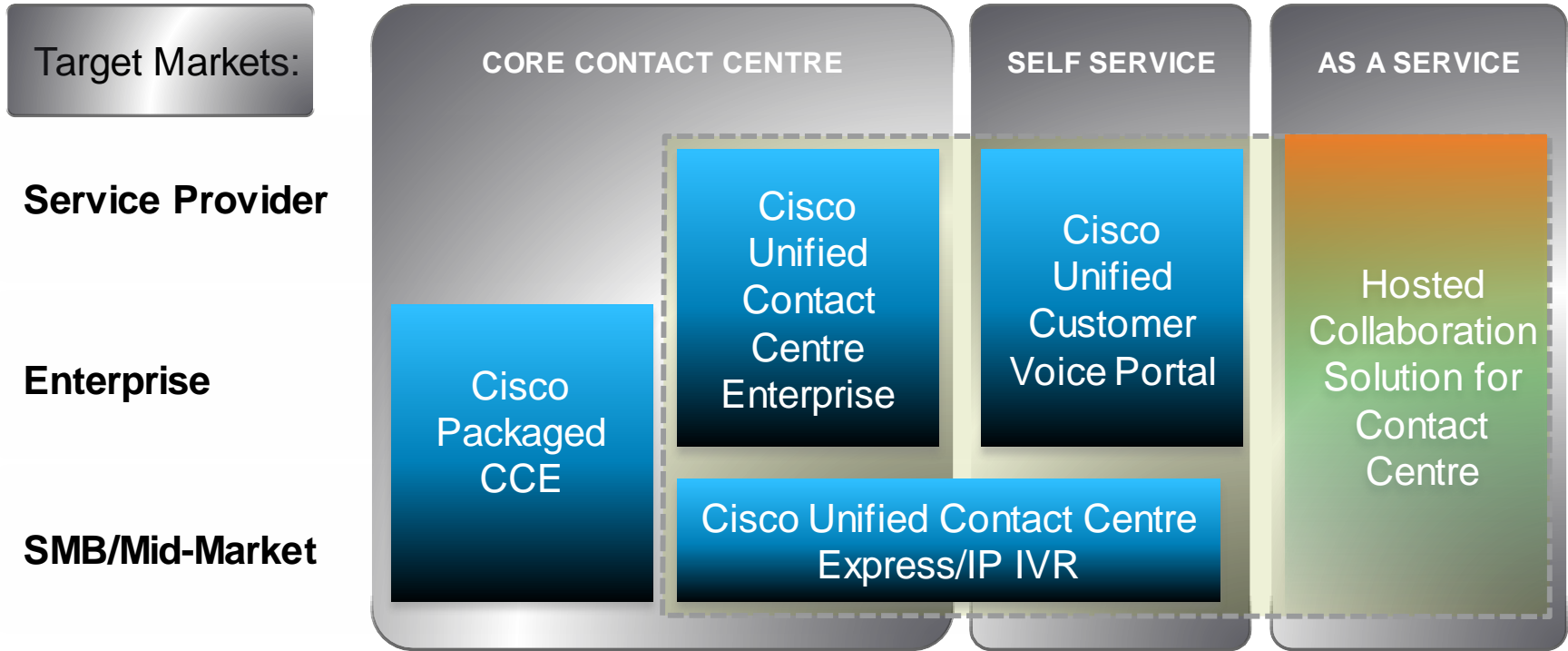
UCCX Product Overview

Cisco's Collaboration Portfolio

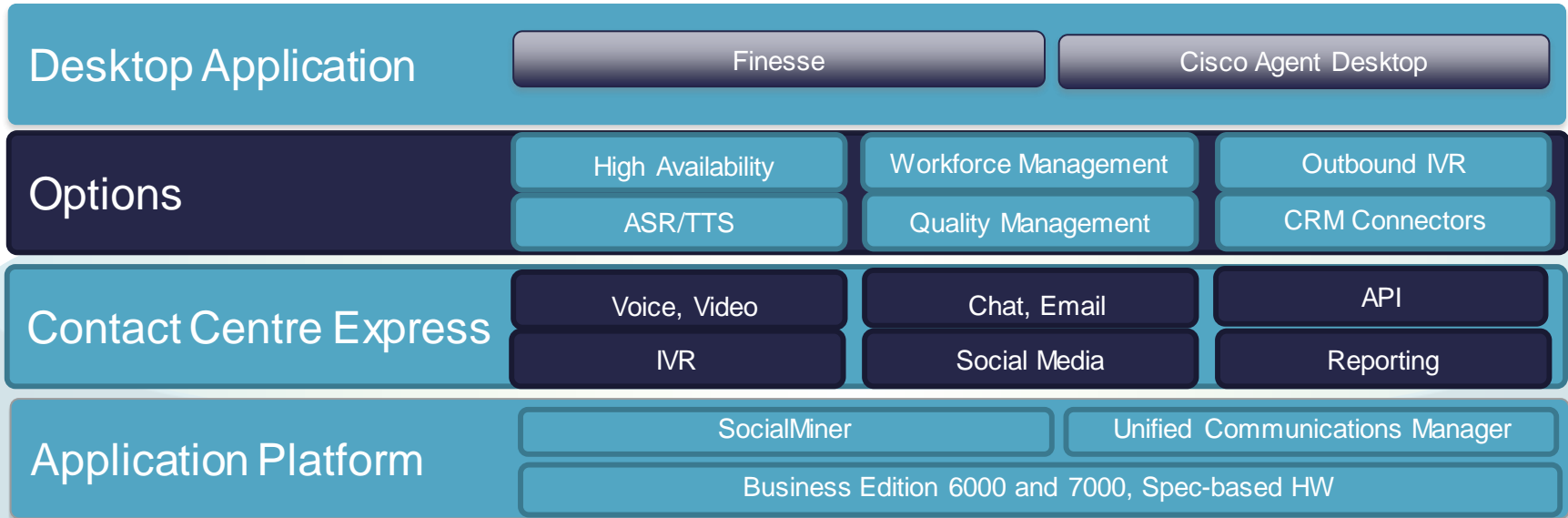


Customer Collaboration: Portfolio Coverage

Cisco Unified Customer Collaboration Solutions



Cisco Unified Contact Centre Express



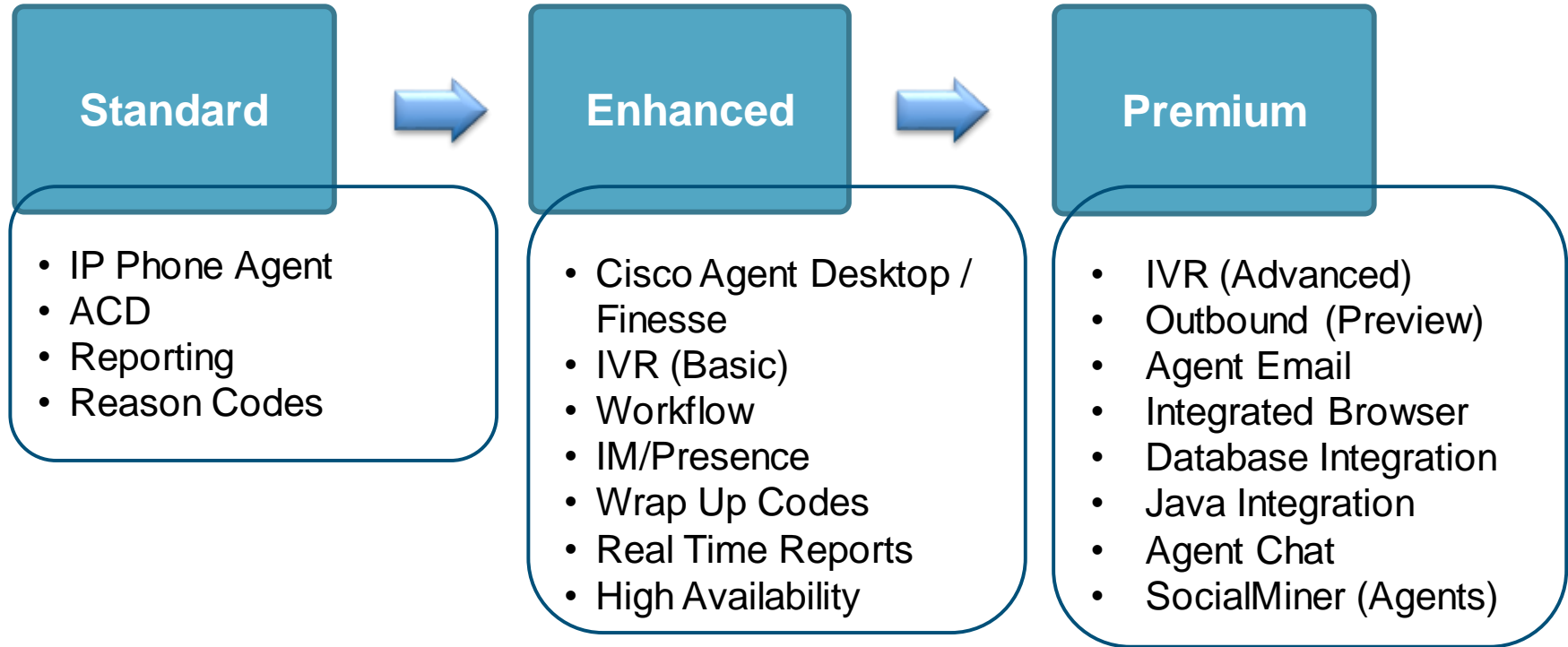
All in One Solution
Easy to Deploy
Easy to Use



Express vs Native Call Queuing

- Scale – Multiple Agents/Queues, Maximum 100 Calls per Queue
 - Deployment – CUCM Option
 - Location – Multi, Central Queue
 - License – Unified CUCM User
 - ACD Functions – Basic.
 - Queuing & Prompting (2 Prompts) with MOH
 - CC Additions:
 - Outbound - None
 - Multi-Channel – None
 - Options (WFO, CRM Integration etc.) - None
- Scale – 400 Agents
 - Deployment – Single Box/Installer
 - Location - Multi-Site, Central IVR
 - License – Concurrent Agent
 - ACD Functions – Full.
 - SBR, Prompt & Collect, Reporting, Monitoring, Agent/Supervisor Desktop
 - CC Additions:
 - Outbound – Integrated Preview/Predictive
 - Multi-Channel – Integrated Email & Chat
 - Options (WFO, CRM Integration etc.) - Yes

UCCX Package Options



- Minimum New order of 10 seats is required
- Cannot mix package options

Licensing

- Inbound voice/email/web-chat user licenses
- Non-High Availability (HA) Active server software license (these are auto-included with new seat orders)
- HA Standby server software licenses
- Outbound port licenses (Progressive/Predictive)
- Option Licenses:
 - Social Miner Server License
 - Compliance Recording (CR) user licenses
 - Quality Manager (QM) user licenses
 - Advanced Quality Manager (AQM) user licenses
 - Workforce Management (WFM) user licenses
- **Cannot breath-out, Fixed login count.**



Cisco *live!*

A long-exposure photograph of a city street at night. The foreground is dominated by vibrant, multi-colored light trails from moving vehicles, creating a sense of motion and energy. In the background, a modern pedestrian bridge with blue lighting spans across the street. Tall buildings with illuminated windows and balconies line the street, and several flags are visible on the left side. The overall scene is a dynamic urban environment.

What's New in UCCX 10.5/10.6?

Finesse Enhancements

- Direct Preview, Progressive and Predictive Outbound agent
- Multi-session Web Chat and Email
- Multiline Device Support
- Extension Mobility
- QM Gadget
- Localisation
- Gadget Container enhancements
- Jabber VXME support
- CAD-BE dropped starting Unified CCX 10.5



Finesse Gadget Container Enhancements

Multiple Columns

Side-by-Side Gadgets

Each Finesse tab can have a different number of columns

The screenshot displays the Cisco Finesse Supervisor interface for a Supervisor Agent. The top header shows the agent's name and extension, along with a 'Sign Out' button. Below this is a navigation bar with 'Home' and 'Manage Call' tabs. A status bar indicates the agent is 'Not Ready - Coffee Break' at 11:33. The main area is divided into several sections:

- Call Information:** Displays details for a call from Adam Outler (11010111), including campaign, account number, customer since date, last purchase date, last purchase amount, likes, and discount offer.
- Gadget 1:** A detailed view of the 'SilverCreek Realty' account, showing account details, contact information, and additional information.
- Gadget 2:** A table showing call queue statistics.
- Gadget 3:** A map showing the location of the SilverCreek Realty office.

Queue Name	# Calls	Max Time	Ready	Not Ready
000870503698	0	00:00:00	0	1
Escalations	0	00:00:00	0	0
PremiumSales	0	00:00:00	0	1
Sales	0	00:00:00	0	0
Service	0	00:00:00	0	0
SupervisorEscalations	0	00:00:00	0	0

Agent E-Mail

Functionality

- Blended voice, email, web chat
- Two choices for routing algorithms
 - Most skilled agent
 - Longest available agent
- Route to same agent who handled last response
- Rich text editing
- Re-queue to CSQ, Attachments
- Predefined responses (500)
- MS Exchange 2013, 2010



10.6

Packaging

- Included with the premium seat license
- 60/120 agents depending on deployed OVA
- Email media handling with SocialMiner
- Finesse Gadgets

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Finesse Agent Desktop

Integrated Web-Chat and Email Gadget

Chat and Email State Control

Web-Chat

Email

Chat Reply Pane

Visual Notifications

The screenshot displays the Cisco Finesse Agent Desktop 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 titled 'Manage Chat and Email' and shows a list of messages from 'Sylvester Stallone' and 'brad@cbutme.com'. A chat window is open for Sylvester Stallone, showing a conversation with 'Supervisor_Erik' and 'Sylvester Stallone'. The chat window includes an 'End' button and a 'You are connected.' status. At the bottom, there is a text input field for replying to the chat.

Finesse Agent Desktop

Integrated Web-Chat and Email Gadget

The screenshot displays the Cisco Finesse Agent Desktop interface for Supervisor Erik Ergen (erike) - Extension 1001. The interface is divided into several sections:

- Top Bar:** Shows the supervisor's name, extension, and status (Not Ready). It includes navigation tabs for Manage Team, Team Data, Queue Data, Manage Call, Manage Chat and Email (highlighted), and Email Dashboard. A Sign Out button is in the top right.
- Make a New Call:** A button to initiate a new call.
- Ready for Chat and Email:** A status indicator with a dropdown arrow and notification icons.
- Manage Chat and Email:** The main workspace, split into two panes:
 - Left Pane (Chat History):** Lists chat messages. The selected message is from brad@ccbutme.com, dated 12/22/2014 9:40 AM, with the subject "loE Inquiry".
 - Right Pane (Email Reply):** Shows the email details and a reply composition area. The email is from brad@ccbutme.com, sent on Monday, December 22, 2014 9:40 AM, to loE_Sales@ccbutme.com, with the subject "loE Inquiry". The body text reads: "Email: brad@ccbutme.com", "Name: Brad Pitt", and "Comments: Thanks for getting back to me promptly." The reply area contains the text: "Hello, Please allow me to research your query and get back to you within 48 hours. Regards". A "Send" button is in the top right of this pane.

At the bottom of the interface, there is a copyright notice: © 2010-2014 Cisco Systems, Inc. All rights reserved. Cisco Finesse v10.6(1) and a "Send Error Report" link.

Chat and Email
State Control

Web-Chat

Email

Email Reply Pane

Agent E-Mail – Historical Reports

Email - Agent Activity Report

Statistics of the email enabled agents on a daily basis

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
Amar	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 – Traffic Analysis Report

The count of email messages that are 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

Agent E-Mail – Historical Reports

Email – Contact Detail Report

Information about each email contact that is handled by the agent.

Contact ID	Sequence No.	CSQ Name	Agent Name	Received	Retrieved	Replied	From Address	Reply-To Address
74183EEC100001490000000080A4E5B5D	0	emailGuitar	rachita	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	rachita	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

Email – CSQ Activity Report

Email activity statistics of agents in a Contact Service Queue on a daily basis.

CSQ Name	Date	Agent Name	Retrieved	Requeued	Sent	Avg On Desk
BankingEmailCSQ	11/11/14	snandi	3	0	3	00:01:03
	11/19/14	snandi	59	0	1	00:03:49
	11/19/14	Shennel Macks	9	4	3	00:02:48
	11/25/14	Shennel Macks	2	1	1	00:01:16
BankingEmailCSQ			73	5	8	

Outbound Agents

Predictive and Progressive

- Direct Preview, Predictive and Progressive dialer with Finesse
 - Up to 150 concurrent outbound sessions
 - Separate license required
 - CAD supports Preview only
- Blended Inbound and outbound operations
- Call Progress Analysis with ISR Gateway
- Outbound reports
- Campaign Management with API support



Outbound Agent

Scheduled Callback

Available

- On an outbound call
- In wrap-up after an outbound call
- On hold on an outbound call

Option to edit the phone number

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

Direct Preview Outbound

- 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

Agent Chris Smith (1021001) – Extension 1021001
Reserved (Outbound)

Home Manage Call

Brad D. Taylor 954-835-0733

Accept Decline

Reject - Return Record to Campaign
Close - Remove Record from Campaign

Campaign: Buy Some Bunnies **Last Purchase Date:** 3/15/2011
Account Number: 263-14-4372 **Last Purchase Amount:** \$4356.23
Customer Since: 9/2002 **Likes:** Little Bunnies, Big Bunnies, Any Bunies
Is VIP?: YES!!! **Discount Offer:** 47%

- Direct Preview Mode- When the agent accepts the contact, the outbound call is made

Agent Chris Smith (1021001) – Extension 1021001
Talking

Home Manage Call

Brad D. Taylor 954-835-0733 Keypad Hold Consult Direct Transfer End

Campaign: Buy Some Bunnies **Last Purchase Date:** 3/15/2011
Account Number: 263-14-4372 **Last Purchase Amount:** \$4356.23
Customer Since: 9/2002 **Likes:** Little Bunnies, Big Bunnies, Any Bunies
Is VIP?: YES!!! **Discount Offer:** 47%

Predictive and Progressive Outbound Agent

Call Control

Agent Reserved for Outbound

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													

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: +00330
 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

Campaign Management

- Configurable timings
- Attempts and Callback settings
- Dialing Options
 - Lines per Agent
 - Predictive Correction Pace and Gain
 - Various treatments
- Dial Settings
- Retries
- Assigned Contact Service Queues
- Import Contacts

Campaign Configuration

Save Cancel Import Contacts Delete All Contacts Open Printable Report

Status: Ready

Parameter Name	Parameter Value	Suggested Value
Campaign Name*	ExpressDemo	
Enabled*	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Description	AA	
Start Time (hh:mm)*	8:00 AM India Standard Time	
End Time (hh:mm)*	9:00 PM India Standard Time	
Campaign Calling Number*	14085674567	
Maximum Attempts to Dial Contact*	3	3
Callback Time Limit*	15 Minute(s)	15
Callback Missed*	Reschedule for same time next business day	Reschedule for same time next business day

Dialing Options

Lines Per Agent(1-3)*	1.5	
Maximum Lines Per Agent(1-3)*	3.0	
Predictive Correction Pace(10-1000)*	100	100
Predictive Gain*	1.0	1.0
Call Abandon Limit(0-100)*	3.0 %	3
Handle Low Volume as Voice	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Answering Machine Treatment	<input type="radio"/> Transfer To IVR <input checked="" type="radio"/> End Call	Transfer To IVR
Abandoned Call Treatment	<input type="radio"/> Transfer To IVR <input checked="" type="radio"/> Abandon Call	Transfer To IVR

Dial Settings

No Answer Ring Limit*	15 Second(s)	15
Abandoned Call Wait Time*	2 Second(s)	2

Retries

No Answer Delay*	60 Minute(s)	60
Busy Signal Delay*	60 Minute(s)	60
Customer Abandoned Delay*	0 Minute(s)	0
Dialer Abandoned Delay*	0 Minute(s)	0

Assigned CSQs

democsq

Available CSQs

Save Cancel Import Contacts Delete All Contacts Open Printable Report

Web Chat Enhancements

Web Chat



SocialMiner

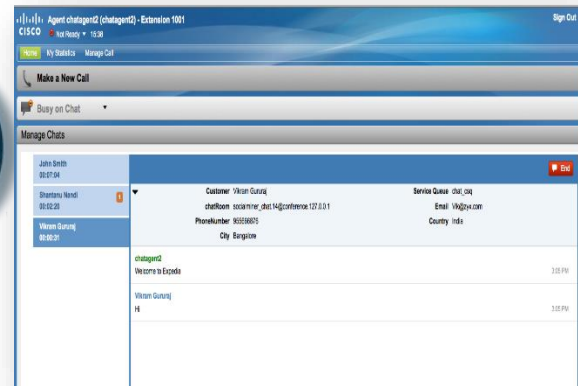


CCX 9.0

- Single Session Web Chat
- Basic functionalities

CCX 10.5

- Multi-Session
- Finesse Gadgets
- Live Data
- Historical reports



Web Chat Enhancements

- Multi-Session (up to 5) with Finesse
- 60/120 concurrent sessions
- Predefined Responses
- Audible Alert
- Agent Alias
- Transcript Download
- Live Data and Historical Reporting
- Blended (Configurable) Voice/Chat Agent Operations
- Available with Premium Agent Licensing



Live Data

Outbound and Web Chat Reports

Unified Intelligence Center

Signed on as: CCX\uccxautosup1 Documentation Search Log Out About

Overview Agent Outbound Team Summary Report

Agent Outbound Team Summary Report

Since Midnight Auto Refresh Show Threshold Alerts Only

Agent Name	Agent ID	Talk Time			Hold Time			After Call Work Time		
		Avg	Max	Total	Avg	Max	Total	Avg	Max	Total

Unified CCX Live Data

- Agent
- Supervisor
- Agent Outbound Team
- Team State Report
- Team Summary
- Voice CSQ Agent
- Voice CSQ Summary

Chat Agent Statistics Report

snapshot Auto Refresh Show Threshold Alerts Only

Agent Name	Agent ID	Current State	Duration	Reason Code	Current Active Contacts	Contacts Present	Contacts Handled	Contacts Abandoned	Contacts RNA
chatagent2	chatagent2	Busy	00:03:53	0	3	6	3	2	0

Chat CSQ Summary Report

snapshot Auto Refresh Show Threshold Alerts Only

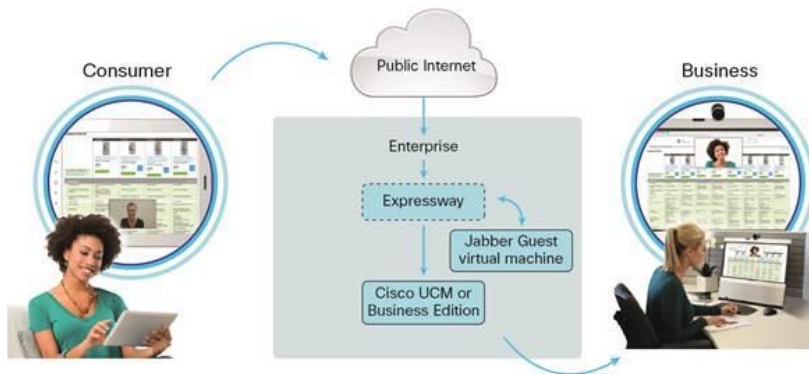
CSQ Name	Contacts Waiting	Agents					
		Logged-In	Not Ready	Ready	Partially Busy	Busy	Reserved
chat_csq	1	1	0	0	0	1	0

Video Care with Jabber Guest



Functionality

- Two way video interaction using Jabber Guest
- Video in queue (non-interactive) using hold step and VoH
- Finesse for Agent desktop
- Normal Unified CCX reports for Video calls
- Audio only
 - Silent monitoring
 - Recording with CUCM based recording
 - Interaction for initial IVR treatment
- Intercept results in Video if supervisor has video end point



Simple to Deploy

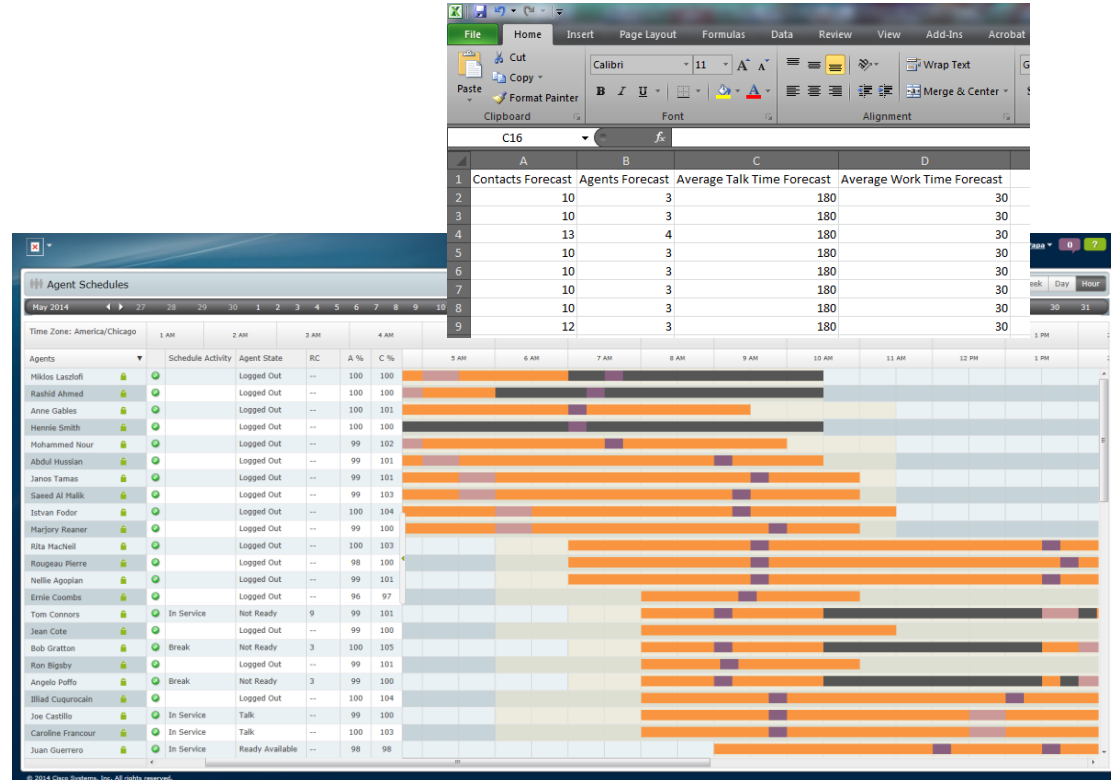
- Simple to configure web URI for the website or SDK for iOS application

Packaging

- Collab Edge infrastructure required along with Jabber Guest
- MCU for video barge-in/conference
- Video on Hold needs MediaSense
- Finesse Only
- 10.5(1)SU1 and later
- Endpoint support for 89xx, 99xx, DX650, EX series

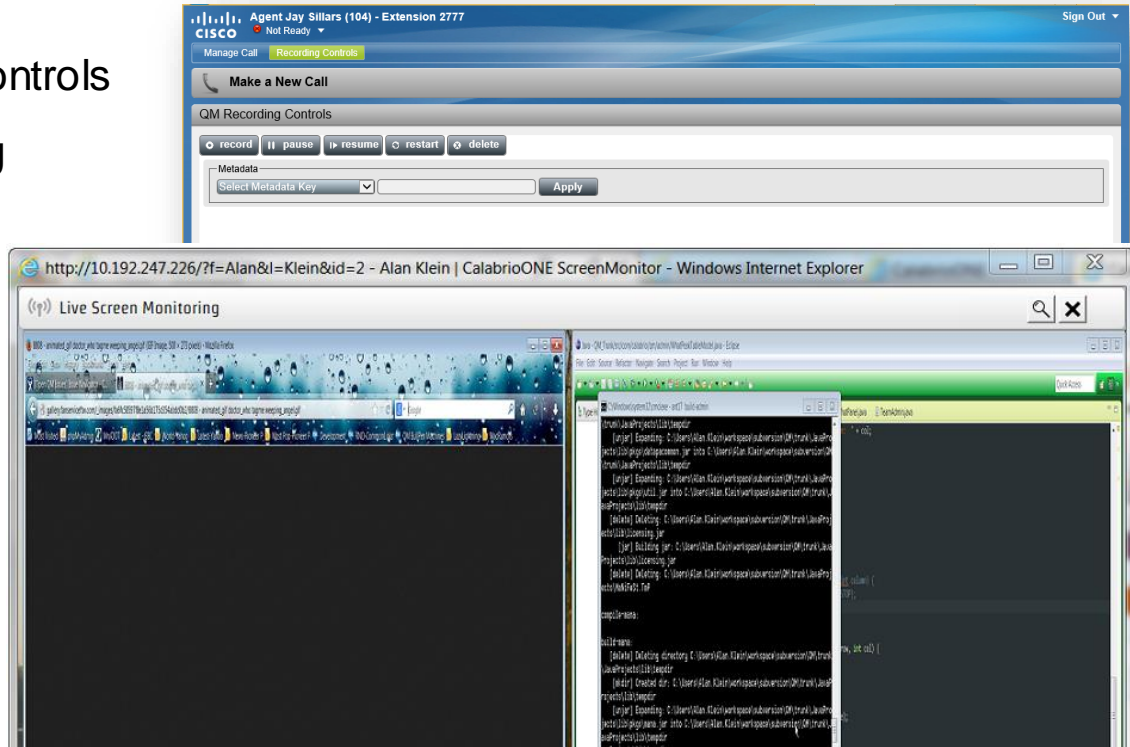
Workforce Management

- Multi-Channel Forecasting
- Agent Schedules on Mobile
- Copy/Paste Support for Forecast Edit & Distribution
- Abandoned Calls Metric in Agent Schedules
- User Interface Refresh



Quality Management

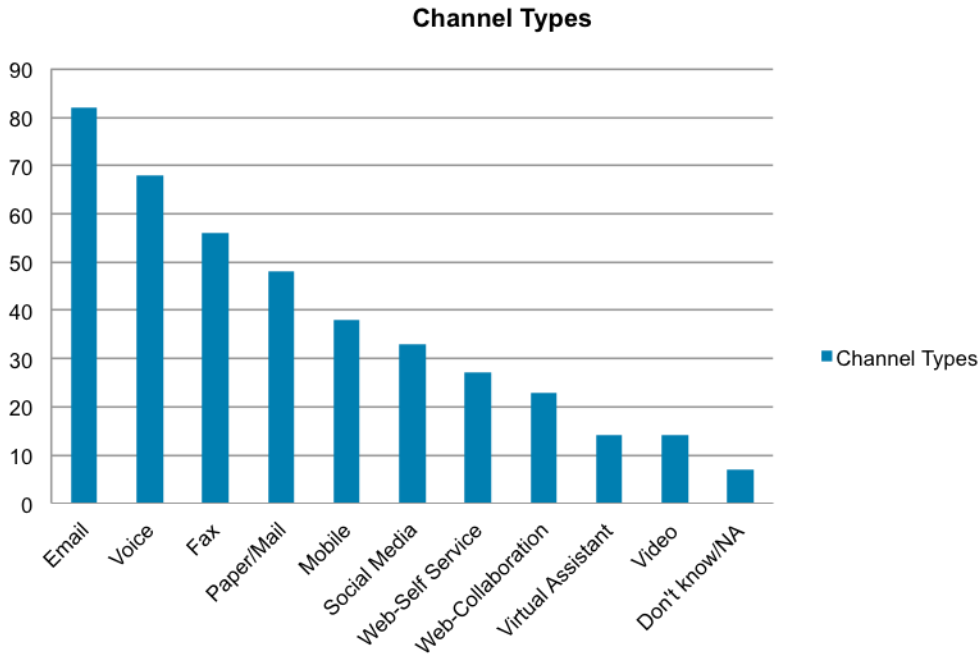
- Finesse Gadgets for recording controls
- Live Screen and voice monitoring
- Eliminate Java Dependency
- Whisper/Barge-In Feature
- Points based Evaluations
- Hyperlink access to recordings



A nighttime photograph of a city street. In the foreground, there are long, curved light trails from cars, primarily in shades of yellow and orange. In the middle ground, a pedestrian bridge with a glass railing spans across the street. The background features several modern buildings with lit windows and some streetlights. The overall scene is illuminated by city lights, creating a vibrant urban atmosphere.

UCCX Design, Considerations and Best Practice

Contact Centre Channels



Source: Deloitte 2013 Global Contact Centre Survey

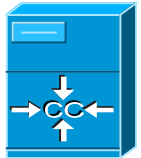
- 85% of Contact Centres interact with their customers through multiple channels
- 92% of Contact Centres that view Customer Experience as a differentiator choose to offer multiple channels
- For organisations that believe customer experience is a competitive differentiator,
 - 42 % offer Social Media
 - 34% offer voice self service
 - 30 % offer web collaboration

Before Any Design is Created.....

- What business problem(s) are we solving?
- What current customer service functionality exists?
- What new capabilities and features does the business need?
- Does Unified Contact Centre Express meet the required functional and technical requirements?
- Does the customer have all the required infrastructure and unified communications applications?
- What is their required method of deployment?
- What are the dates for system acceptance and full production?
- What is the measurement of success?

Solution Components

- Voice Gateway (VG)
 - SIP, MGCP or H.323 voice gateway
 - Allows incoming/outgoing calls from public switched telephony network (PSTN)
- Communications Manager (CM)
 - Responsible for call control and agent users
- Contact Centre Express (CCX)
 - Workflows play prompts and collect digits from callers
 - Queues calls for delivery to available agents
- Cisco Agent Desktop (CAD) / Finesse
 - IP Phones and PC's running CAD/Finesse client

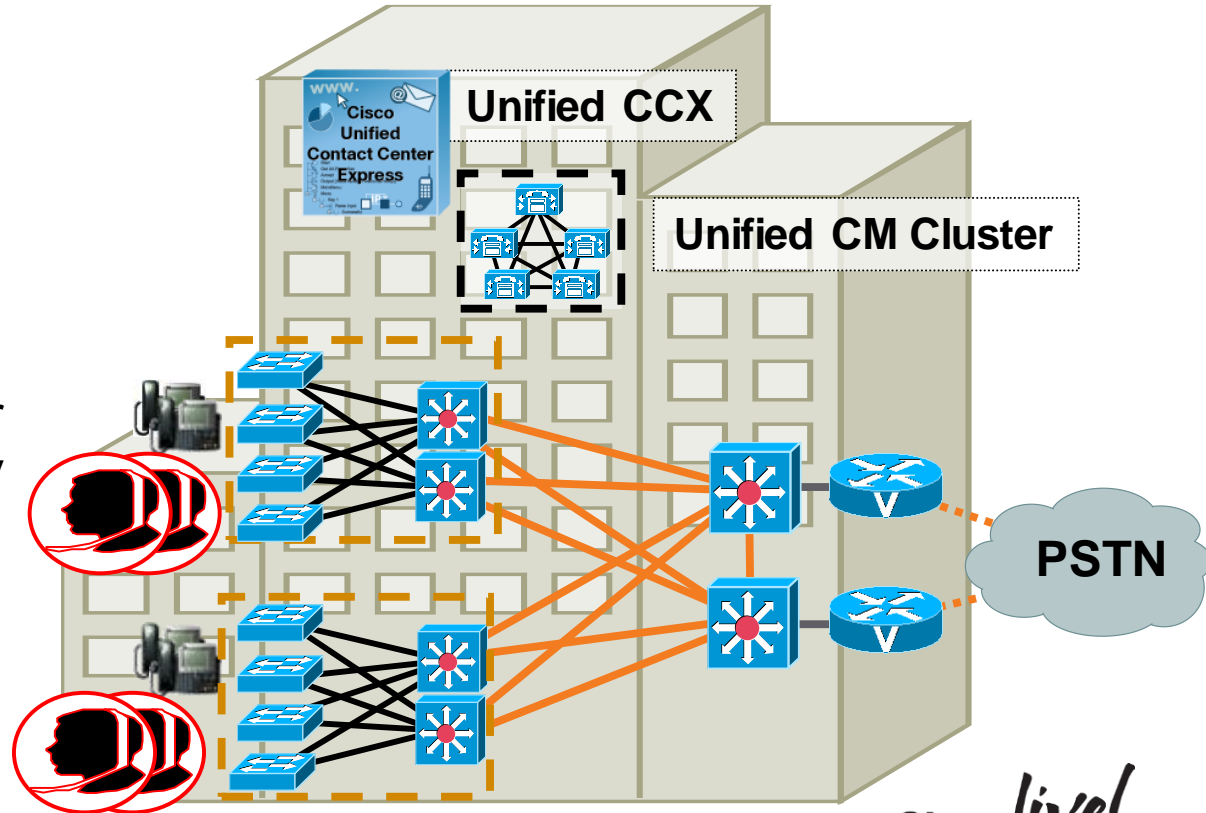




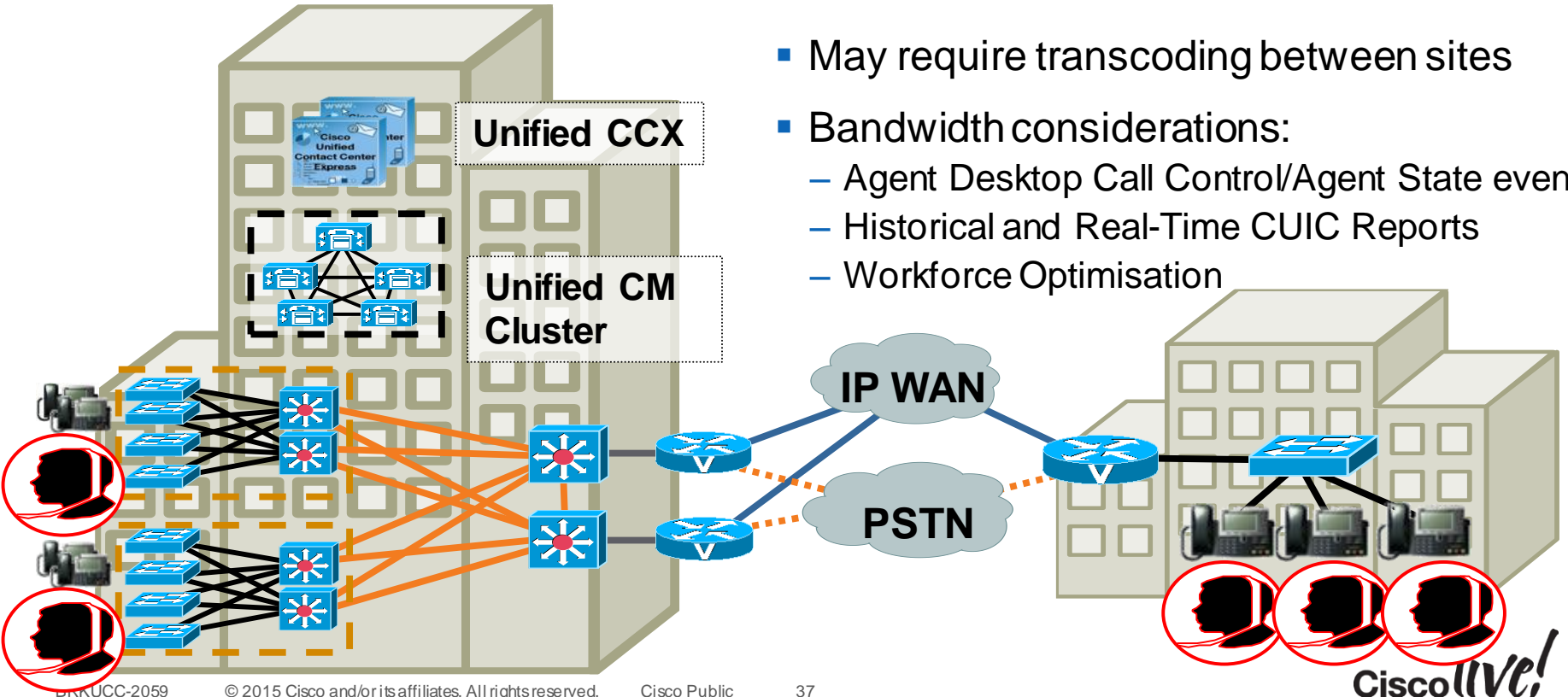
Deployment Scenarios

Single Site Deployment

- All agents and supervisors are in the same location
- Single node Unified CCX with no redundancy
- Two nodes Unified CCX for HA with server redundancy
- Bandwidth consideration: None

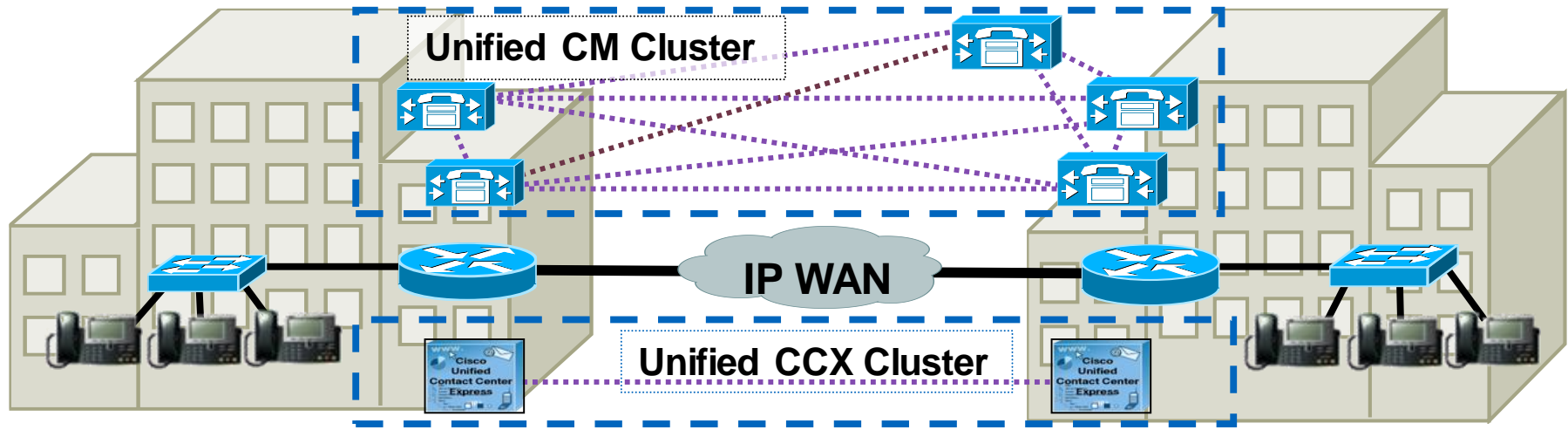


Remote Branch Agent



- May require transcoding between sites
- Bandwidth considerations:
 - Agent Desktop Call Control/Agent State events
 - Historical and Real-Time CUIC Reports
 - Workforce Optimisation

High Availability Over the WAN



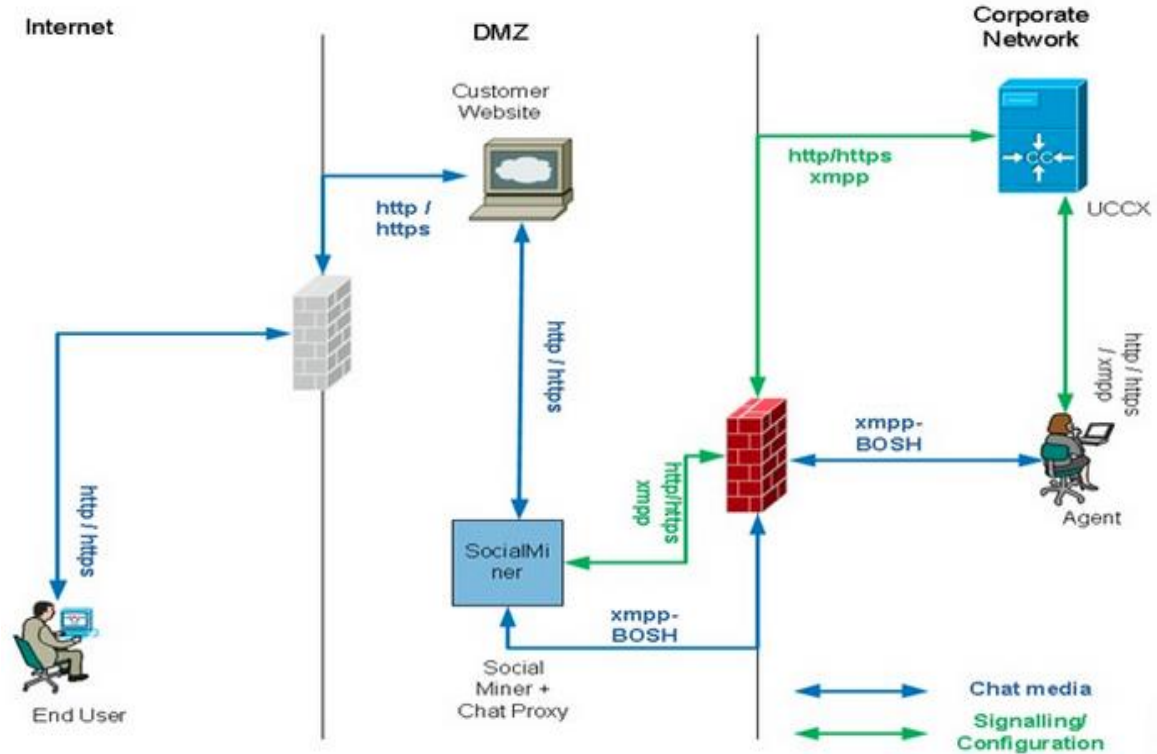
- Provides DR capabilities through Site Redundancy
- Latency: 80ms RTT between UCCX nodes (same as CUCM CoW requirement)
- HA over Wan Bandwidth Requirements



Additional Channels

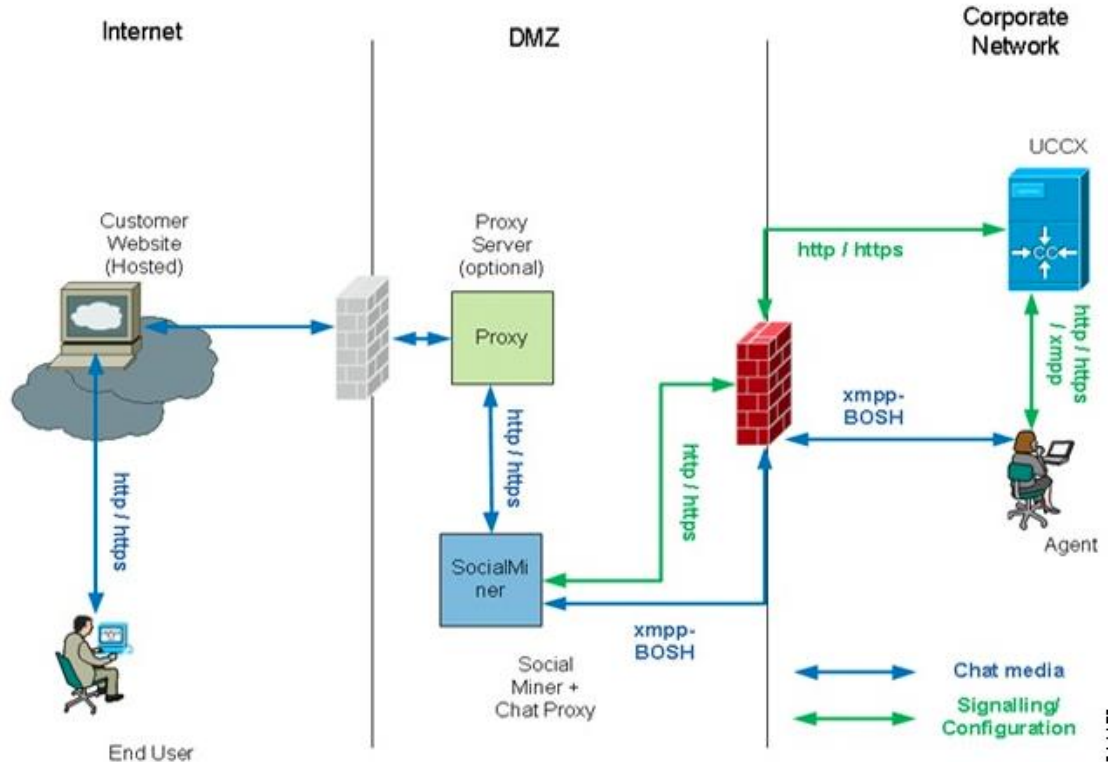
WebChat – Customer Hosted Website

- Website Hosted Internally
- No Proxy Required
- SocialMiner Node Deployed in DMZ



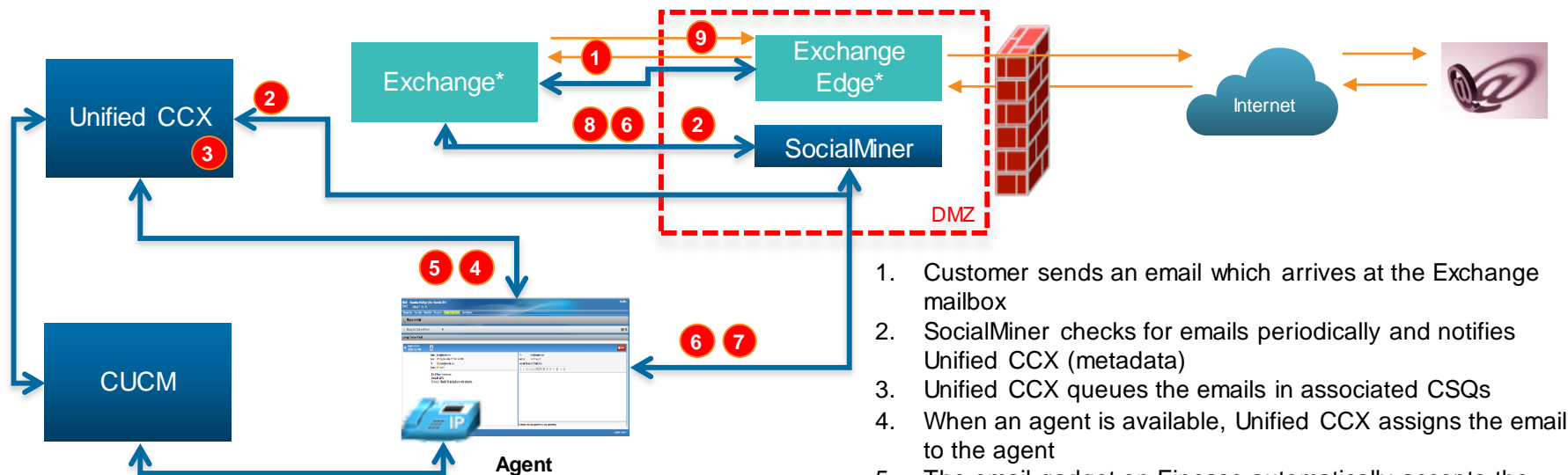
WebChat – Externally Hosted Website

- Website Hosted Externally
- Proxy Server (Optional)
- SocialMiner Node Deployed in DMZ



Agent Email

Work Flow

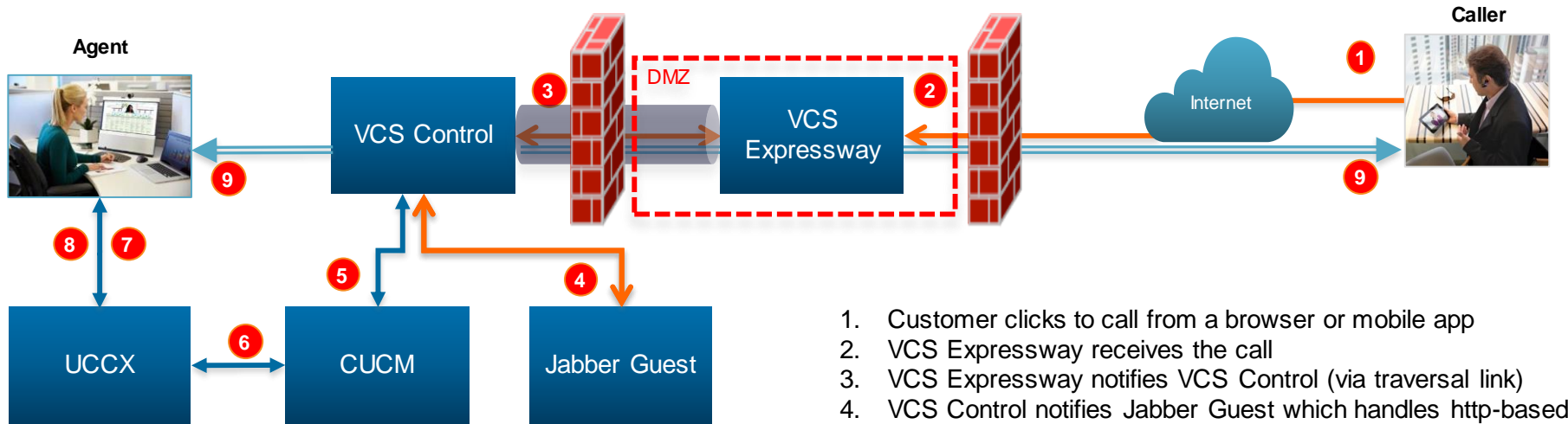


1. Customer sends an email which arrives at the Exchange mailbox
2. SocialMiner checks for emails periodically and notifies Unified CCX (metadata)
3. Unified CCX queues the emails in associated CSQs
4. When an agent is available, Unified CCX assigns the email to the agent
5. The email gadget on Finesse automatically accepts the email
6. When the agent clicks on the particular email, content is fetched from the mail server and rendered in the reply pane
7. The agent sends a reply
8. SocialMiner sends the email via secure SMTP to Exchange
9. Exchange sends the email to the customer

* Exchange deployment model is for illustrative use only

Video Care with Jabber Guest

Work Flow



1. Customer clicks to call from a browser or mobile app
2. VCS Expressway receives the call
3. VCS Expressway notifies VCS Control (via traversal link)
4. VCS Control notifies Jabber Guest which handles http-based ROAP to SIP conversion and also manages call URLs and hosts the video API and browser plugin
5. VCS Control notifies CUCM to setup the call
6. CUCM routes call to Unified CCX CTI Route Point (application trigger)
7. Unified CCX selects an available agent and offers call
8. Agent answers from desktop or phone
9. Video call is setup between agent and caller



Agent Desktop

CAD and Finesse Mixed Mode

- Mixed operation of CAD and Finesse
 - 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 available for detailed guideline on design considerations and planning process
- No data migration from CAD to Finesse
- Unified CCX 11.0 supports Finesse only



CAD End-Of-Life Summary

- CAD EOL announced for Unified CCE and Unified CCX
- Unified CCX 10.6 will be the last release of CAD
- End of Software Maintenance and End of Support milestones for CAD are the same for both Unified CCX 9.0 and 10.X

Date	Event
January 16, 2015	Formal EOL Announcement
July 17, 2015	End of Sale
October 15, 2015	Last Ship Date
July 15, 2016	End of SW Maintenance
July 31, 2018	Last Day of Support



Solution Sizing

UCCX Capacities and Limits

- UCS – XL Profile -> 4 CPU Core + 16 Gig memory
- 400 Maximum logged in agents or inbound IVR Ports
- 6000 Maximum BHCC
- 42 Maximum Supervisors
- 100 Preview Outbound Agents
- 150 Outbound IVR ports

- 120 Agent Email
- 50 Web Chat
- 150 Queues
- 150 Skills
- 50 Skills per Agent

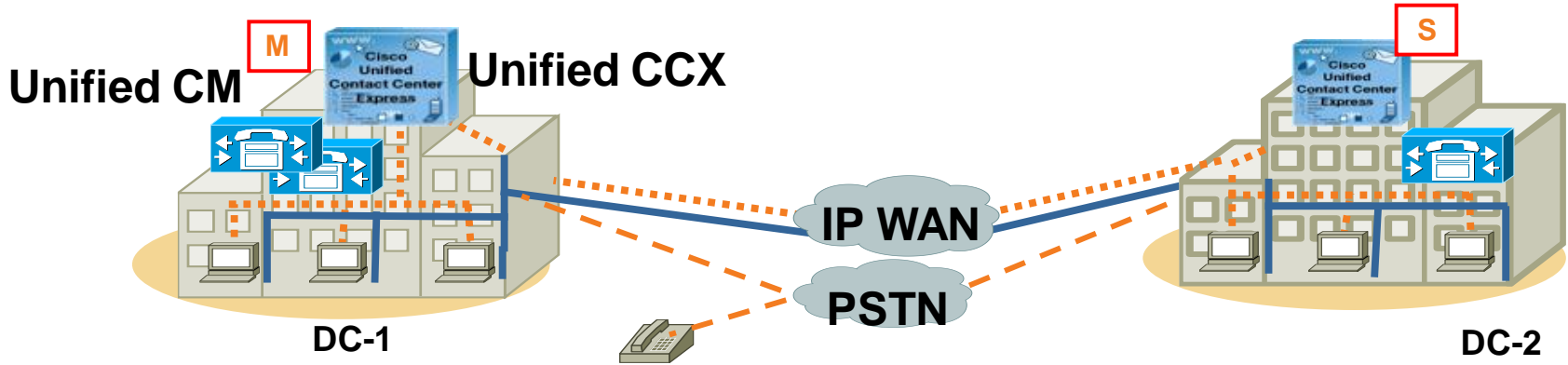
Unified CCX Solution Sizing Tool

- Provides sizing for all solution components including CUCM and gateways
- Takes a variety of UCCX specific inputs
 - Agent License Package
 - Amount of Agents/Supervisors
 - WFO requirements
- Creates a solution sizing report complete with server sizing
 - Server Types and capacities
 - IVR ports / Gateway capacities

<http://tools.cisco.com/cucst/>

Primary Bandwidth Considerations

- Signalling and Call Control
 - IP Phone / Gateway
 - Agent Desktop
- Voice Codec
- Supervisory Monitoring
- HVoWAN



Bandwidth Calculators

- Bandwidth Calculators available for the Finesse Desktop
- Provides Client to Server Bandwidth requirements
- Linked from UCCX SRND/Design Documents

Finesse Bandwidth Calculator Release 9.1				
Note: Only make changes to fields in yellow.				
Customer Site Information		Value	Units	Comments
Call Center Information				
Number of Agents	13	agent(s)	2000 maximum	
Number of Supervisors	2	supervisor(s)	Typically 10% of desktops	
Maximum Login Time for all users	1	minute(s)	The total amount of time it should take for all agents to log into the Finesse server including Finesse failover conditions. If the deployment includes 2000 agents and this value is set to 5 minutes, all 2000 agents should be able to point their browser to Finesse and complete the login sequence within 5 minutes.	
Call Profile				
BHCA	30	calls/hour	Typically 30 calls per hour per agent	
Agent Call Wrap-Up Time	30	second(s)		
Average Call Duration	1560	second(s)		
Calls Per Second	0.01	Calls/Second	Equal to ((Number of Agents) / (Average Call Duration))	
Call Distribution				
Percentage of Incoming Straight Calls	90%	percent	85% Straight Calls Typical	
Percentage of Outgoing Straight Calls	0%	percent		
Percentage of Consultative Transfer Calls	0%	percent	10% Transfer Calls Typical	
Percentage of Single-Step Transfer Calls	5%	percent		
Percentage of Consultative Conference Calls	5%	percent	5% Conference Calls Typical	
Total	100%	percent	Adjust Call Distribution to equal 100%	
Percentage of Calls that are silently monitored	10%	percent		
Percentage of Calls that are barged in on	5%	percent	This will be less than or equal to the number of silent monitor calls	
Percentage of Calls that are intercepted	5%	percent	This will be less than or equal to the number of Barged Calls	
CCE Configuration Information				
Average number of agents per Team	30	agent(s)	0 Default, 50 agents per team maximum	
Average number of Skill Groups per Supervisor	10	skill group(s)	0 Default, 50 skill groups maximum	
Number of configured skill groups on the PC	2000	skill group(s)		

Additional Bandwidth Requirements

- You will need to account for Additional Bandwidth when deploying any of the following optional components:
 - **Reporting**
 - CUIC Real-Time / Historical Reports
 - Wallboard Server(s)
 - **Enterprise Database**
 - Script Data-Dipping
 - Agent Desktop Integration
 - **SocialMiner Server**
 - Web-Chat
 - Agent Email Routing
 - **WFO components**
 - Inc. Silent Monitoring

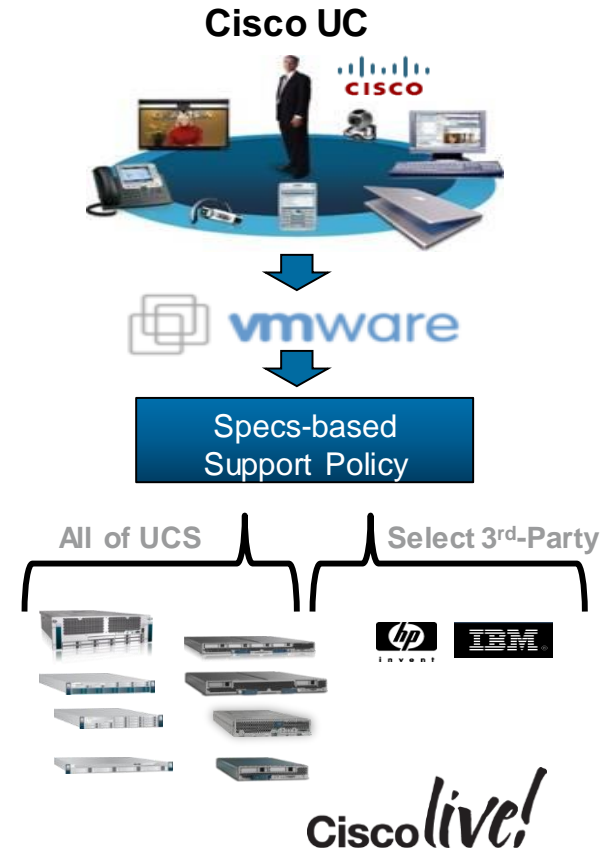


Platform Selection

Unified CCX is Virtual Server Only

Physical Server deployments are not supported

- Choose to deploy on Cisco's UCS or on Selected 3rd Party platforms
- Tested Reference Configurations and supported select 3rd party servers are provided on:
http://docwiki.cisco.com/wiki/UC_Virtualization_Supported_Hardware
- Resource reservation enabled for UCCX Profiles



Virtual Server Requirements

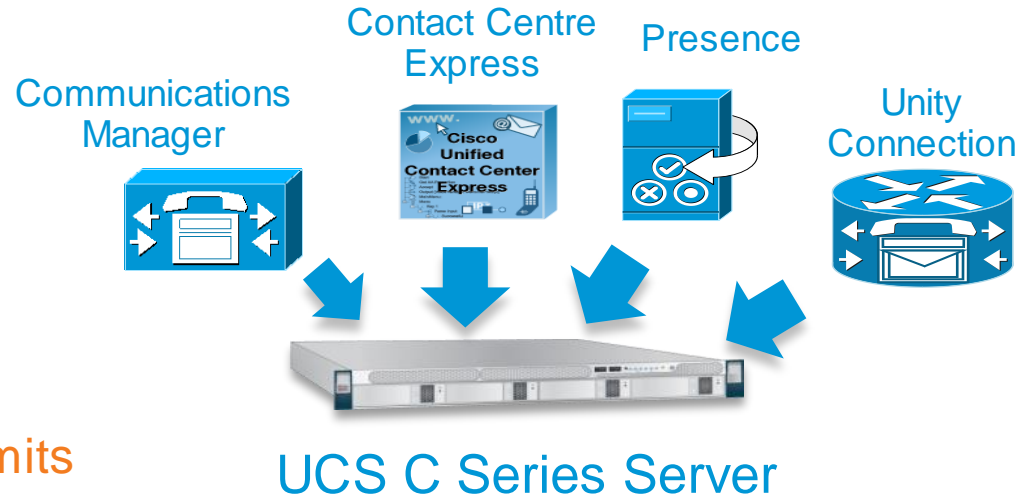
Component	vCPU	vRam	vDisk	vNIC
100 agents OVA	2	8 GB	1 x 146 GB	1
300 agents OVA	2	8 GB	2 x 146 GB	1
400 agents OVA	4	16 GB	2 x 146 GB	1
WFM	2	8 GB	1 x 40 GB 1 x 146 GB	1
QM Base Server	4	4 GB	1 x 40 GB 1 x 146 GB	1
QM Recording Server	4	4 GB	1 x 40 GB 1 x 146 GB	1

UCS or 3rd-party specs-based on Intel Xenon

Business Edition 6000

With UCCX

- Integrated single server solution for 100-1000 users
- Can Include:
 - Voice
 - Unified Messaging
 - Mobility
 - Presence
 - Contact Centre
 - Video Capabilities
- UCCX Deployment on the BE6K **limits maximum logged in agents to 100**



A nighttime photograph of a city street. In the background, there are several tall buildings with lit windows and a pedestrian bridge with blue lighting. The foreground is dominated by long, curved light trails from cars, primarily in shades of yellow and orange, suggesting motion blur. The overall scene is illuminated by city lights and traffic signals.

UCCX Integration

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Application Integration

Functional Applications

Sales and Marketing

- CRM
- Order Management
- Product/Service Catalog

Logistics

- Inventory Management
- Distribution Management

Finance

- Billing
- Customer Information System

Internal Operations

- Document Management
- Knowledge Base/FAQs



CSR Tools

Softphone

Call Scripting

IM/Chat

Notes

E-Mail

Disposition System

Cisco Finesse – Work Flow Methods

Work Flows follow an Event / Rule behaviour



- **When a Call Arrives**
- **When a Call Ends**
- **When Making a Call**
- **When previewing an Outbound Call**

- **Calling Number is / is not**
- **Variable is / is not**

- **Browser Screen-Pop**
- **REST API Action (UCCX or 3rd Party)**

Cisco Finesse

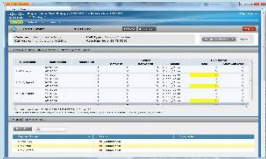
Example Use Cases

Agent receives a screen when a call is delivered

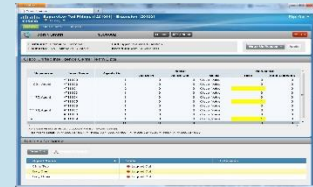


Browser-based CRM

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



Business Logic in the workflow determines if the caller should get a post call survey from the Agent Request API



Agent Request API





Scripting

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Scripting

The critical element in a successful deployment

- Scripting is the critical element that completes the solution
- It represents the business process through the Contact Centre infrastructure
- Scripts should emulate the workflow defined by the business
- Designers should look to create scripts that:
 - Allow for levels of Customer re-configuration (appropriate use of variables)
 - Allow for the correct recording of information for business reporting
- Scripts can be developed ‘in the lab’ and deployed across Customers
- Deployment engineers can make use of template scripts to speed deployment

UCCX Sample Script Repository

- Downloadable Sample Script Repository
- Range of Basic to Advance Scripts available
- Documented Features list and Code explanations
- Take the sample Code base and customise to fit your requirements
- Scripts updated for new UCCX features and include:
 - Call Back in Queue
 - Web Call Back
 - Database Dipping
 - Etc.

Download Repository

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_9_02/design/guide/script_repository_902.zip

A nighttime photograph of a city street. In the foreground, there are long, curved light trails from cars, primarily in shades of yellow and orange. In the middle ground, a pedestrian bridge with blue lighting spans across the street. In the background, there are several tall buildings with lit windows and some flags on poles. The overall scene is illuminated by city lights.

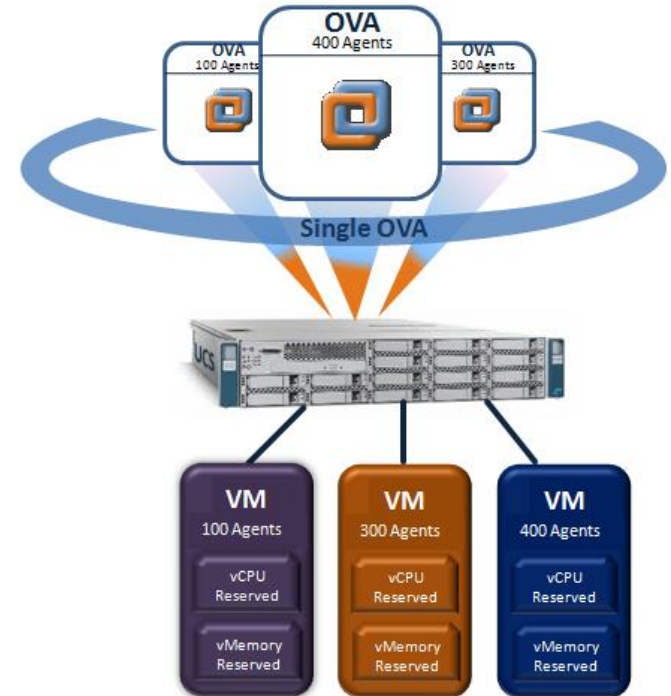
UCCX Deployment, Considerations and Best Practice

Before You Deploy UCCX

- UCCX 10.x is a Virtual Only, Linux-based Appliance
- In an HA Deployment, always install the primary node first
- Ensure the following items are available – based on the Solution Design:
 - Supported hardware and Hypervisor
 - Installation/Upgrade Media and OVA templates
 - Installation information (IP Address, Account Information etc.)
 - Customer Scripts or Sample Scripts for testing
- The associated CUCM/BE6K Server and account information is available
- The associated DNS servers forward/reverse lookup information is present
- **An appropriate License Key (Demonstration License included)**

Open Virtualisation Archive (OVA) Templates

- Pre-Defined Hardware Allocations
- User Profile Sizes
- OVA's available include:
 - UCCX 100 Agents
 - UCCX 300 Agents
 - UCCX 400 Agents
 - WFM
 - Recording and Quality Management
 - SocialMiner – Small and Large
 - Jabber Guest Server



http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express



Licensing

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Licensing UCCX

- Licenses are Node Locked
- Based on the Nodes “License” MAC not Physical MAC
- License MAC is derived from Node information which includes (amongst other things):
 - IP Address
 - Hostname
 - NTP Server
- License MAC can be obtained before or after installation
 - Before Installation – Use the Answer File Generator
 - After Installation – Run the CLI command “Show Status”

http://www.cisco.com/web/cuc_afg/index.html

Nodal Installation/ Configuration Information

- DNS Enable
- DNS Primary/Secondary
- Domain
- Gateway Address
- Hostname
- IP Address and Mask
- MTU Size
- NIC Duplex
- NIC Speed
- NTP Server
- SMTP Location
- Time Zone

Licensing Process



- Re-host a License – Raise a Case through licensing@cisco.com
- A 25 seat premium demo license, which is valid for 60 days and includes all the features, is included on the Installation.



Summary

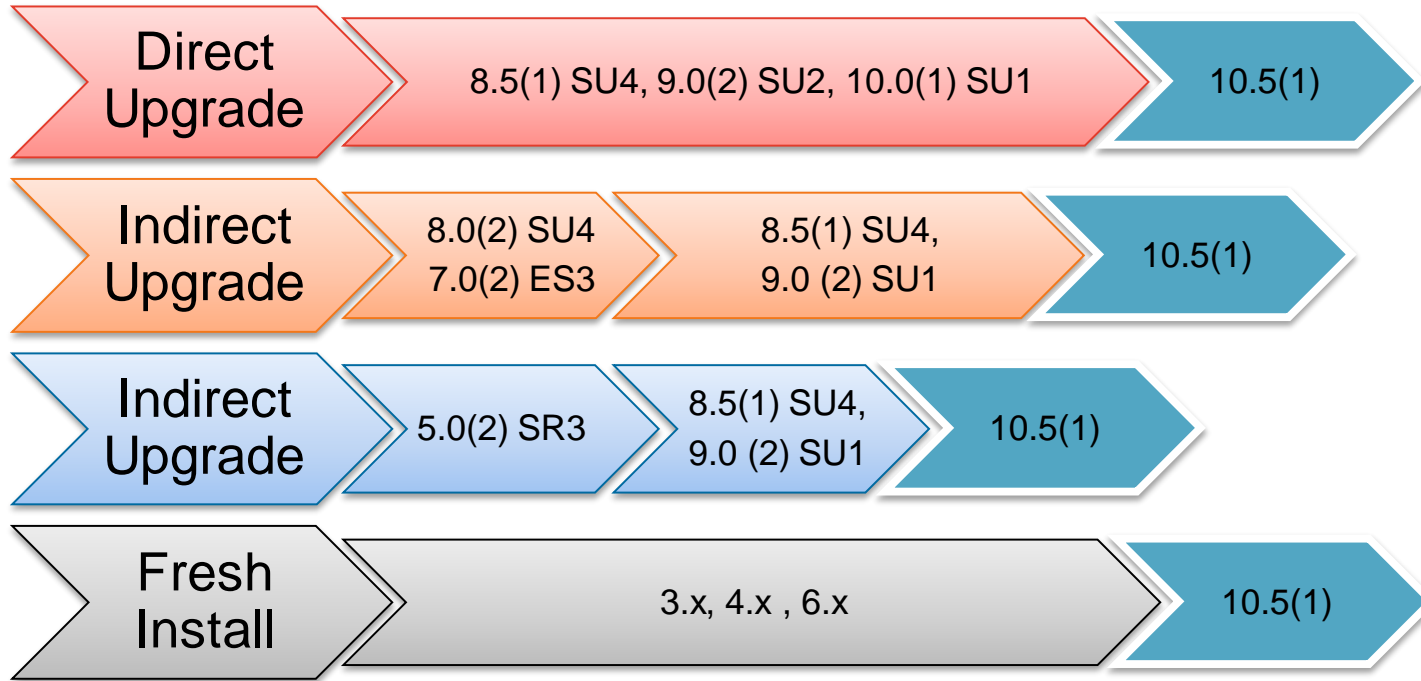
Summary

- The Collaboration Portfolio -
 - UCCX All-in-one Solution
- What's New in UCCX 10.5/10.6 –
 - Finesse
 - Email
 - Outbound
 - Jabber Guest
- Design Considerations -
 - Solution Matched to Business Requirements –
AKA Scripting
 - Deployment Types
 - Solution Sizing
 - Bandwidth Calculations
 - Tools
- Deployment Considerations –
 - Accelerate Deployments using:
 - Virtual servers
 - Completed Design Templates
 - Site/Solution information
 - Correct Media & Licenses
 - Pre-built sample / customised Scripts

A long-exposure photograph of a city street at night. The foreground is dominated by vibrant, multi-colored light trails from moving vehicles, creating a sense of motion and energy. In the background, a modern pedestrian bridge with blue lighting spans across the street. Tall buildings with illuminated windows and signs are visible, contributing to the urban atmosphere.

Upgrade Paths to Version 10.5

Upgrade to UCCX 10.5





Links

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Key URL's

- UCCX 10.x Data Sheets
 - <http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-express/datasheet-listing.html>
- Release Notes for UCCX 10.0
 - <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-release-notes-list.html>
- UCCX Compatibility Matrix
 - http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX
- Design/Deployment/User Guides
 - http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
- Sample Script Repository
 - http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_9_02/design/guide/script_repository_902.zip
- UCCX Solution Sizing Tool
 - <http://tools.cisco.com/cucst/>
- Agent Desktop Bandwidth Calculators
 - Finesse: http://www.ipv6.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/finesse/bandwidth_calculator/guide/Finesse_Bandwidth_Calculator_for_Unified_Contact_Center_Express.xlsx
- Finesse Whitepapers
 - http://www.cisco.com/en/US/partner/products/ps11324/prod_white_papers_list.html



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Thank you.

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