

What You Make Possible



Design & Deployment of UCCE

9.0.x Features

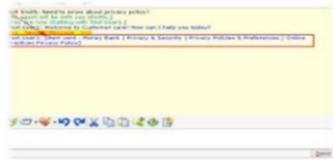
BRKCCT-2662

Contents

- UCCE Overview
- New in 9.0
 - ✓ Precision Routing
 - ✓ Video Expert
 - ✓ Finesse
- Roadmap



Cisco Unified Contact Centre



facebook

twitter

Customer Voice Portal

Outbound

E-Mail Interaction Manager

Web Interaction Manager

SocialMiner

Contact Centre Enterprise

Intelligence Centre

MediaSense

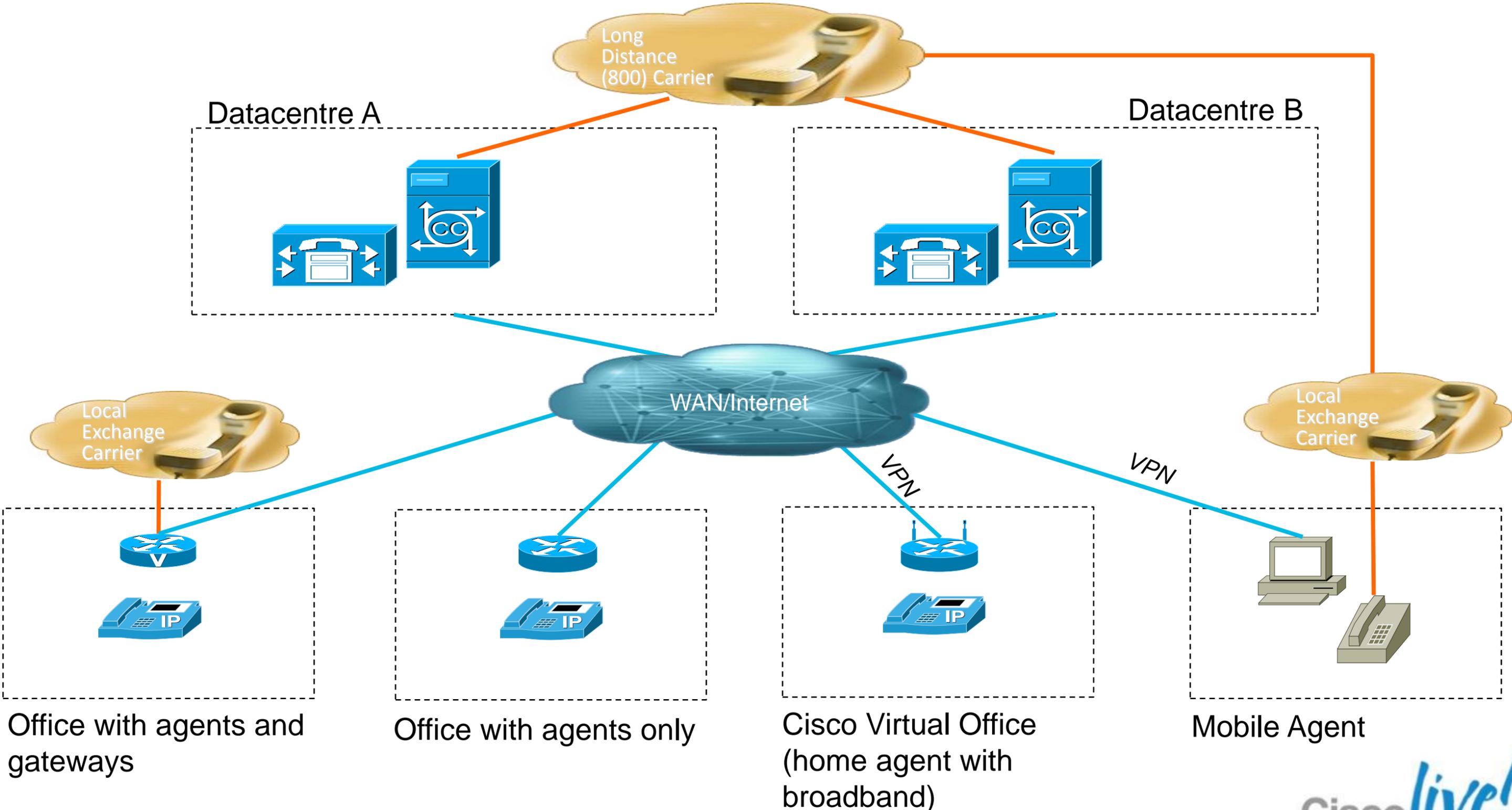
Finesse

CTI OS (API)

Agent Desktop (CAD)



Single Platform for Inbound and Outbound



What's new in UCCE 9.0

- Windows 2008 R2 (Dropping Windows 2003)
- SQL Server 2008 (Dropping SQL Server 2005)
- **New Feature:** Precision Routing
- **New Feature:** Dynamic Call Type Node (Script editor)
- **New Feature:** Congestion Control
- **New Feature:** 12k Support (UCCE 8.5(3))
- **New Feature:** New Endpoint Support



Intro: Windows 2008 & SQL Server 2008



Windows 2008 Changes

- 8.5(2) adds support for 64-bit Windows 2008 R2
- 8.5(2) dual support Windows 2003 / Windows 2008
- 9.0(1) Windows 2008 Only
- Stronger Security
- Process Monitoring

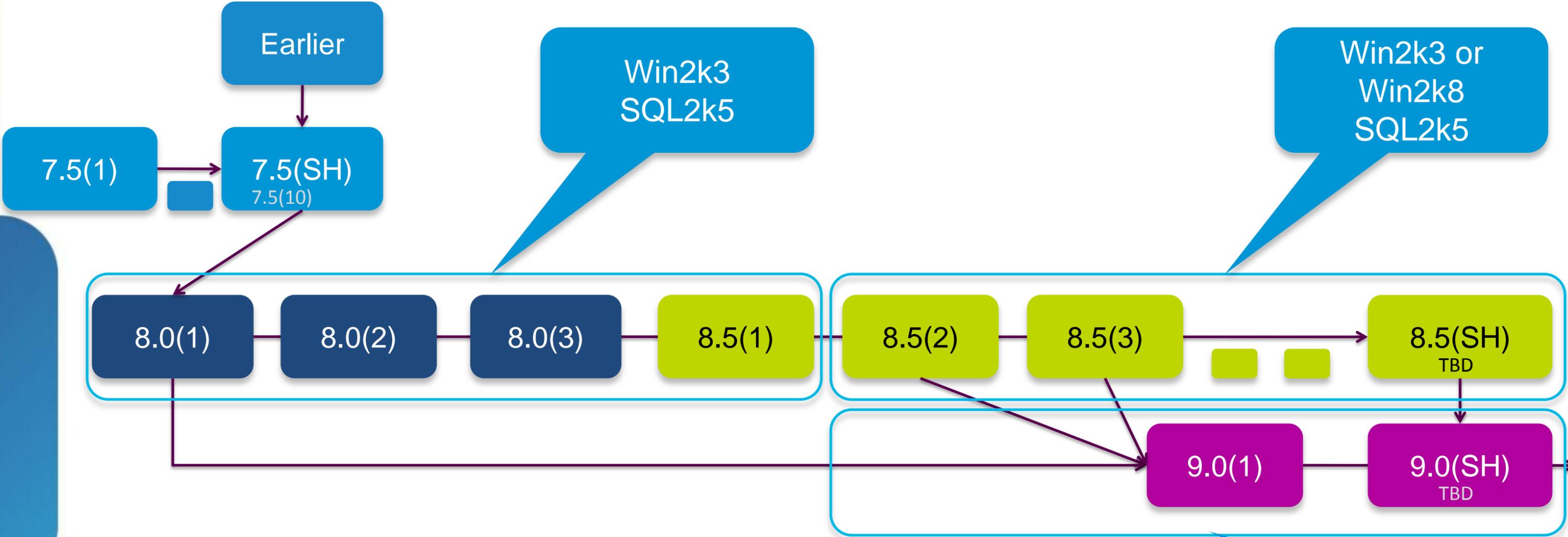
Portico vs. Process Windows

The screenshot displays the Cisco ICM Diagnostic Framework Portico interface. The left sidebar contains a navigation menu with categories: Commands, Alarm, Configuration, Inventory, License, Log, Network, Performance, Platform, and Service. The main content area shows a list of processes under the heading "Cisco ICM Diagnostic Framework". A "Refresh" button is checked. The URL in the address bar is <https://localhost:7890/icm-dp/rest/DiagnosticPortal/ListProcesses?Random=1304078152946>. The process list includes:

- Cisco ICM Diagnostic Framework**
 - DiagFwSvc.exe : 2.22:56:01
- Logger A**
 - nodeman.exe : 2.22:44:52
 - nmm.exe : 2.22:44:52
 - csfs.exe : dac1-LoggerA csfs : 2.22:44:51
 - recovery.exe : dac1-LoggerA recovery : 2.22:44:51
 - configlogger.exe : dac1-LoggerA configlogger : 2.21:32:29
 - histlogger.exe : dac1-LoggerA histlogger : 2.21:32:29
- Router A**
 - nodeman.exe : 2.21:32:34
 - nmm.exe : 2.21:32:34
 - ccagent.exe : **dac1-RouterA ccagent - (InSvc 0/1 PGs) : 2.21:32:30**
 - dbagent.exe : dac1-RouterA dbagent : 2.21:32:30
 - mdsproc.exe : dac1-RouterA mdsproc - (InSvc Is-Enb Clk) : 2.21:32:30
 - router.exe : dac1-RouterA router : 2.21:32:30
 - rtsvr.exe : dac1-RouterA rtsvr : 2.21:32:30
 - testsync.exe : dac1-RouterA testsync : 2.21:32:30
- Administration and Data Server**
 - nodeman.exe : 2.22:44:48
 - nmm.exe : 2.22:44:40
 - rtclient.exe : dac1-Distributor rtclient : 2.22:43:58
 - rtdist.exe : dac1-Distributor rtdist : 2.22:43:58
 - updateaw.exe : dac1-Distributor updateaw : 2.22:43:58
 - configlogger.exe : dac1-Distributor configlogger : 2.21:11:16
- Peripheral Gateway 1A**
 - nodeman.exe : **00:03:17**
 - nmm.exe : **00:03:17**
 - mdsproc.exe : dac1-PG1A mdsproc - (InSvc Is-Enb) : **00:03:17**
 - opc-cce.exe : dac1-PG1A opc-cce.exe : **00:03:17**
 - testsync.exe : dac1-PG1A testsync : **00:03:17**

The bottom status bar shows "Local intranet | Protected Mode: On" and "100%" zoom level.

UCCE 9.0(1) Installation Paths



- Fresh install 9.0(1)
- Technology Refresh 8.x(x) to 9.0



UCCE 9.0(1) Install / Upgrade

Components

- **Central Controller, HDS, AW and PG/CG/CTI OS Server**
 - Fresh Install - 9.0(1)
 - Common Ground - 8.5(2) and above to 9.0(1)
 - Tech Refresh - 8.0(x) and above to 9.0(1)
- **CTI OS Clients**
 - Fresh Install - 9.0(1)
 - Common Ground - 8.0(x) and above to 9.0(1)
- **CCE 9.0(1) supports**
 - SQL Server 2008 R2 SP1 64 bit (Std and Enterprise editions)
 - Windows 2008 R2 SP1 64 bit
- **CCE 9.0(1) supports – CTI OS Clients**
 - Windows 7 32 bit and 64 bit
 - Windows Vista 32 bit and 64 bit
 - Windows XP 32 bit and 64 bit
- **Supports JRE 1.6.0 Update 30**

UCCE 9.0(1) Install / Upgrade

Installation Process

■ Fresh Install

- Install SQL 2008 R2 SP1 on Windows 2008 R2 SP1
- Install CCE

■ Tech Refresh

- Export ICM registry from source machine.
- Run User Migration Tool to export the user information on source machine.
- Run EDMT tool and migrate the databases on destination machine.
- Run ICM installer with exported registry.dat file and complete Tech refresh on destination machine.
- Run Domain Manager tool and add the facility and instances on destination machine.
- Run User Migration tool in import mode on destination machine.
- Run web setup and change domain from source domain to destination domain

■ Common Ground

- Run Common Ground Upgrade tool (Cgupgrade) to back up SQL 2005 database
- Uninstall SQL 2005, Install SQL 2008 R2 SP1, Run CGUpgrade tool to import the database.
- Run EDMT tool and migrate schema
- Run CCE installer to upgrade to CCE 9.0(1)



Intro: Precision Routing



Precision Routing: Basic Facts

- **Multi-dimensional** routing built on **proficiency** based Agent attributes
- Available starting with UCCE/Packaged 9.0 (**released June 2012**)
- Enterprise Wide (ie, not peripheral specific)
- Web 2.0 & REST API Configuration
- Inbound Voice only in UCCE 9.0
- Supports flat UCCE instances only in UCCE 9.0
- Skills-based Routing still exists



Agent Expertise

English

Certification

Boat Insurance

Home Insurance

Upsell/Cross-Sell

Spanish

Auto Insurance

Agent Assignment to Skill Groups



Precision Routing

Assigning Expertise and Aptitude to Agents

JENNIFER



ENG ★★★★★
Car icon ★★★★★
Award icon

SAMANTHA



ENG ★★★★★
Car icon ★★★★★
Award icon

JOHN



ENG ★★★★★
Car icon ★★★★★
Award icon with slash

Selecting Agents by Expertise and Aptitude

CUSTOMER



Agent expertise and aptitude defines the step

STEP 1



“Hello this is Tyrone, how may I help you?”

API

SEEKING BEST MATCH



RYAN



SABRINA



SAMANTHA



TYRONE JOHNSTON



Selecting Agents by Expertise and Aptitude

CUSTOMER

Agent expertise is for and in site, therefore the Step 2

STEP 1

“Your call is important to us...please hold.”

API

SEARCH MATRICES FOUND

ENG [Car Icon] [Award Icon]

★★★★ ★★★★★

RYAN SABRINA SAMANTHA

JENNIFER TYRONE

Selecting Agents by Expertise and Aptitude

CUSTOMER



Each step allows the system to expand the agent search pool

STEP 2

ENG  

“Hello this is Anna, how may I help you?”

API

SEEKING FOR A PERFECT MATCH

ENG



RYAN



SABRINA



SAMANTHA



JENNIFER



TYRONE



ADRIANA



JOHN



ANTHONY



ANNA
BOREGA

ENG



Precision Routing: New Terminology

- **Attributes** - Objects to define agent characteristics and expertise with values
- **Precision Queue** – Multi-dimensional and multi-step queue made up of Steps
 - **Steps** – Set of criteria to escalate or grow/shrink agent pool
 - **Terms/Step Criteria** – Conditions based on attributes that determine the agent pool within each step
 - **Wait Time** – Configurable input which specifies how long to wait at a step for an available agent matching Step criteria

Precision Routing: New Terminology

Sample Precision Queue:

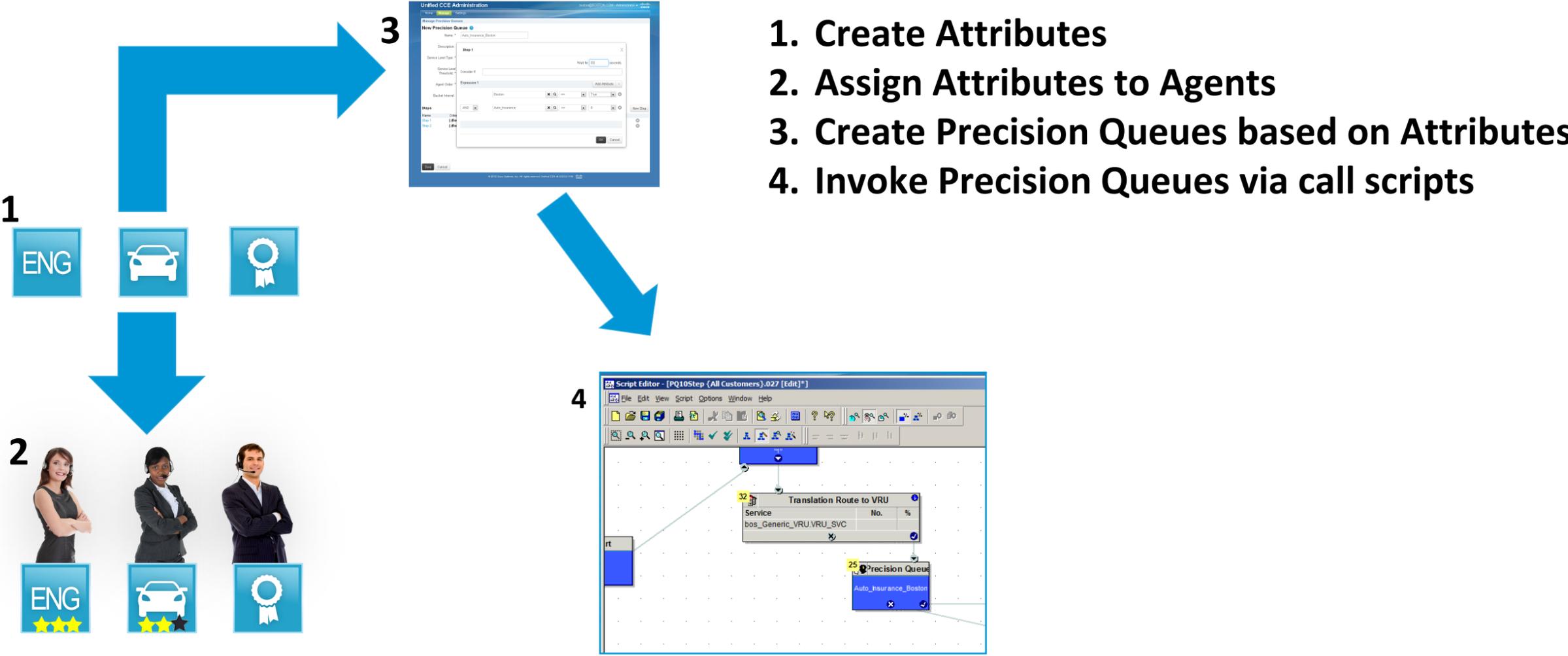
Name	Criteria	# of Agents	Wait Time	
Step 1	[(Boston == true) and (Auto_Insurance >= 8)]		30	✕
Step 2	[(Boston == true) and (Auto_Insurance >= 7)]		25	✕
Step 3	[(Boston == true) and (Auto_Insurance >= 5)]		20	✕
Step 4	[(Boston == true) and (Auto_Insurance >= 5)]		15	✕
Step 5	(Auto_Insurance >= 1)		n/a	✕

Attributes

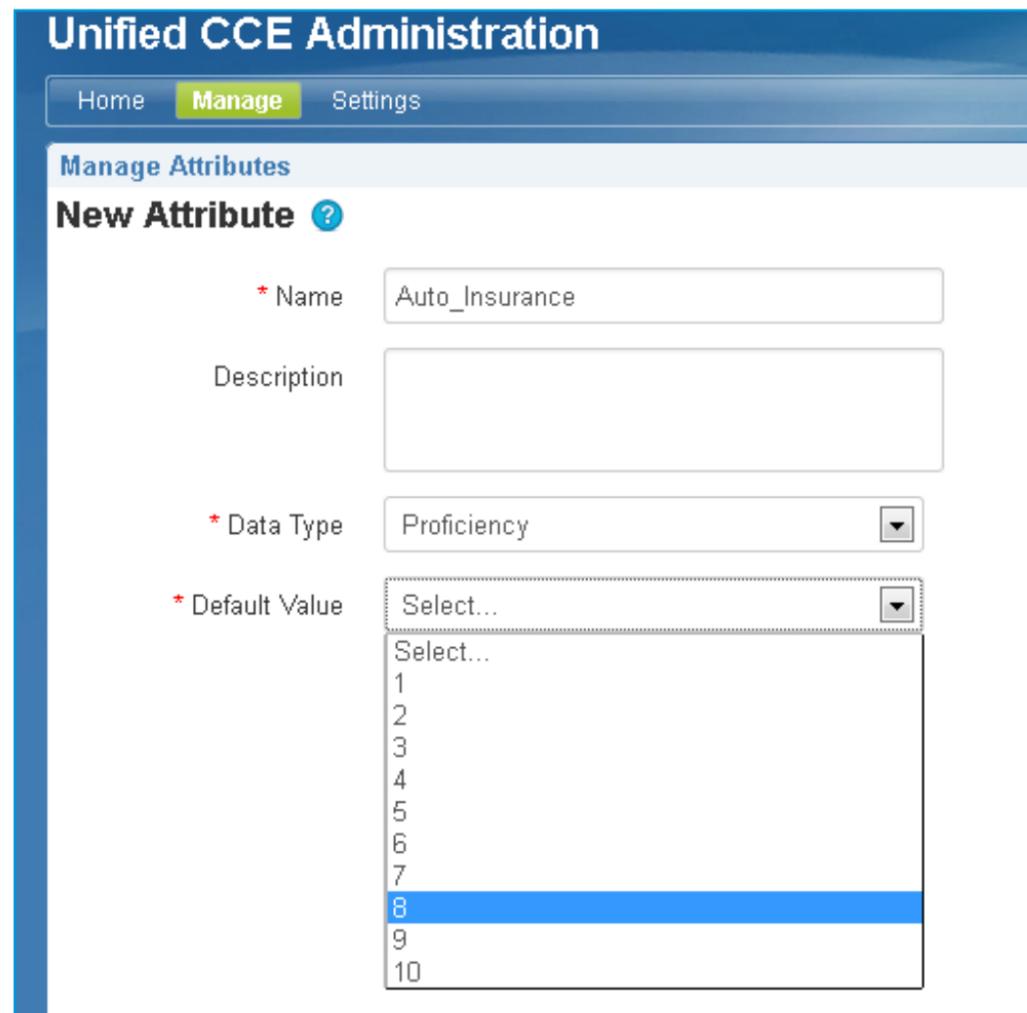
Terms / Step Criteria

Wait Time

Precision Routing: Configuration Overview



Precision Routing Configuration Overview - Attribute Creation



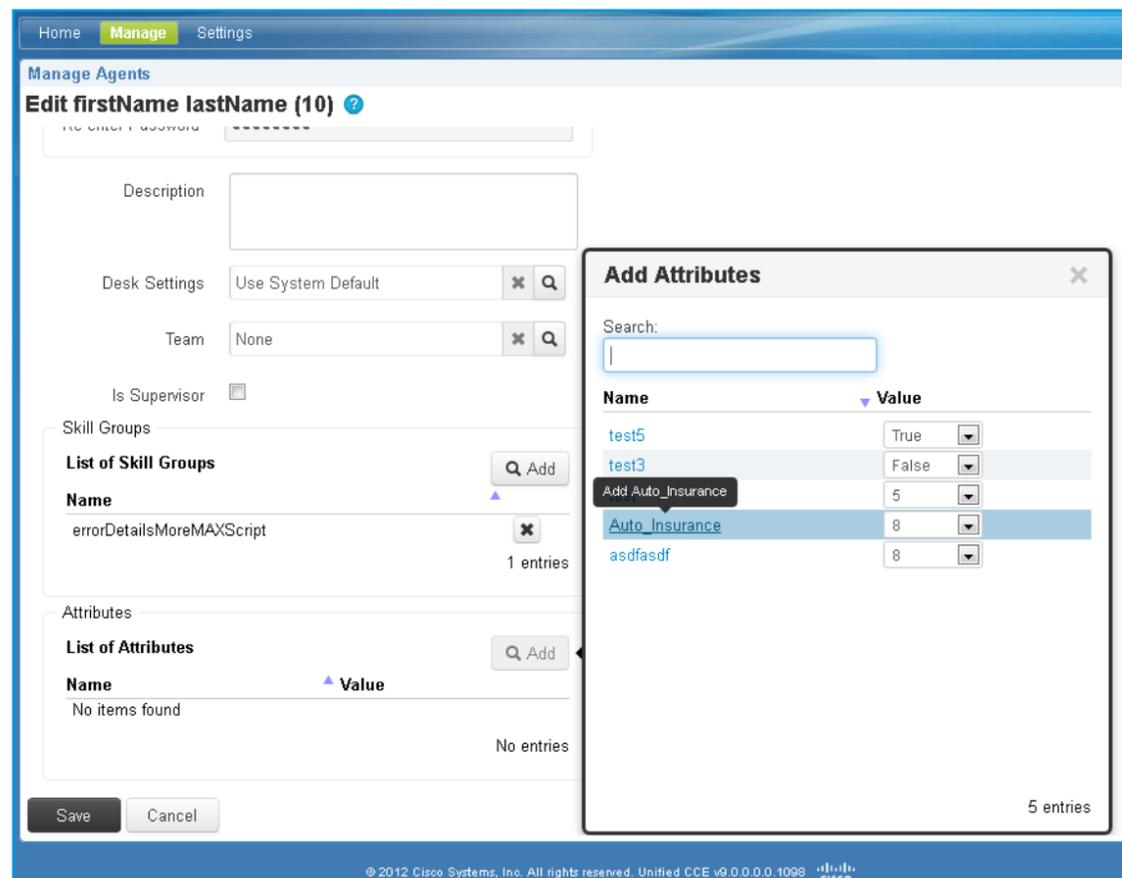
The screenshot shows the 'Unified CCE Administration' interface. At the top, there are navigation tabs for 'Home', 'Manage' (which is active), and 'Settings'. Below this is the 'Manage Attributes' section, followed by a 'New Attribute' form. The form includes the following fields:

- Name:** A text input field containing 'Auto_Insurance'.
- Description:** An empty text input field.
- Data Type:** A dropdown menu with 'Proficiency' selected.
- Default Value:** A dropdown menu with 'Select...' selected. A secondary dropdown menu is open below it, showing a list of numbers from 1 to 10, with the number 8 highlighted.

•2 Data Types Supported:

- Proficiency
 - **1-10 Rating**
 - Used for quantifying agent's expertise (or lack of) in that attribute
-
- Boolean:
 - **True or False**
 - Used to indicate an "exists or not" condition. (ie, Certified, Location, etc)

Precision Routing Configuration Overview - Attribute Assignment



- Attribute Assignment:
- Can assign **many** attributes to an agent at once (**50** max)
- Agent can inherit **default** value or have a specific proficiency assigned

Precision Routing Configuration Overview - PQ Creation – Basic Info

Unified CCE Administration boston@BOS

Home **Manage** Settings

Manage Precision Queues

New Precision Queue ?

* Name: Auto_Insurance_Boston

Description: PQ for Calls for Auto Insurance agents in Boston

* Service Level Type: Ignore Abandoned Calls

* Service Level Threshold: 20

* Agent Order: Longest Available Agent

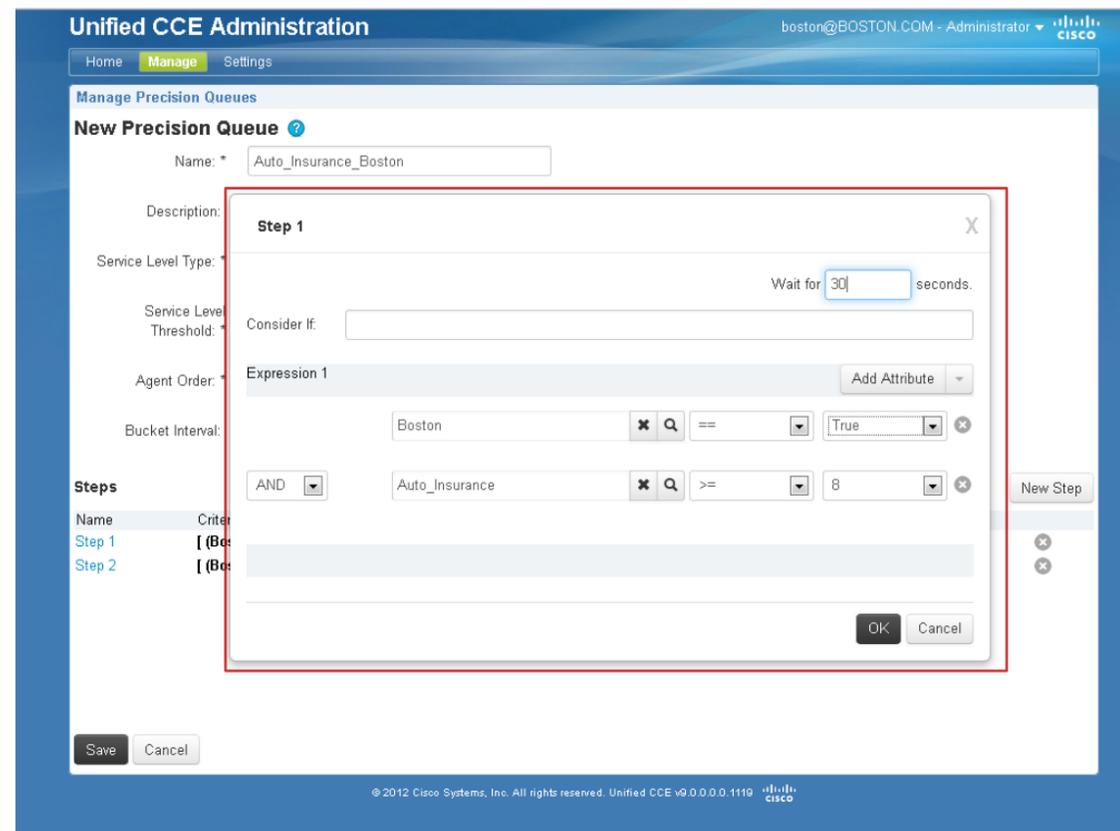
Bucket Interval: Use System Default

Steps

Name	Criteria	# of Agents
Step 1	Click 'Step 1' for Step Builder...	

- **Basic Information:**
- **SL Type/Threshold (similar to SkillGroup)**
- **Agent Ordering:**
- **Longest Agent Available**
- **Most Skilled Agent**
- **Least Skilled Agent**

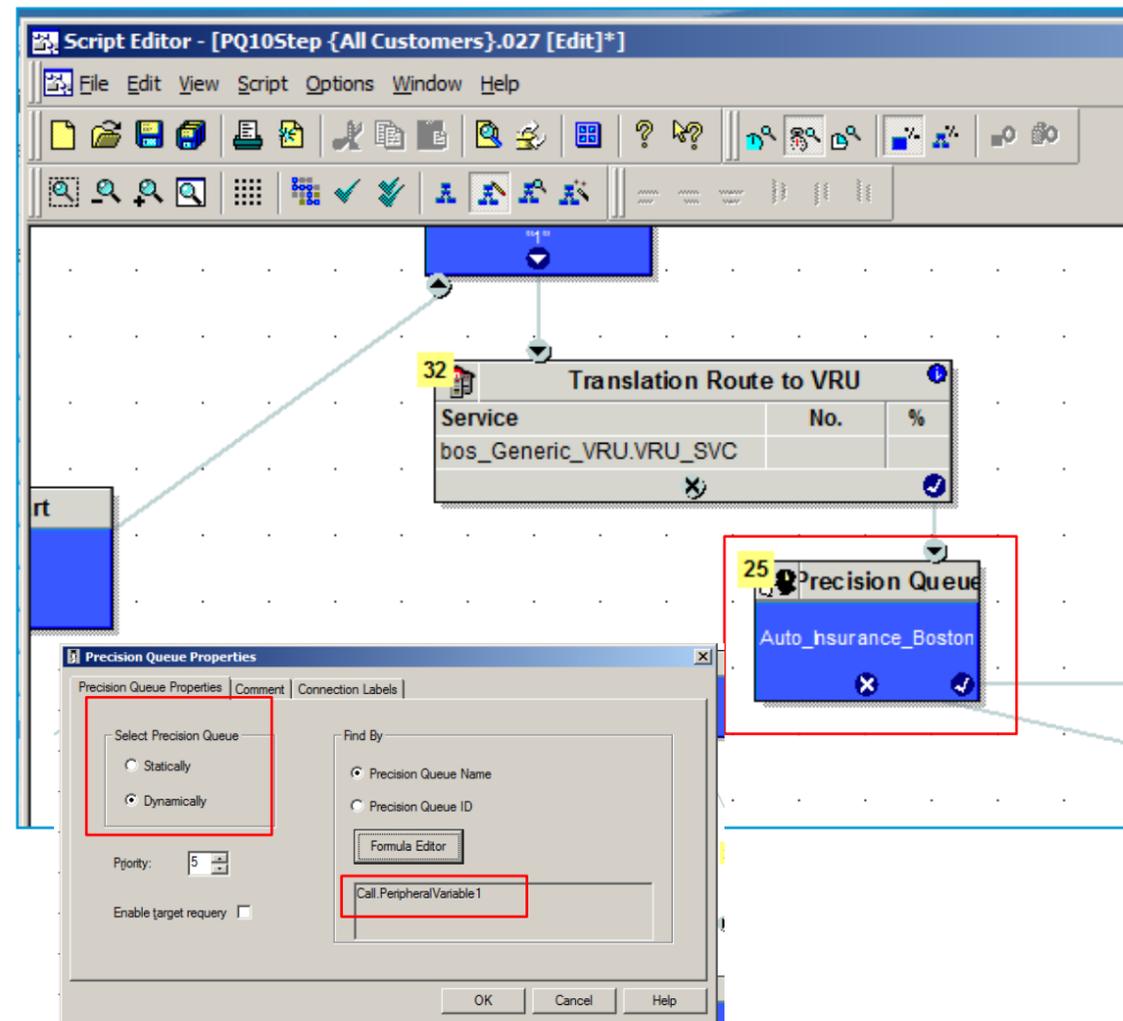
Precision Routing Configuration Overview - PQ Creation – Steps



•Steps

- Create Step criteria based on Attributes using Step Builder interface
- Wait Time per Step indicates how long the call waits for an available agent that matches criteria
- Consider If – Determines whether to execute step based on formula evaluated at runtime (ie, Caller Variables, # Logged on Agents, etc)
- Wait Time / Consider If are optional and not available on last Step of PQ

Precision Routing Configuration Overview - Script Editor



- Script Editor
- Precision Queue node - New node to specify PQ
- Invoke PQs either:
 - Statically – Specify the exact PQ
 - Dynamically – Calls a PQ based on formula evaluated at runtime
- Can apply IVR/external treatment while the call is progressing within a PQ
- New - Dynamic Call Type feature (independent of Precision Routing)

Precision Routing: 9.0 System Limits

Limit	Maximum
Precision Queues / System	2,000
Attributes / System	10,000
Steps / System	5,000
Steps / PQ	10
Attributes / PQ (Distinct)	5
Attributes / Agent	50
Precision Queues +Skillgroups / Agent (Combined)	50 <i>(Any combination of PQs and Skillgroups)</i>

Reporting – New Reports

- **New Reports for Precision Routing:**

Name	Type	Description
Precision Queue Real Time	Real Time	Precision Queue real time metrics
Precision Queue 10-Step Real Time	Real Time	Precision Queue real time metrics per Step
Agent Precision Queue Membership	Real Time	Agent's current Precision Queue membership
Precision Queue Interval	Historical	Precision Queue historical metrics
Precision Queue Efficiency	Historical	Precision Queue Performance by Step

Precision Queue Real Time

New CUIC template to report on Precision Queue real time metrics (analogous to Skill Groups)

Precision Queue	Queued Now	Longest Call Q	ASA 5	Aban Within SL	Handled	AHT	Log On	Not Ready	Not Active	Active In	Active Other	AAT	Wrap Up	Hold	Busy Other	% Utilization
Conf_Xfer	0		00:00:00	0	86	00:00:39	500	0	492	4	4	00:00:28	0	0	0	2.24%
English	0		00:00:00	0	0	00:00:00	500	0	492	0	0	00:00:00	0	0	8	0.00%
French	0		00:00:00	0	0	00:00:00	500	0	492	0	0	00:00:00	0	0	8	0.00%
LoadBedPQ1	0		00:00:00	0	10	00:00:57	26	0	24	2	0	00:00:57	0	0	0	8.14%
LoadBedPQ2	0		00:00:00	0	11	00:01:39	25	0	23	2	0	00:01:39	0	0	0	8.81%
LoadBedPQ3	0		00:00:00	0	10	00:01:00	25	0	23	2	0	00:01:00	0	0	0	8.59%
LoadBedPQ4	0		00:00:00	0	10	00:00:58	25	0	24	1	0	00:00:58	0	0	0	8.05%
LoadBedPQ5	0		00:00:00	0	10	00:00:57	25	0	23	2	0	00:00:57	0	0	0	8.27%

Precision Queue 10 Step Real Time

New CUIC template to report on Precision Queue real time info per Step

Auto Refresh

Precision Queue	Step	Agents Logged In	Agents Available	Calls In Queue	Avg Calls In Queue Time	Longest Call In Queue	LAA Time
AQ2	1	1	0	0			
AQ2							
AQ4	1	3	0	0			
	2	1	0	0			
AQ4							
AQ5	1	2	0	0			
AQ5							

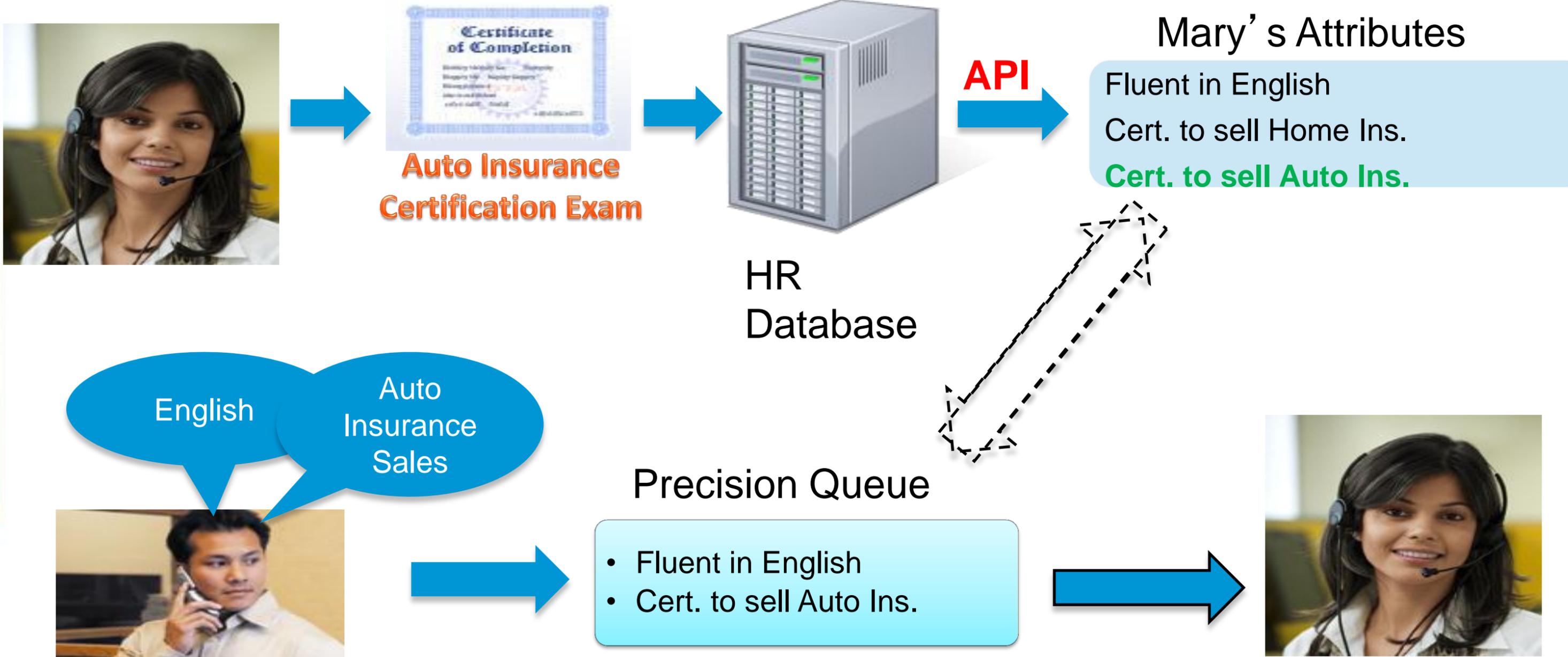


Migrating to Precision Routing

Designed for a smooth migration process:

- ✓ Agents can exist in **both** Skill Groups and Precision Queues
Gradually migrate agents to Precision Routing by assigning a few attributes at a time
- ✓ Queue calls to any **combination** of Precision Queues and Skill Groups
Pilot by allocating a certain percentage of calls to Precision Queues
- ✓ Existing reports **updated** to show both Precision Queue & Skill Group information
Easily compare Precision Queue & Skill Group metrics using familiar CUIC templates

Enterprise Application Integration





New Features



Dynamic Call Type Node

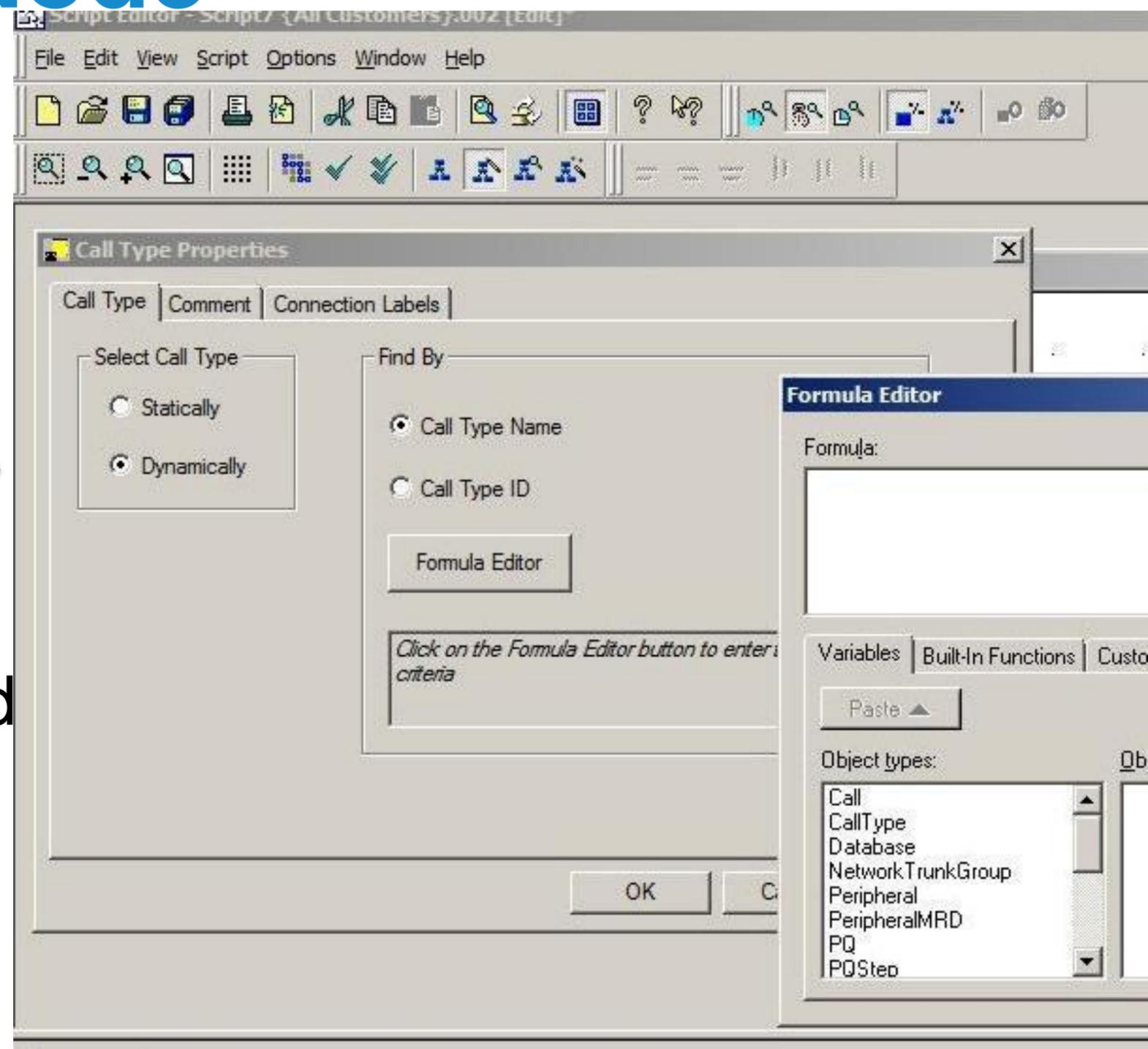
Feature

- Change the Call Type assignment



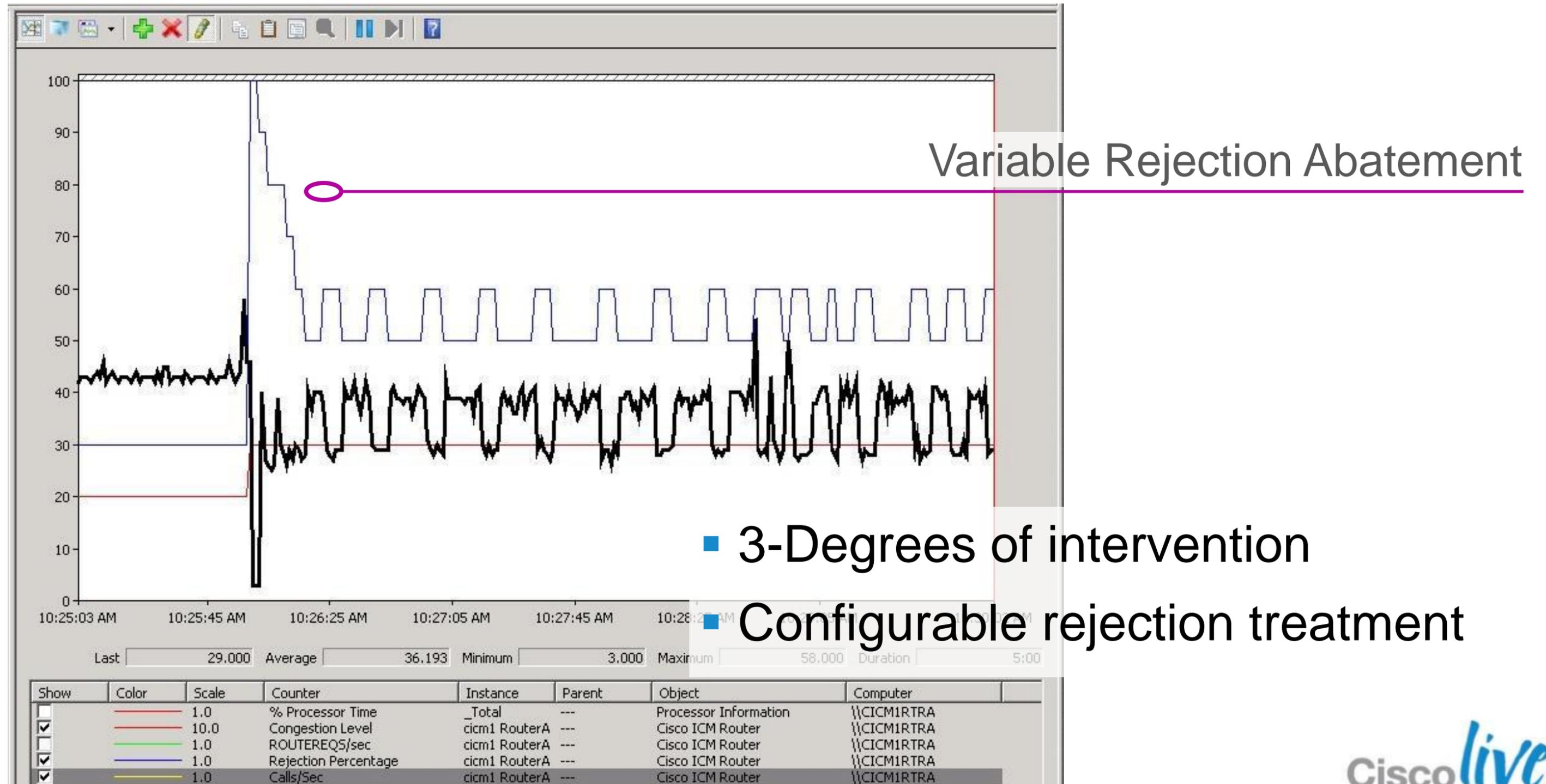
Customer Benefit

- Allow Call Types to be Selected from Scripts or IVR Processing
- Enables better reporting of Calls



Congestion Control

Protection against unexpected extreme call spikes



Packaged 1,000 Agent CCE

Accelerated Growth

Cisco SKU: CCE-PAC-M1

Single Server ACD+IVR

Web Configuration

Voice ACD (CCE)

Reporting (CUIC)

Call Control (UCM)

Self Service (CVP)

Options Available

Outbound

Multichannel

Speech

Social Media

Recording

- “One SKU” ACD for systems under 1,000 agents; single UCS C-Series Server
- Converged call control, agent, voice treatment, queuing, and server hardware
- Pre-defined virtual machine templates
- Tools for cloning and deploying Virtual Machine images
- New (reduced) bundled list price

Usability Focus

Only for Packaged CCE in 9.0

Context Help

Instant Search

Summary Pages

Common Actions

The screenshot shows the 'CCE Administrator' interface. At the top, there is a 'Skill Group' dropdown menu. Below it, the 'Skill Groups' section is titled 'List of Skill Group' with a question mark icon. A search bar contains the text 'Sales'. To the right of the search bar, it says '2 entries (filtered from 6 total entries)'. Below the search bar is a table with the following columns: Name, Description, Media Routing Domain, # of Agents, and Action. The table contains two rows: 'SalesC' with description 'Central Sales' and 'SalesNE' with description 'Northeast Sales'. Both rows have 'Cisco_Voice' in the 'Media Routing Domain' column and '0' in the '# of Agents' column. The 'Action' column contains 'x' icons for each row. A green 'New' button is located in the top right corner. Annotations include a pink circle around the question mark icon, a pink circle around the search bar, and pink lines connecting the text labels on the left to the corresponding UI elements.

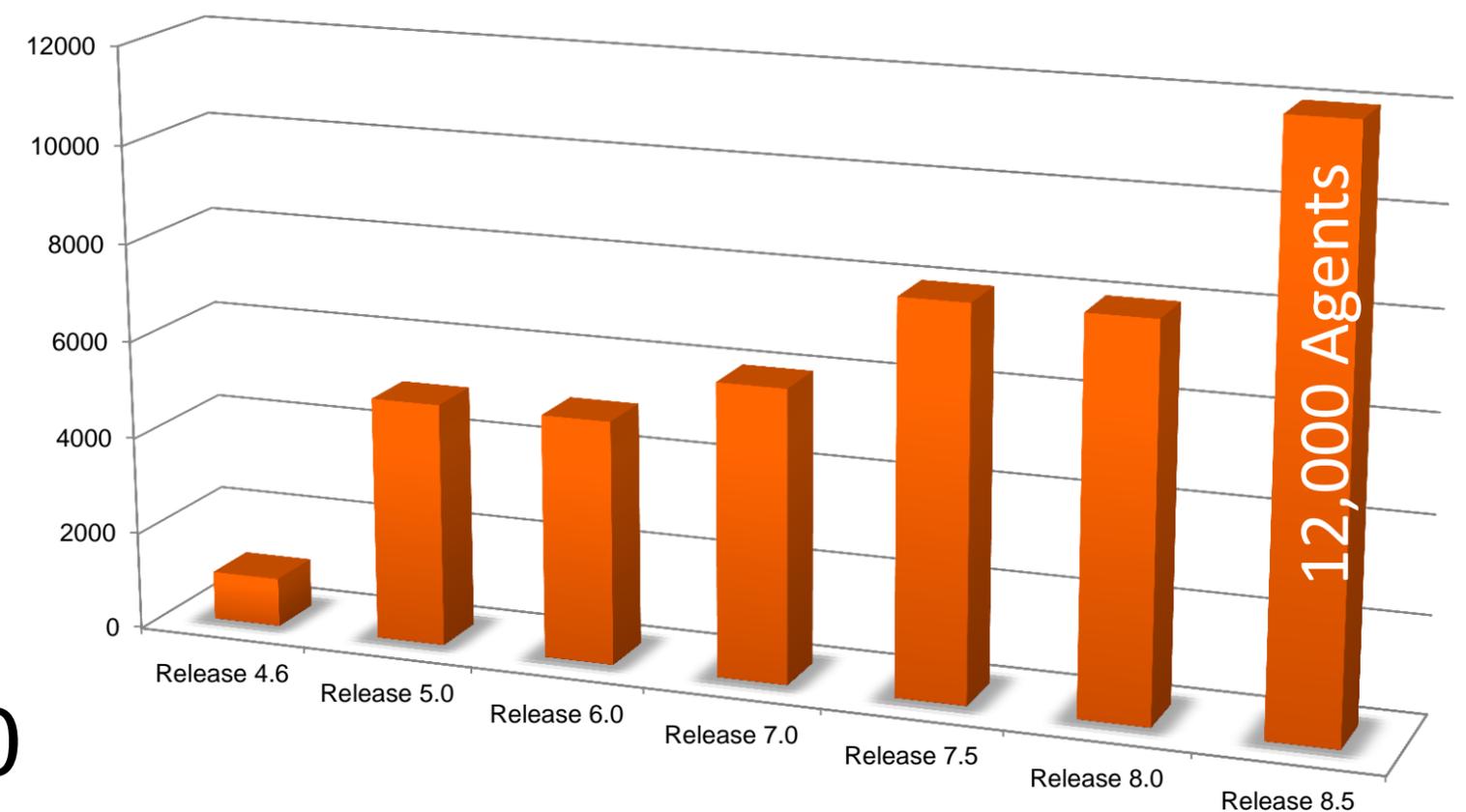
Name	Description	Media Routing Domain	# of Agents	Action
SalesC	Central Sales	Cisco_Voice	0	x
SalesNE	Northeast Sales	Cisco_Voice	0	x

- Implicit pagination: user does not have to hit next/previous buttons, the scroll bar dynamically resizes and fetches pages in background

Cisco Unified Contact Centre Enterprise

50% Capacity Increase

- Highest published ACD capacity among the market leaders
 - 12,000 agents
 - 360,000 BHCA
 - Real-world configuration
- Greater scale achieved by networking multiple systems.
- ICM capacity remains 30,000 agents



End Point Compatibility

Video Focus

- 8941
- 8945

- 8961
- 9951 (add AG/WA)
- 9971 (add AG/WA)

- EX60
- EX90



Platform and Virtualisation Support



+



B Series



C Series



C Series



MCS 7835/45-I3
(IBM x3650-M2)

- Deployment flexibility and customer platform choices
- Simplified support when Cisco provides Hardware and Software
- Improved TCO and operations with Virtualised UCS
- Server Consolidation - reduce space, power, cooling , cabling and management requirements
- UC scalability as needed
- More effective business continuity and disaster recovery
- Simpler installs, upgrades, backups with zero downtime



[http://docwiki.cisco.com/wiki/Unified Contact Center Enterprise](http://docwiki.cisco.com/wiki/Unified_Contact_Center_Enterprise)

Desktop Virtualisation Support

- Flexible / easy deployment
- Maintain high quality agent / customer experience
- Control data security
- Improved TCO and ROI



VXC 2100
Shipping Today



VXC 2200
Shipping Today



VXC 6215
CC Support, without softphone: Roadmap
CC Support with softphone: Roadmap

Important EOL Milestones

Release 6.0

End of TAC Support

Feb 19, 2011

Release 7.0,
7.1, & 7.2
SH 7.2(7)

End of SW Maintenance

Aug 5, 2011

End of TAC Support

Feb 5, 2013

Release 7.5
SH 7.5(10)

7.5
End of Sale
Aug 30, 2011

7.5
End of SW Maintenance
Mar 1, 2013

7.5
End of TAC Support
Aug 31, 2014



http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_eol_notices_list.html

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Cisco Public

Cisco *live!*

UCCE 8.5 Compatibility Matrix

	PG, CTIOS, CAD	CTIOS Clients	UC Manager	CVP	IP IVR	IP Phones
CC Enterprise & Hosted 8.5	7.5(x)	7.0 7.1 7.2 7.5	5.X 4.X 6.x 7.x	3.x 4.x 7.0	4.x 5.0 6.0 7.0	RT Lite Phones: 6921/41/61
	8.0	7.0 7.1 7.2 7.5 8.0	7.1	7.0 8.0	6.0 7.0 8.0	IP Phones: 7921/25 7941/42/45 7961/62/65
	8.0	7.0 7.1 7.2 7.5 8.0	8.0	7.0 8.0	7.0 8.0	RT Phones : 8961
	8.5	7.5 8.0 8.5	8.5	8.0 8.5	8.0 8.5	9951, 9971



UCCE Core Roadmap

System Release 8.5 December, 2010	System Release 8.6 July, 2011	System Release 9.0 July 2012	Future Release TBD
CUCM 8.5 UCCE 8.5 CVP 8.5 CUIC 8.0(3)	CUCM 8.6 UCCE 8.5(2) CVP 8.5 CUIC 8.5(2)	CUCM 9.0 UCCE 9.0 CVP 9.0 CUIC 9.0	TBD
Agent Greetings Whisper Announcement CTI OS resiliency improvements CUBE(Ent) on ASR Support (CVP Only) Finesse (developer edition) Reporting improvements: - MaxWaitTime and MaxCalls in queue (historical)	Windows 2008 R2 (UCCE) Agent Greetings and Whisper Anncmt for Mobile Agent and Parent-Child (Queue at Child only) CUIC 8.0 on UCCE 7.5	SQL 2008 Precision Routing Finesse Dynamic Call Type Scalability Improvements Windows 2008 R2 (CVP, EIM/WIM) Congestion Control OAM&P simplification EIM/WIM Features: Proactive chat/ Survey	CUBE for Outbound Spec-based Hardware RT Reporting Endpoint Testing Finesse Ph2 ECC Expansion Social Miner UQ

Roadmap Content Subject to Change

UCCE Core Roadmap

System Release 8.5 December, 2010	System Release 8.6 July, 2011	System Release 9.0 July 2012	Future Release TBD
CUCM 8.5 UCCE 8.5 CVP 8.5 CUIC 8.0(3)	CUCM 8.6 UCCE 8.5(2) CVP 8.5 CUIC 8.5(2)	CUCM 9.0 UCCE 9.0 CVP 9.0 CUIC 9.0	TBD
Agent Greetings Whisper Announcement CTI OS resiliency improvements CUBE(Ent) on ASR Support (CVP Only) Finesse (developer edition) Reporting improvements: - MaxWaitTime and MaxCalls in queue (historical)	Windows 2008 R2 (UCCE) Agent Greetings and Whisper Anncmt for Mobile Agent and Parent-Child (Queue at Child only) CUIC 8.0 on UCCE 7.5	SQL 2008 Precision Routing Finesse Dynamic Call Type Scalability Improvements Windows 2008 R2 (CVP, EIM/WIM) Congestion Control OAM&P simplification EIM/WIM Features: Proactive chat/ Survey	Precision Routing Ph2 Finesse Phase 2 Reporting Architecture Spec-based Hardware Endpoint Testing Config Boundaries Serviceability Tools

Roadmap Content Subject to Change

Contents

- Precision Routing
- **Video Expert**
- Finesse



CVP Release 9.0 Feature Changes

- All call control through SIP (H.323 stack removed)
- Tomcat support only (no IBM Web Sphere)
- Proxy Server support through CSPS
- No Support for CSS (CSS is End of support already)

Service Provider SIP Trunk

Interoperability Testing



- Interoperability testing performed through Cisco Developer Network program
- Application Notes published at cisco.com/go/interoperability
- Includes best practices, tested features and unsupported features
- Tested service providers
 - Verizon IP Contact Centre
 - CenturyLink SIP Trunks
 - AT&T is already published

AcmePacket Interoperability

- UCCE and CVP support for customers that have already selected AcmePacket as their SBC
 - CUBE should still be the leading offer otherwise
 - Requires CVP 8.5 or above
 - Documentation via Application Note
- Limited support (as in any third party interoperability)
 - No end-to-end troubleshooting (only for Cisco components)
 - Full TAC and BU support for issues not related to SIP interoperability
 - Limited TAC and BU support for interoperability issues:
 - Can't guarantee every call flow and version combination
 - May not fix or enhance signalling if issues arise
- Feature Limitations – No support for:
 - Call survivability (no survivability script)
 - Courtesy Callback
 - Network Trunk Group Utilisation and Reporting
 - CVP controlled outbound calls (CDN application)
 - MediaSense integration
 - Outbound Option SIP Call Progress Analysis (future CUBE enhancement)

Video Customer Collaboration Experience

Vision



Enhanced UCCE/CVP Video Support for Remote Expert Solution

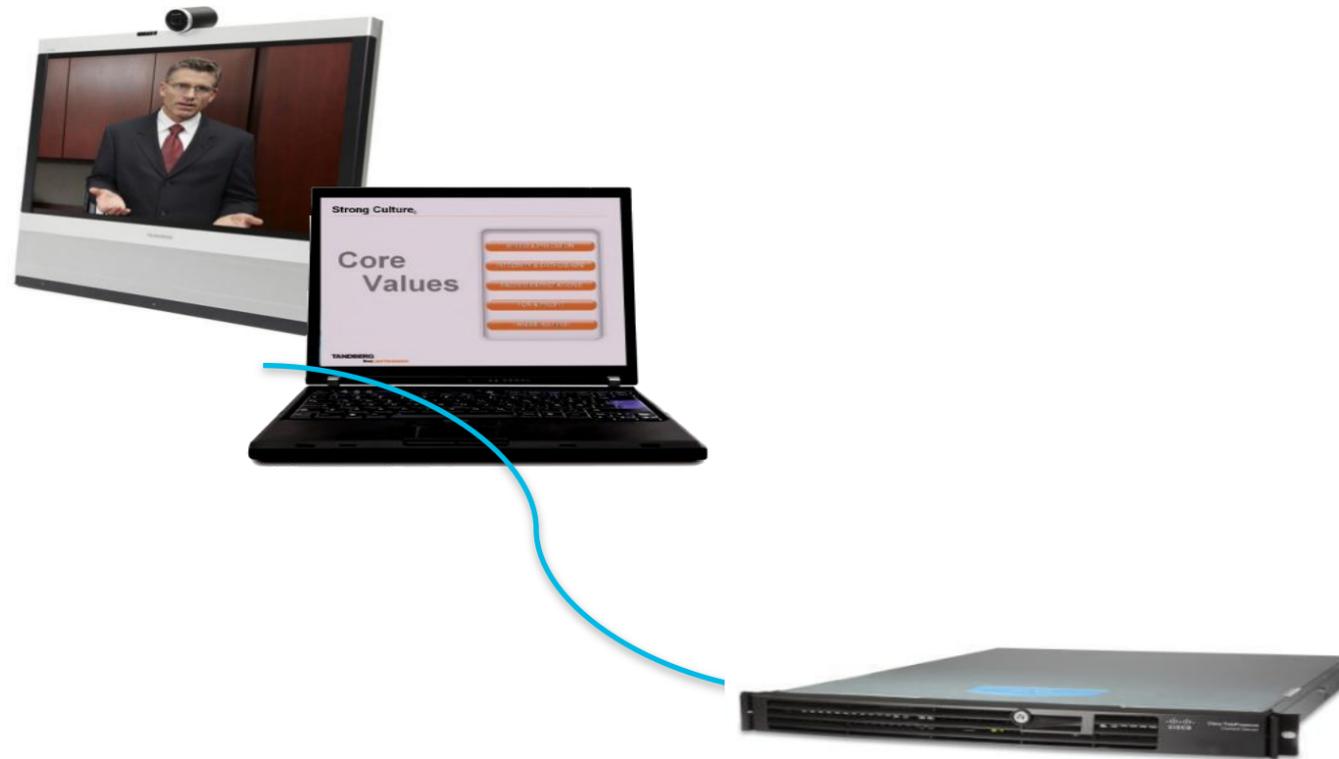
- New agent endpoints
 - EX60/EX90* (advanced collaboration features)
 - E20, 9971, 9951, 8945, 8941, 8961
 - Callers can use any of these video endpoints or the Cius
- Supplementary services from agent desktop
 - Hold/retrieve, alternate/reconnect, blind/consult transfer/conference
- Optional CVP Controlled vide queue treatment
 - CVP call control
 - Video treatment provided by integration with TelePresence Content Server



* Requires endpoint software update scheduled for August/September

Video Queue Treatment:

TelePresence Content Server (TCS)



- Optional component, required for video treatment for calls in queue
 - Audio-only treatment for video calls can still be provided by a VXML browser
- Integrates to CVP environment very similarly to a VXML browser
 - Minor differences in UCCE scripting
- Record and streams video (queue)
- Synchronises with auxiliary and shared content
- Seamless workflow with Media Experience Engine (MXE)
 - MXE is used for transcoding and transrating (not required in most CVP deployments)

Remote Expert

Complete Cisco Solution

Touch Screen Application *Self-Service and Call Type Selection*



Interactive Experience Client 4600

Mini computer for Local Peripherals (printers, card readers, touch panel)



Remote Expert Agent Desktop *Screen Sharing and Remote Device Control*



Remote Expert Manager

Mini computer for Local Peripherals (printers, card readers, touch panel)



New Application Programming Interfaces

Stretch Goal for 9.0

- Consistent with contact centre portfolio direction
 - HTTP REST
 - Integrated into Packaged CCE and HCS
- Service Assurance
 - Syslog and SNMP configuration
- Service Fulfillment
 - VXML application and media management

Future Releases

Not Yet Committed – List Will Likely Change

- Spec-based hardware support
- A-law support on SIP trunks
- Scalability with Reporting architecture improvements
- Higher scale per server
- Co-location in UCCE server VMs

- Security enhancements
- Tone masking
- Enhancements for IPv6
- Eclipse update
- Scale up to 2000 calls

Contents

- Precision Routing
- Video Expert
- Finesse



Finesse Gadgets

Ease of Customisation via modular architecture

- Mini-web pages assembled into a larger webpage
- A la carte approach to agent desktop
- Utilise OpenSocial for standards-based integration
- Cisco UI Source code published to CDN

The screenshot displays the Cisco Finesse agent desktop interface, which is a modular assembly of various widgets. The main components visible are:

- Team Performance:** A table with columns for Agent, State, and Time in State. It includes a filter by agent name or ID.
- Agent Statistics:** A table with columns for Agent (Team, Name, ID, Logon), Calls (Presented, Handled), Talking (Avg., Max., Total), Ready (Avg., Max., Total), and Not Ready (Avg., Max.).
- Agent Name and State Log:** A section for monitoring the agent's current state and history, including buttons for Record and Monitor.
- Agent Call Information:** A central panel for the active agent, Marianne Brubacher, showing account details, customer status, and call history.
- Agent Statistics (Summary):** A summary table at the bottom showing performance metrics for Calls, Talking, Ready, Not Ready, and After Call Work.

Team Performance		
Agent	State	Time in State
Agent Name	Ready	00:00:00
Agent Name	Not Ready	00:00:00
Agent Name	Talking	00:00:00
Agent Name	Ready	00:00:00
Agent Name	Not Ready	00:00:00
Agent Name	Ready	00:00:00
Agent Name	Not Ready	00:00:00
Agent Name	Talking	00:00:00
Agent Name	Talking	00:00:00
Agent Name	Ready	00:00:00

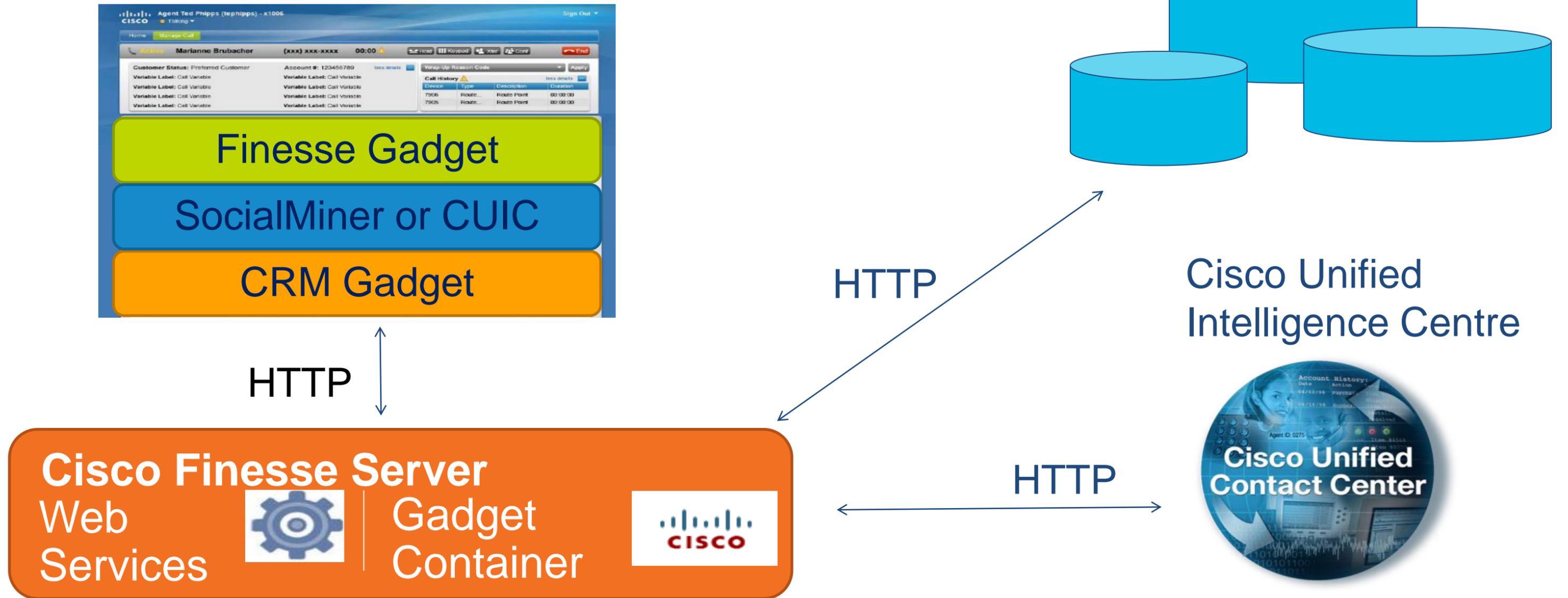
Agent Statistics													
Agent				Calls		Talking			Ready			Not R	
Team	Name	ID	Logon	Presented	Handled	Avg.	Max.	Total	Avg.	Max.	Total	Avg.	Max.
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Agent Statistics			
Start Time	Agent State	Wrap-up Code	Reason Code
00:00:00	Login		0
00:00:00	Not Ready		0
00:00:00			
00:00:00			
00:00:00			
00:00:00			
00:00:00			

Calls		Talking		Ready			Not Ready			After Call Work		
Presented	Handled	Avg.	Max.	Avg.	Max.	Total	Avg.	Max.	Total	Avg.	Max.	Total
2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Enterprise Mashups

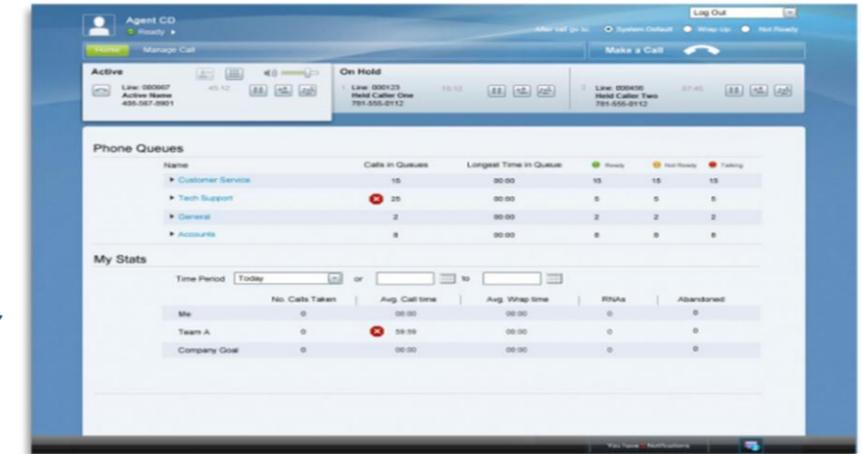
Enabling Unified Desktops for Agents



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

High-Level Architecture

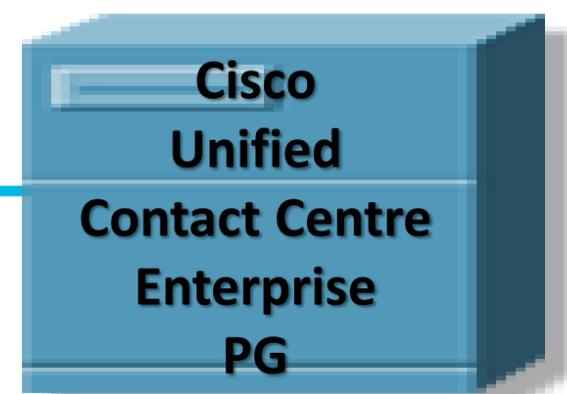
Contact Centre Enterprise



Cisco Finesse Server
VOS Virtual Machine

Web Services  Gadget Container 

Authentication via Administration and Data Server



CTI



- Zero-Footprint on client
- Mandatory Administration Workstation (AW)

Finesse Cockpit

A container application that eases cost of integration

Agent State Controls

Configurable Tabs

Administrators define tab names

Configurable Gadgets

Administrators define which gadgets go on each tab

The screenshot displays the Cisco Finesse Cockpit interface. At the top, it shows the supervisor's name, 'Supervisor Ted Phipps (1201001) - Extension 1201001', and a 'Sign Out' button. Below this is a navigation bar with tabs for 'Home', 'SalesForce', and 'Service'. The main content area is divided into several sections:

- Agent Information:** Shows the current agent's name 'John Smith' and extension '1001002', along with 'Hold' and 'Consult' buttons. A red 'End' button is also present.
- Call Details:** Displays 'Customer: Premium Customer', 'Call Type: Service Question', 'Callbacks: No Callbacks in 24hrs', and 'Acct Number: 56-78-9010'. There is a 'Wrap-Up Reason' dropdown and an 'Apply' button.
- Team Data Table:** A table titled 'Cisco Unified Intelligence Center Team Data' showing agent status across various teams. The table has columns for Supervisor, Team Name, Agents On, Active In, Active Out, Media, Hold, and After Call work.
- Team Performance:** A section for 'Team4' with a 'Start Reporting' button and a table showing agent names, states, and extensions.

Supervisor	Team Name	Agents On	Active			Non-Active	
			Active In	Active Out	Media	Hold	After Call work
11001, Agent	AT11000	1	0	0	Cisco_Voice	0	0
	AT11002	1	0	0	Cisco_Voice	0	0
	AT11001	2	0	0	Cisco_Voice	1	0
11177, Agent	AT11003	1	0	0	Cisco_Voice	0	0
	AT11004	1	0	0	Cisco_Voice	0	0
	AT11005	1	0	0	Cisco_Voice	1	0
11178, Agent	AT11006	1	0	0	Cisco_Voice	0	0
	AT11007	1	0	0	Cisco_Voice	0	0
	AT11008	1	0	0	Cisco_Voice	0	0
null	AT11009	1	0	0	Cisco_Voice	1	0
		11	0	0		3	0

Generated on March 16, 2012 2:03:31 PM EDT by (10 records).
Filter AgentTeamID: AT11000, AT11001, AT11002, AT11003, AT11004, AT11005, AT11006, AT11007, AT11008, AT11009

Agent Name	State	Extension
Chris Two	Logged Out	
Gary One	Logged Out	
Gary Three	Logged Out	

Cisco Finesse Call Control

Gadget common to agents and supervisors

Call Context

Administrators define which call variables to include

Call Control Buttons

Make Call, Answer/End, Hold/Retrieve, Consult, Transfer/Conference, & Keypad



Wrap-Up

Agents can apply wrap-up codes throughout the call or after the call

Cisco Finesse Supervisor

Team Performance Gadget

Agent Statistics

Agent state, time-in-state, and extension

Supervisor Controls

Change Agent State or Initiate Silent Monitor

Team Selector

Team Performance

Sign Out Ready Start Monitoring FunctionalAgents

Agent Name ▲	State	Time in State	Extension
AGENT 1001001	Logged Out	--	
AGENT 1001002	Logged Out	--	
AGENT 1001003	Logged Out	--	
AGENT 1001004	Logged Out	--	
AGENT 1001005	Logged Out	--	
AGENT 1001006	Logged Out	--	
AGENT 1001007	Logged Out	--	
AGENT 1001008	Logged Out	--	
AGENT 1001009	Logged Out	--	
AGENT 1001010	Logged Out	--	

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Cisco Finesse Supervisor

Queue Statistics Gadget

Queue Name ▲	# Calls	Max Time	Ready	Not Ready	Talking			Wrap Up	
					Inbound	Outbound	Internal	Ready (Pending)	Not Ready (Pending)
000870503698	0	00:00:00	0	1	0	0	0	0	
11111111112222222222333333333344	0	00:00:00	0	1	0	0	0	0	
Func.SG_08	0	00:00:00	0	1	0	0	0	0	
FuncSG01	0	00:00:00	0	1	0	0	0	0	
FuncSG05	0	00:00:00	0	1	0	0	0	0	
FuncSG06	0	00:00:00	0	1	0	0	0	0	
FuncSG10	0	00:00:00	0	1	0	0	0	0	
alphanum12345	0	00:00:00	0	1	0	0	0	0	
tes	0	00:00:00	0	0	0	0	0	0	

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Call Statistics

The number of calls in queue and time in queue for each skill group

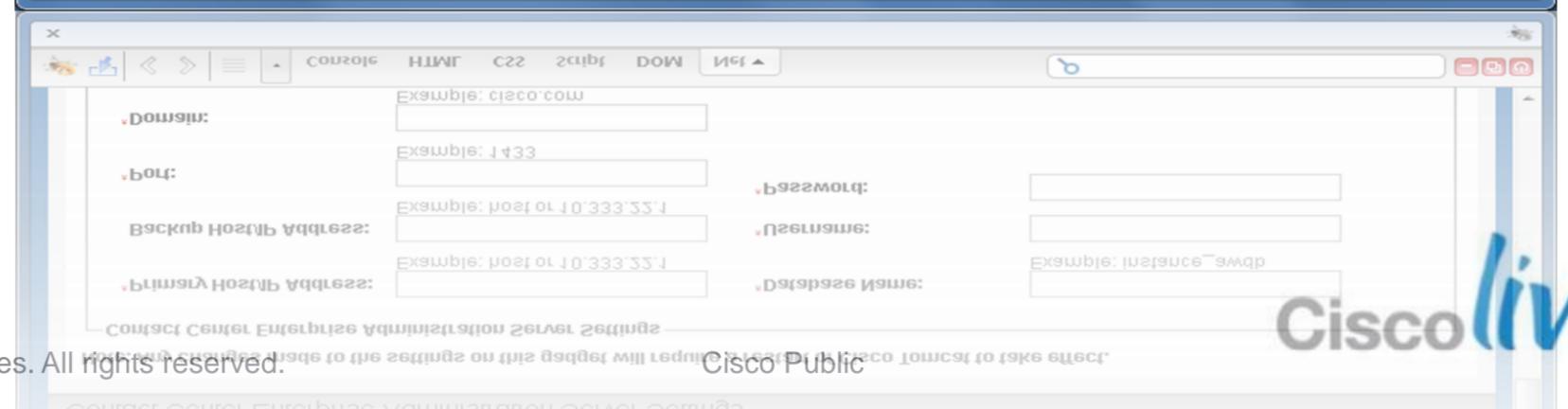
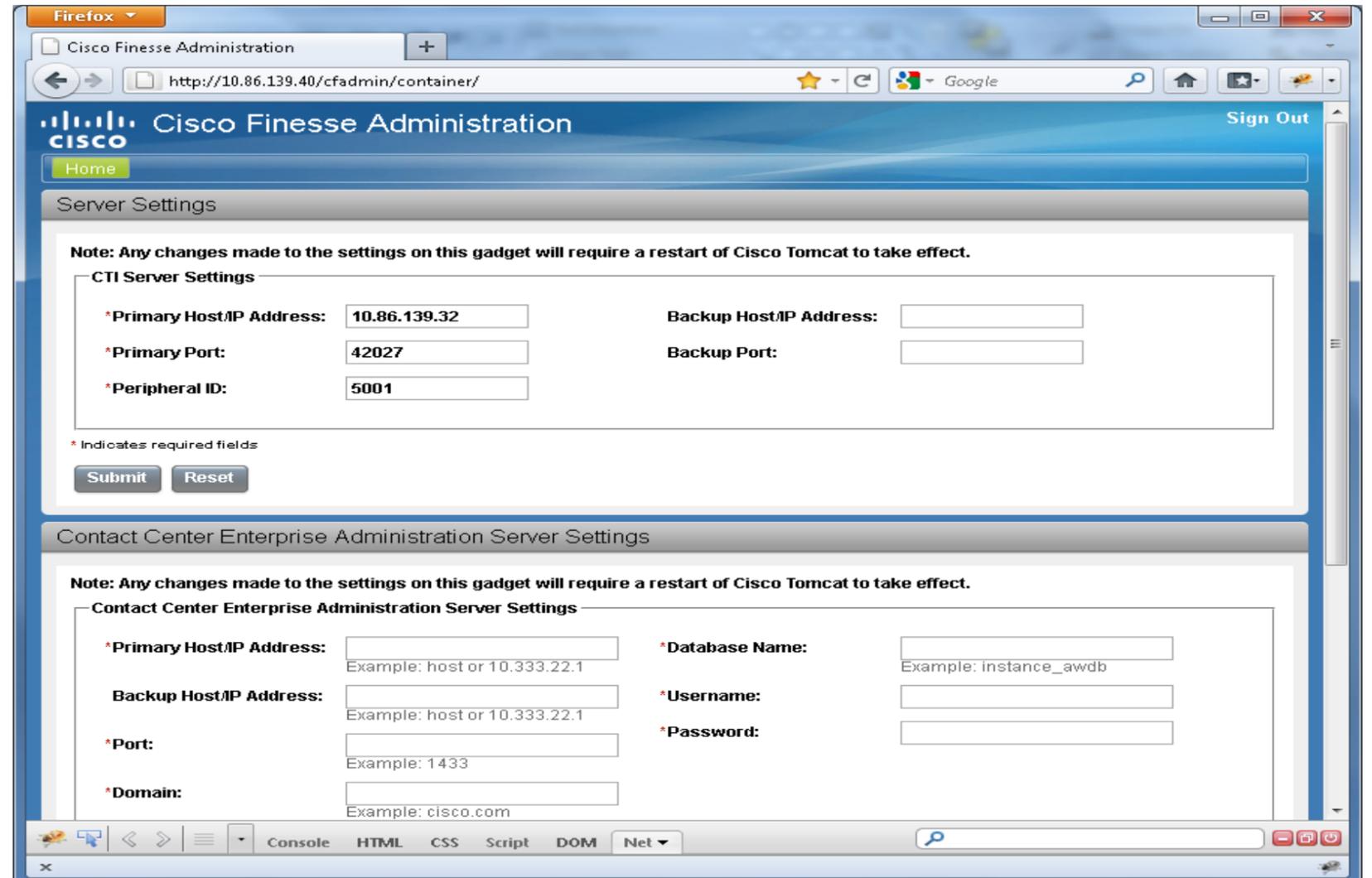
Agents Statistics

Agent State across skill groups

Finesse Administration

A gadget-based Administration Console

- System Settings
 - CTI Server Configuration
 - Authentication Server
 - Finesse Cluster Configuration
- Gadget Layout
- Call Variables
- Reason Codes
 - Not-Ready
 - Sign-Out
 - Wrap-Up



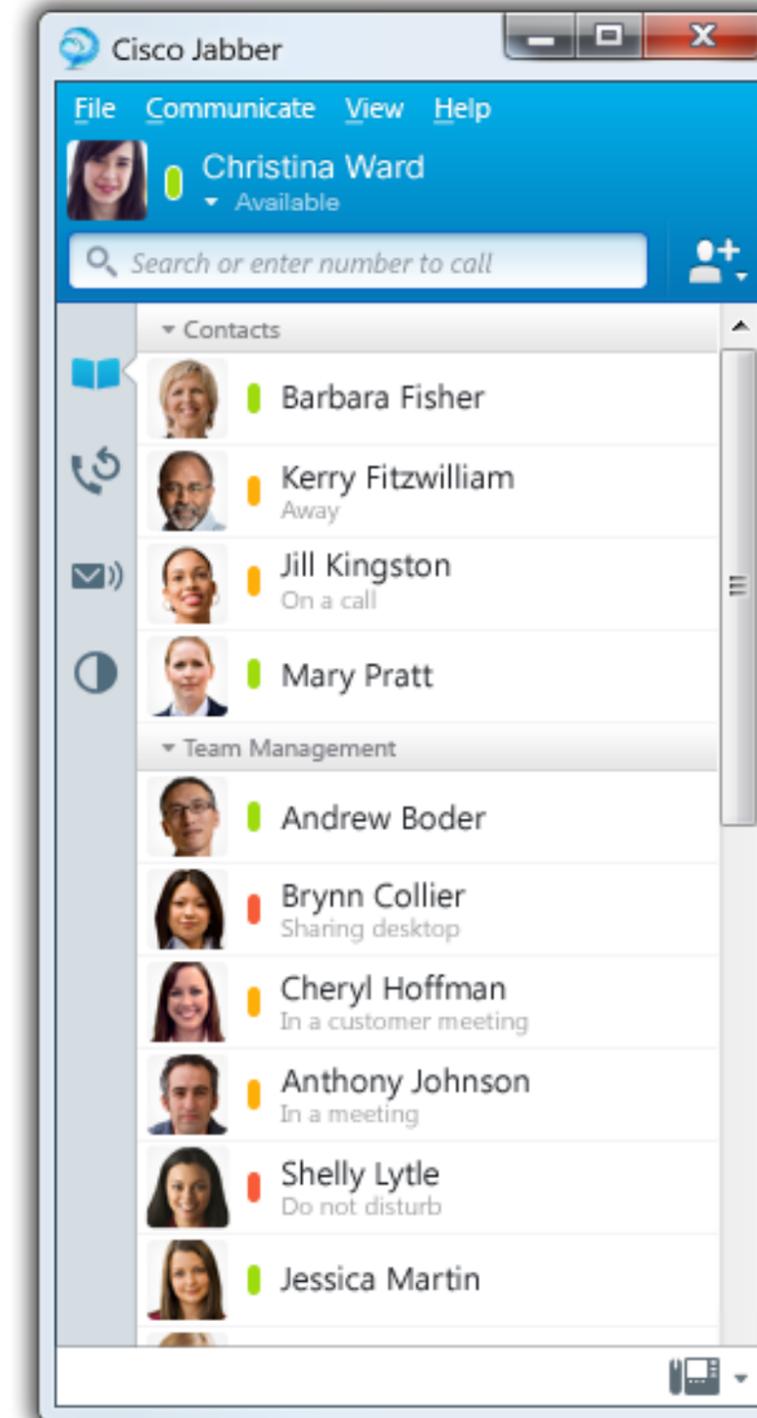
Jabber for Windows and Contact Centre



Enabling all forms of collaboration in the contact centre and beyond

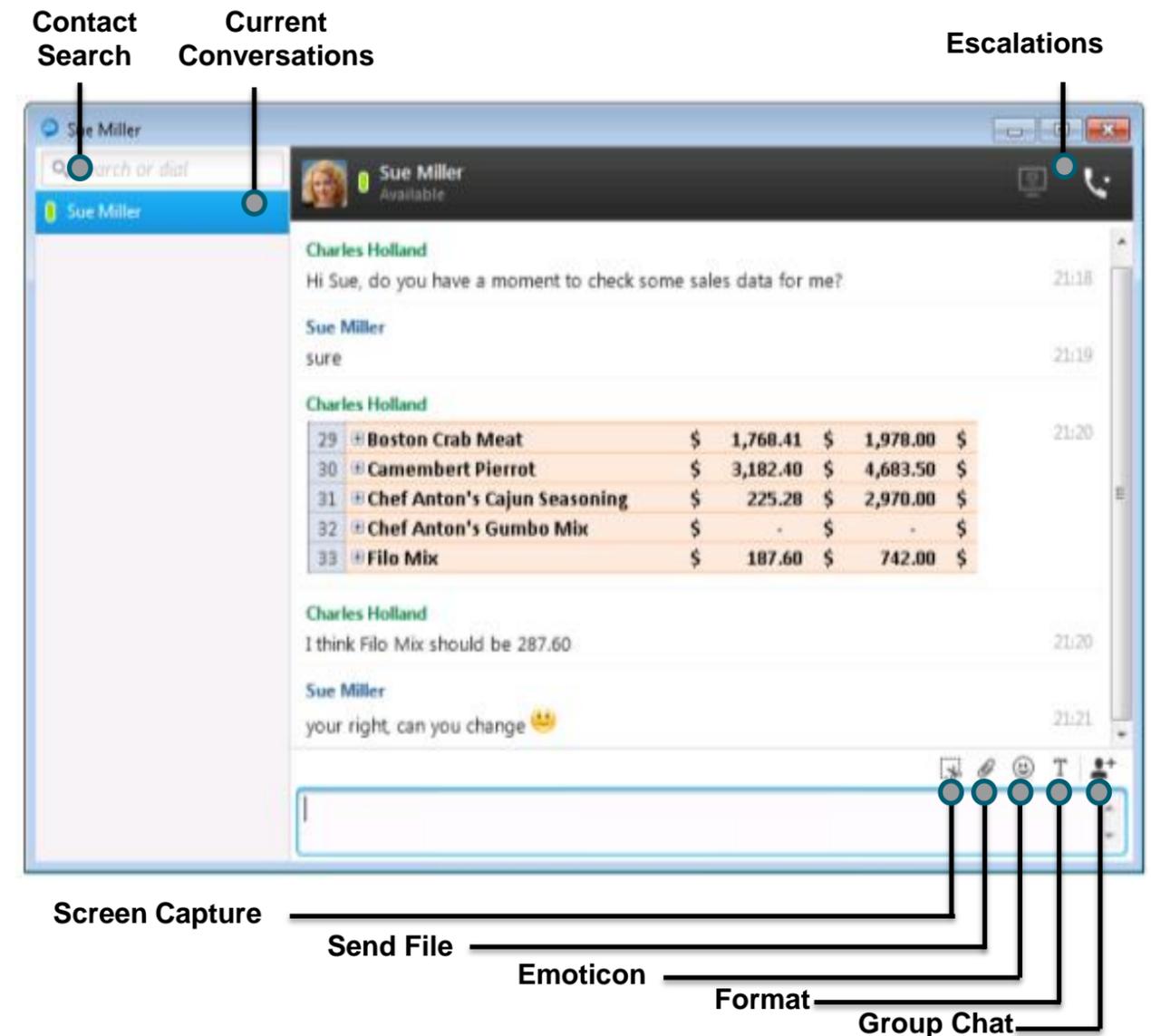
Presence and Contact Management

- See instantly who is available and how
- Instantly and efficiently interact
- Contact display with photo
- Customisable rich presence status
- Start communication using text chat, voice and video
- Contact management using personal groups
- Chat and calling history
- Business to business and business to consumer federations
- Customisable View (Photos/Offline etc)



Instant Message / Group Chat

- Standard based XMPP protocol
- Encryption point to point and group chat
- Emoticons & rich text
- Screen capture for content sharing*
- Escalation to voice/video
- Federated chat to other organisations and services
- Chat history and logging



Finesse Roadmap

9.1 - January 2013

- **Geographical Redundancy**
 - 6000 configured agents
 - 2000 concurrent agents
- **Barge**
- **Intercept**
- **Phonebook**
- **Single-Step Transfer**
- **Secure HTTP**
- **Preview Outbound**
- **50% Reduction in Login Bandwidth**
- **Firefox Support for Win & Mac**
- **Team-Based Configuration**
 - **Reason Codes**
 - **Wrap-Up Codes**
 - **Gadget Layouts**
 - **Phonebooks**

Finesse Roadmap

Post 9.1 - Mid 2013

- **Finesse for CCX (Co-Res)**
- **Localisation**
- **Workflows**
- **IE 9**
- **ESXi 5.1 Support**

Q & A



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