TOMORROW starts here.
Designing and Deploying Cisco Contact Centre Express

BRKUCC-2059

Christopher West
Systems Engineer

#clmel
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
Customer Collaboration: Portfolio Coverage

Cisco Unified Customer Collaboration Solutions

Target Markets:
- SMB/Mid-Market
- Enterprise
- Service Provider

Cisco Unified Contact Centre Enterprise
- Cisco Packaged CCE
- Cisco Unified Contact Centre Express/IP IVR

Self Service
- Cisco Unified Customer Voice Portal

AS A SERVICE
- Hosted Collaboration Solution for Contact Centre
Cisco Unified Contact Centre Express

<table>
<thead>
<tr>
<th>Desktop Application</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Finesse</td>
<td>Cisco Agent Desktop</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Options</th>
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<tbody>
<tr>
<td></td>
<td>High Availability</td>
<td>Workforce Management</td>
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<tr>
<td></td>
<td>ASR/TTS</td>
<td>Quality Management</td>
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<table>
<thead>
<tr>
<th>Contact Centre Express</th>
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<tbody>
<tr>
<td></td>
<td>Voice, Video</td>
<td>Chat, Email</td>
</tr>
<tr>
<td></td>
<td>IVR</td>
<td>Social Media</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Application Platform</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SocialMiner</td>
<td>Unified Communications Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Business Edition 6000 and 7000, Spec-based HW</td>
</tr>
</tbody>
</table>

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

Standard
• IP Phone Agent
• ACD
• Reporting
• Reason Codes

Enhanced
• Cisco Agent Desktop / Finesse
• IVR (Basic)
• Workflow
• IM/Presence
• Wrap Up Codes
• Real Time Reports
• High Availability

Premium
• IVR (Advanced)
• Outbound (Preview)
• Agent Email
• Integrated Browser
• Database Integration
• Java Integration
• Agent Chat
• SocialMiner (Agents)

• 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.
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
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

Simple to Deploy

• Complete configuration in 3 simple steps

Packaging

• Included with the premium seat license
• 60/120 agents depending on deployed OVA
• Email media handling with SocialMiner
• Finesse Gadgets
Finesse Agent Desktop
Integrated Web-Chat and Email Gadget

Chat and Email State Control

Web-Chat

Email

Chat Reply Pane

Visual Notifications
Finesse Agent Desktop
Integrated Web-Chat and Email Gadget

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

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Login Date</th>
<th>Agent Id</th>
<th>Duration</th>
<th>Number of Emails</th>
<th>Avg on Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11/2/14</td>
<td>Amar</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11/3/14</td>
<td>Amar</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11/4/14</td>
<td>Amar</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11/10/14</td>
<td>Amar</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11/11/14</td>
<td>Amar</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11/20/14</td>
<td>Amar</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>0</td>
</tr>
</tbody>
</table>

Email – Traffic Analysis Report

The count of email messages that are received for each CSQ.

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Received Date</th>
<th>Email Count</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:drums@uccx-dev.com">drums@uccx-dev.com</a></td>
<td>11/4/14</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>11/11/14</td>
<td>82</td>
</tr>
<tr>
<td></td>
<td>11/19/14</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>11/26/14</td>
<td>51</td>
</tr>
<tr>
<td></td>
<td>11/28/14</td>
<td>32</td>
</tr>
<tr>
<td><a href="mailto:drums@uccx-dev.com">drums@uccx-dev.com</a></td>
<td>11/4/14</td>
<td>181</td>
</tr>
</tbody>
</table>
Agent E-Mail – Historical Reports

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

<table>
<thead>
<tr>
<th>Contact ID</th>
<th>Sequence No.</th>
<th>CSQ Name</th>
<th>Agent Name</th>
<th>Received</th>
<th>Retrieved</th>
<th>Replied</th>
<th>From Address</th>
<th>Reply-To Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>74163E0E10000140000006DA4EB6C0</td>
<td>0</td>
<td>emailGuitar</td>
<td>nshita</td>
<td>11/3/14</td>
<td>11:42:21 AM</td>
<td>11/3/14</td>
<td><a href="mailto:guitar@ucos-dev.com">guitar@ucos-dev.com</a>&gt;</td>
<td><a href="mailto:guitar@ucos-dev.com">guitar@ucos-dev.com</a>&gt;</td>
</tr>
<tr>
<td>740CCF7D1000014000000410A4EB6B1D</td>
<td>0</td>
<td>emailGuitar</td>
<td>nshita</td>
<td>11/3/14</td>
<td>11:49:54 AM</td>
<td>11/3/14</td>
<td><a href="mailto:guitar@ucos-dev.com">guitar@ucos-dev.com</a></td>
<td><a href="mailto:guitar@ucos-dev.com">guitar@ucos-dev.com</a></td>
</tr>
</tbody>
</table>

Email – CSQ Activity Report

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

<table>
<thead>
<tr>
<th>CSQ Name</th>
<th>Date</th>
<th>Agent Name</th>
<th>Retrieved</th>
<th>Requested</th>
<th>Sent</th>
<th>Avg On Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>BankingEmailCSQ</td>
<td>11/3/14</td>
<td>sshani</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>00:01:03</td>
</tr>
<tr>
<td>BankingEmailCSQ</td>
<td>11/3/14</td>
<td>sshani</td>
<td>59</td>
<td>0</td>
<td>5</td>
<td>00:03:49</td>
</tr>
<tr>
<td>BankingEmailCSQ</td>
<td>11/3/14</td>
<td>Shannel Macs</td>
<td>9</td>
<td>4</td>
<td>3</td>
<td>00:02:48</td>
</tr>
<tr>
<td>BankingEmailCSQ</td>
<td>11/3/14</td>
<td>Shannel Macs</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>00:01:16</td>
</tr>
<tr>
<td>BankingEmailCSQ</td>
<td>7/3</td>
<td>5</td>
<td>5</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
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

- Direct Preview Mode- When the agent accepts the contact, the outbound call is made
Predictive and Progressive Outbound Agent

Call Control

Agent Reserved for Outbound

Live Voice detected
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**

<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Parameter Value</th>
<th>Suggested Value</th>
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</thead>
<tbody>
<tr>
<td>Campaign Name*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start Time (h:mm)</td>
<td>0:00 AM</td>
<td></td>
</tr>
<tr>
<td>End Time (h:mm)</td>
<td>0:00 PM</td>
<td></td>
</tr>
<tr>
<td>Campaign Dialing Number</td>
<td>1408574687</td>
<td></td>
</tr>
<tr>
<td>Maximum Attempts to Dial Contact*</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Callback Time Limit*</td>
<td>12 Mins(s)</td>
<td>ReSchedule for same time next business day</td>
</tr>
<tr>
<td>Callback Measure*</td>
<td>15</td>
<td>ReSchedule for same time next business day</td>
</tr>
</tbody>
</table>

**Dialing Options**

- Lines Per Agent* (1-3)*
  - 1.5
  - 3.0
- Predictive Correction Pace (10-1000)*
  - 500
  - 1000
- Predictive Gain*
  - 1.8
  - 1.0
- Call Answer Limit* (10-100)*
  - 50
  - 100
- Handle Low Volume As Voice
- Answering Machine Treatment
- No Answer Call Treatment
- Transfer To IVR
- Transfer To VR
- No Answer Delay* (60-800)*
  - 60
  - 800
- Busy Signal Delay* (60-800)*
  - 60
  - 800
- Customer Abandoned Delay* (60-800)*
  - 0
  - 800
- Dialer Abandoned Delay* (60-800)*
  - 0
  - 800

**Assigned CSQs**

| Available CSQs |
|---------------|---------------|
| Demoting       |               |
|               |               |

**Available CSQs**

<table>
<thead>
<tr>
<th>Available CSQs</th>
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</thead>
<tbody>
<tr>
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</table>

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Web Chat Enhancements

Web Chat

SocialMiner

Cisco Unified Contact Center

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
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 endpoint

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
UCCX Design, Considerations and Best Practice
Contact Centre Channels

- 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

Source: Deloitte 2013 Global Contact Centre Survey
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
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

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 16, 2015</td>
<td>Formal EOL Announcement</td>
</tr>
<tr>
<td>July 17, 2015</td>
<td>End of Sale</td>
</tr>
<tr>
<td>October 15, 2015</td>
<td>Last Ship Date</td>
</tr>
<tr>
<td>July 15, 2016</td>
<td>End of SW Maintenance</td>
</tr>
<tr>
<td>July 31, 2018</td>
<td>Last Day of Support</td>
</tr>
</tbody>
</table>
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
- HAoWAN
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 |

<table>
<thead>
<tr>
<th>Customer Site Information</th>
<th>Value</th>
<th>Units</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Agents</td>
<td>13</td>
<td>agent(s)</td>
<td>2000 maximum</td>
</tr>
<tr>
<td>Number of Supervisors</td>
<td>2</td>
<td>supervisor(s)</td>
<td>Typically 10% of desktops</td>
</tr>
<tr>
<td>Maximum Login Time for all users</td>
<td>1</td>
<td>minute(s)</td>
<td>The total amount of time it should take for all agents to log into the Finesse server including Finesse dialer conditions. If the deployment includes 2000 agents and this value is set to 5 minutes, all 2000 agents should be able to get their browser to Finesse and complete the login sequence within 5 minutes.</td>
</tr>
</tbody>
</table>

#### Call Profile
- BHCA: 30 call/hr, Typically 30 calls per hour per agent
- Agent Call Wrap-Up Time: 30 second(s)
- Average Call Duration: 1960 second(s)
- Calls Per Second: 0.51 Calls/Second, Equal to (Number of Agents) / (Average Call Duration)

### Call Distribution
- Percentage of Incoming Straight Calls: 90% | percent | 95% Straight Calls Typical
- Percentage of Outgoing Straight Calls: 0% | percent |
- Percentage of Consultative Transfer Calls: 10% | 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

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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

<table>
<thead>
<tr>
<th>Component</th>
<th>vCPU</th>
<th>vRam</th>
<th>vDisk</th>
<th>vNIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 agents OVA</td>
<td>2</td>
<td>8 GB</td>
<td>1 x 146 GB</td>
<td>1</td>
</tr>
<tr>
<td>300 agents OVA</td>
<td>2</td>
<td>8 GB</td>
<td>2 x 146 GB</td>
<td>1</td>
</tr>
<tr>
<td>400 agents OVA</td>
<td>4</td>
<td>16 GB</td>
<td>2 x 146 GB</td>
<td>1</td>
</tr>
<tr>
<td>WFM</td>
<td>2</td>
<td>8 GB</td>
<td>1 x 40 GB, 1 x 146 GB</td>
<td>1</td>
</tr>
<tr>
<td>QM Base Server</td>
<td>4</td>
<td>4 GB</td>
<td>1 x 40 GB, 1 x 146 GB</td>
<td>1</td>
</tr>
<tr>
<td>QM Recording Server</td>
<td>4</td>
<td>4 GB</td>
<td>1 x 40 GB, 1 x 146 GB</td>
<td>1</td>
</tr>
</tbody>
</table>

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
UCCX Integration
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

The CSR Desktop

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

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

Example Use Cases

Browser-based CRM

Agent Request API
Scripting
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
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 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”

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
Upgrade Paths to Version 10.5
Upgrade to UCCX 10.5

Direct Upgrade
- 8.5(1) SU4, 9.0(2) SU2, 10.0(1) SU1
- 10.5(1)

Indirect Upgrade
- 8.0(2) SU4
- 7.0(2) ES3
- 8.5(1) SU4, 9.0 (2) SU1
- 10.5(1)

Indirect Upgrade
- 5.0(2) SR3
- 8.5(1) SU4, 9.0 (2) SU1
- 10.5(1)

Fresh Install
- 3.x, 4.x, 6.x
- 10.5(1)
Links
Key URL’s

- **UCCX 10.x Data Sheets**

- **Release Notes for UCCX 10.0**

- **UCCX Compatibility Matrix**

- **Design/Deployment/User Guides**

- **Sample Script Repository**

- **UCCX Solution Sizing Tool**

- **Agent Desktop Bandwidth Calculators**

- **Finesse Whitepapers**
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