Cisco Unified Contact Center Enterprise and Customer Voice Portal Overview and Roadmap

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BRKCCT-1051
Session Polls

- Activate Events Application and Select CLUS
- Click “Sessions” Icon
- Search for BRKCCT-1051
- Select “Polls” Icon
Session Polls

- Activate Events Application and Select CLUS
- Select “Sessions”
- Search for BRKCCT-1051
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Session Polls

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- Click “Sessions” Icon
- Search for BRKCCT-1051
- Select “Polls” Icon
Session Polls

- Activate Events Application and Select CLUS
- Click “Sessions” Icon
- Search for BRKCCT-1051
- Select “Polls”
Use Cisco Spark to communicate with the speaker after the event!
What if I have a question after visiting Cisco Live? ... Cisco Spark

How
1. Go to the Cisco Live Mobile app
2. Find this session
3. Click the join link in the session description
4. Navigate to the room, room name = Session ID
5. Enter messages in the room

Spark rooms will be available until July 29, 2016
Agenda

• UCCE Solution Review
  • Market View
  • Product Overview
  • Key Components
• Product Update
  • UCCE/PCCE v11.5 Features
  • CVP v11.5 Features
  • Roadmap
• Question & Answer
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You can find additional information via Cisco’s World Wide Web server at http://www.cisco.com. Actual performance and environmental costs of Cisco products will vary depending on individual customer configurations and conditions.
Cisco Unified Contact Center Enterprise

- Self-Service
- Inbound / Outbound
- Chat and Email
- Social Media
- Context Service

- Contact Routing
  - Reporting
  - Recording & Playback

- Agent Desktop and Web API

360 Degree View of Customer
Contact Center Infrastructure Magic Quadrant

Cisco positioned highest in Ability to Execute for the fifth consecutive year

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from:
http://www.gartner.com/reprints/cisco-v5-us4?id=1-37ZTXNQ&ct=160525&st=sb

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Gartner: Magic Quadrant for Contact Center Infrastructure, Worldwide May 2016
Drew Krauss, Steve Blood
Industry Recognition

2016 CRM Service Awards

Winner in Contact Center Infrastructure: Cisco

“Cisco is breaking down barriers and leading the industry into the future”

“[Cisco] offers a solid product with a reputation for stability, reliability, strong customer relationships, and a clear vision of company strategy as it relates to the evolution of the customer care industry.”

-- Paul Stockford in CRM Magazine

The CRM Service Awards are judged by industry analysts who are not compensated for their inputs.
Network-based Self-Service & Queuing

Customer Voice Portal (CVP)

• Industry-standard VXML call processing platform
• Eclipse-based service creation environment (SCE)
• Advanced features include:
  • Courtesy Call Back
  • Post-Call Survey
  • Video Integration
  • SIP Header/UUI Integration
Voice, Video Co-browse Across Endpoints

Remote Expert

“By 2015 60% of Internet users opt for mobile Apps 1st choice for customer care”
Gartner

“Agent Knowledge will become a core requirement for outstanding service”
Forrester
Outbound Dialing

• Call by Call blending

• Dialing modes
  • Preview
  • Progressive
  • Predictive

• Campaigns
  • Agent-based
  • CVP-based
Integrated Chat, Email, Callback
Enterprise Chat & Email (ECE)

• Email
• Chat
• Web/scheduled Callback
Social Media Customer Care

Cisco SocialMiner

- Social media campaign management
- Real-time capture of social media postings

1. Capture
2. Analyze & Prioritize
3. Communication Workflow
4. Assign
5. Engage

- Enable proactive customer service by queuing and assigning social web posts to appropriate staff
- Complement brand monitoring dashboards

Customer

Cisco SocialMiner

Social Media Customer Care Agent
Agent Experience
Cisco Finesse Desktop & API

Configurable Tabs
Administrators define tab names

Finesse Gadgets
Administrators define which gadgets go on each tab

Agent State Controls
Real-time & Historical Reporting
Cisco Unified Intelligence Center (CUIC)

- Customizable presentation layer
- Present real-time and historical data in a single dashboard to reduce manual steps
- Reduce manual consolidation of real-time and historical data by presenting it in a single dashboard
- Wizard-based interface extends reporting to data sources inside and outside the contact center
- Link reports to provide controlled access to drill down, up and across
Recording & Streaming
Cisco MediaSense

Easy to use and install

Low TCO
Per-session pricing
Software Appliance

Powerful and Flexible
Audio and HD Video
Recording and Streaming
UC, Contact Center, Remote Expert
Open Platform APIs and Ecosystem
Team Provisioning & Administration

Contact Center Management Portal (CCMP)

- Unified provisioning of Contact Center and CUCM
- Multi-tenancy Supports Multiple Business Units
- Hierarchical Administration
- Audit Tracking of Configuration Changes

Moves, Adds, and Changes:
- Agents, DNs, Skill Groups, ECC variables, Phone
- Manage Agent teams
- Supervisor Agent Re-skilling
- Agent Self re-skilling
- CUCM Extension Mobility
- Organizational Unit Definition
Packaged Contact Center Enterprise (PCCE)

Contact Center Portfolio

Contact Center Express
All-in-one, easy to deploy and use multi-channel solution for small and medium sized contact centers

- Rich set of features in a box
- Single VM deployment
- Integrated to Cisco Unified Communications Manager tools
- Quick deployment
- Out-of-the-box Desktop
- Optional Workforce Optimization

Contact Center Enterprise
Designed for medium to large mission critical customer contact centers requiring a highly flexible and easily customized solution

- Highly scalable
- Distributed Queuing
- Exclusively deployed as fault tolerant
- Multivendor interoperability
- Sophisticated features: reporting, analytics, call routing, etc.
- Rich set of interfaces for application integration
Packaged Contact Center Enterprise (PCCE)

Packaged CCE
Pre-packaged contact center solution
- Predesigned solution
- Up to 2000 Agents
- Single box deployment (two for redundancy)
- Simplified Management Interface
- Replicable, lower-touch approach for high volume

Unified CCE
Highly customizable contact center solution
- Highly scalable
- Distributed queuing
- Exclusively deployed as fault tolerant
- Multivendor interoperability
- Rich set of interfaces for application integration

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Packaged Contact Center Enterprise

Packaged Deployment Up to 2000 agents on Cisco UCS® Platform
- Call Routing (CCE)
- Self-Service (CVP)
- Chat, Email, Callback (ECE)
- Outbound Option
- Reporting (UIC)
- Desktop (Finesse)

Options Available
- Social Media (SM)
- Video (RE)
- Speech
- Recording (MS)
- AW-HDS-DDS

Full CCE Deployment
- 12,000 Agents
- ICM
- TDM
- VIM
- RSM
- Etc.

Optional Migration

Packaged Contact Center Enterprise
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UCCE v11.5(1)
Integrated Chat, Email, Callback

Enterprise Chat & Email (ECE)

- Email, Chat, Web/scheduled Callback
- Simplified installation
- Simplified Finesse agent gadget
- 400 blended agents
- Off-box option for larger (1500) agent requirements
- Context Service integrated
Cisco’s Context Service
Cloud-based storage of customer interaction data

- Enables a complete view of the customer journey
- Better-informed agents provide a superior experience
- Out-of-the-box Cisco platform integration
- Open web interfaces enable partner applications
Cisco’s Context Service
Cisco’s Context Service
Task Routing APIs

• Platform REST APIs for multichannel Task routing & management
• Mobile and Web
• CCE Routing, Administration and Reporting
• Non-voice Precision Routing
• Context Service integration
Outbound APIs

• Simplified Campaign management
  • Create, View, Update, Delete
  • Schedule, Start, Stop
  • Emergency Stop
• Import/manage dialing list
• Do Not Call list management
• Time Zone management
• Personal Callback management
• Campaign statistics
Single Sign-On Definition

• Single Sign-On (SSO) is a **session/user authentication process** that permits a user to provide **credentials only once** in order to access **multiple applications**. The process authenticates the user for all the applications they have been given rights to and **eliminates further prompts** when they switch applications during a particular session.

• With SSO the barriers for deploying stronger authentication are much lower.
SSO support for CC 11.5

- Single Sign-on for Agent and Supervisor interfaces
- Solutions: CCX, P/CCE, HCS
- Hybrid option for UCCE
- Components:
  - Finesse, CUIC, MediaSense, Transaction API, ECE, CCMP

- Exclusions:
  - >4k Scale
  - IdP limited to ADFS
  - Finesse APIs
  - Finesse IP Phone Agents cannot be SSO enabled
  - CCE Remote DC (>80 ms RTT)
Authentication

Authorization

IdP – Identity Provider
SP – Service Provider

Explicit Initial Trust Agreement
Indirect Agreement

ADFS

Authorization Server

Resource Server e.g. Finesse

TokenInfo

Get a Token

Use a Token

Users

Client
IdS - Identity Server

IdP – Identity Provider

Explicit Initial Trust Agreement

SP – Service Provider

Authorization Server

Resource Server e.g. Finesse

TokenInfo

Get a Token

Use a Token

IdS

Indirect Agreement

Authentication

Users

Client

IdS - Identity Server

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UCCE v11.5 Additional Features

• 11.0(2): Contact Sharing Completion for PGs
• 11.0(2): Configuration Increases
  • Call Priorities increase from 10 to 20
  • Call Types increase from 10k to 15k
• CUIC Reports UX Refresh
• Cisco Virtualized Voice Browser
Unified CCE 11.5 Software Updates

- Desktop: Windows 7, Windows 10, OS X
- Server: Windows 2012 Standard, Patch install
- Database: SQL Server 2014 Standard & Enterprise
- IOS Pi25, Pi27, Pi28, Pi29, Pi30
- Browsers IE11, FF45 ESR+, Chrome
  - (IE9 for legacy CCE tools)
- JRE 1.8 / Tomcat 7.0.48 or later build
Unified CCE 11.5 Hardware Updates

- New C240 M4 (BE7000H)
  - Firmware fix
- VMware: ESXi 5.5, 6.0, vmv 9
- Virtualization Wiki:
Avaya Peripheral Gateway refresh

• Avaya obsoleted SEI/CVLAN Protocol
• Adding TSAPI support to existing PG
Inclusive Licensing Model for Customer Care

Context Service

Voice, Email, IVR, Mobile, Website, Chat, Social

Hosted Collaboration Service for Contact Center

(Packaged) Contact Center Enterprise

Contact Center Express
Simplified CCE Licensing

Task Routing APIs
Enterprise Chat and Email
SocialMiner/CCMP
CUIC Premium
Context Service
Finesse
Outbound (Opt)
Finesse IPPA
Routing
CVP Port
IOS/Virtualized VB

License
Solution Component

CCE Premium Agent | PCCE Agent | HCS-CC Agent | AGELA EA CC Agent | PLUS ELA EA CC Agent

CVP Port | Migration License | HCS or ELA add’l IVR Port

optional | 100 included | 100 included
PCCE 11.5(1)
Omnichannel Out-of-the-box

- On-box chat, email, callback
- Task Routing & O/B APIs
- Context Service
- UCCE Reference design
- 1 CVP Server per side
- On-box HDS

PCCE v11.5

- Redesigned
- Value Extended
- Scaled up

- 2000 Agents, 3000 CVP ports
- 50 Queues / Agent
- 18 calls per second
- Single sign-on
- Virtualized Voice browser
- Non-voice Precision Queues
### PCCE Configuration Limits

<table>
<thead>
<tr>
<th>Configuration</th>
<th>PCCE 11.0</th>
<th>PCCE 11.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Agents (CbC)</td>
<td>0</td>
<td>500</td>
</tr>
<tr>
<td>Mobile Agents (N-up)</td>
<td>250</td>
<td>1000</td>
</tr>
<tr>
<td>Active Supervisors</td>
<td>150</td>
<td>200</td>
</tr>
<tr>
<td>Supervisors per team</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Call Types</td>
<td>1000</td>
<td>4000</td>
</tr>
<tr>
<td>DN voice/non-voice</td>
<td>1000/500</td>
<td>2000/1000</td>
</tr>
<tr>
<td>Agent Desk settings</td>
<td>1000</td>
<td>2000</td>
</tr>
<tr>
<td>ActiveRoutingScripts</td>
<td>500</td>
<td>1000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Configuration</th>
<th>PCCE 11.0</th>
<th>PCCE 11.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outbound ports</td>
<td>500</td>
<td>1500</td>
</tr>
<tr>
<td>Active Skill Groups</td>
<td>3000</td>
<td>4000</td>
</tr>
<tr>
<td>Precision Queues</td>
<td>2000</td>
<td>4000</td>
</tr>
<tr>
<td>PQ Steps</td>
<td>5000</td>
<td>10000</td>
</tr>
<tr>
<td>IC Reporting users</td>
<td>100</td>
<td>200</td>
</tr>
<tr>
<td>Departments</td>
<td>50</td>
<td>200</td>
</tr>
<tr>
<td>Bucket intervals</td>
<td>1000</td>
<td>2000</td>
</tr>
</tbody>
</table>
Packaged CCE License Bundle Updates

- Will include CVVB media/ports (starting Aug 6, 2016)
- Will includes CUIC Premium (starting Aug 6, 2016)
- New MediaSense 10 audio port bundle (starting Aug 6, 2016)
- New Remote Export Mobile bundle
  - 50% discount for 5 REM agent licenses
- UCCX to PCCE migration promo
  - Up to 30% discount
- No SWSS for the bundled 100 Dialer ports
- No minimum agent count requirement
UCCE/PCCE Solution
Important Release Milestones

Release 8.0
Final MR: 8.5(4)
- 8.0 End of Sale
  Nov 18, 2011
- 8.0 End of SW Maint
  Feb 19, 2012
- 8.0 End TAC Support
  Feb 19, 2014

Release 8.5
Final MR: 8.5(4)
- 8.5 End of Sale
  Apr 17, 2013
- 8.5 End of SW Maint
  Apr 17, 2014
- 8.5 End TAC Support
  Apr 30, 2016

Release 9.0
Final MR: 9.0(4)
- 9.0 End of Sale
  Jan 1, 2015
- 9.0 End of SW Maint
  Jan 1, 2016
- 9.0 End TAC Support
  Jan 1, 2018

Release 10.0
Final MR: tbd
- 10.0 End of Sale
  Nov 30, 2016
- 10.0 End of SW Maint
  Nov 30, 2017
- 10.0 End TAC Support
  Nov 30, 2019

Unified CCE 11.5 Installation Paths

- Fresh install to any version
- Technology Refresh for HW Update
- Direct upgrade from 10.x to 11.5
- Patch install 11.0 to 11.5
For Developers…

Contact Center Enterprise APIs

- UCCE enables customers to receive, route, and initiate customer contacts via voice, email, chat, and social media, throughout their distributed global enterprise.

- Heritage Interfaces & APIs, complimented by Finesse, CUIC, PCCE APIs.

- Designed to empower Customers to build customization of their CC experience, or buy ATP Partner solutions.

https://developer.cisco.com/site/ent-app-gateway/overview/
# UCCE Developer APIs

<table>
<thead>
<tr>
<th>API</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task Routing</td>
<td>CCE Routing for Non-Voice Media Channels</td>
</tr>
<tr>
<td>Outbound Campaign Management</td>
<td>REST APIs designed for integration with 3rd party campaign apps</td>
</tr>
<tr>
<td>Finesse API</td>
<td>REST APIs designed for customizing agent desktop</td>
</tr>
<tr>
<td>CTI Server (GED-188)</td>
<td>Socket level interfaces allowing client and server-to-server integrations. It provides events and statistics, agent and call control.</td>
</tr>
<tr>
<td>VRU-PG (GED-125)</td>
<td>Socket level interface for routing, control, activity monitoring of VRUs and report on their activity. Allows VRU routing requests</td>
</tr>
<tr>
<td>Router (GED-145 Application Gateway)</td>
<td>Socket level interface to send/receive messages to/from external applications under script control.</td>
</tr>
<tr>
<td>Router (SQL Gateway)</td>
<td>Router Interface, controlled by the routing script, to lookup data from SQL Server DB.</td>
</tr>
<tr>
<td>Historical Database (HDS)</td>
<td>HDS Schema for non-real-time-reporting.</td>
</tr>
<tr>
<td>Administration Workspace (AW)</td>
<td>Schema for configuration and real time reporting database.</td>
</tr>
</tbody>
</table>
UCCE Specialization Certification

• A Cisco specialist certification is now available for Cisco Unified Contact Center Enterprise (UCCE).

• This is an individual certification intended for completion by anyone who designs, deploys, administers, and/or supports Cisco UCCE solutions.

• Provides:
  • A career path for individuals
  • A means to demonstrate expertise & satisfy ATP program requirements

• Certification Exams:
  • Personnel must pass two exams (75 minutes, 65-75 questions) to achieve:
    • Designing Cisco Unified Contact Center Enterprise: Exam # 600-455
    • Implementing & Supporting Cisco Unified Contact Center Enterprise: Exam # 600-460
## Deprecations 11.5

No new development

<table>
<thead>
<tr>
<th>Feature</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHA-1 Certificate support</td>
<td>SHA-256 Certificates</td>
</tr>
<tr>
<td>Avaya CVLAN support</td>
<td>Retired by Vendor, use Avaya TSAPI</td>
</tr>
</tbody>
</table>
## Retired Features 11.5

### Removals

<table>
<thead>
<tr>
<th>Feature</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICM-Hosted, UCC-Hosted licensing</td>
<td>HCS for Contact Center (HCS-CC)</td>
</tr>
<tr>
<td>On-Demand Licensing for UCCE</td>
<td>HCS for Contact Center (HCS-CC)</td>
</tr>
<tr>
<td>Database Partitioning</td>
<td>N/A</td>
</tr>
<tr>
<td>“Half-Hour” Database Tables</td>
<td>Interval Database Tables</td>
</tr>
<tr>
<td>CTI OS Agent Desktop, CTI OS Supervisor Desktop</td>
<td>Cisco Finesse</td>
</tr>
<tr>
<td>CTI OS-based Silent Monitoring</td>
<td>N/A</td>
</tr>
<tr>
<td>Cisco Agent Desktop, Cisco Supervisor Desktop (CAD)</td>
<td>Cisco Finesse</td>
</tr>
<tr>
<td>Cisco Media Blender (CMB)</td>
<td>For EIM/WIM use Script Editor</td>
</tr>
<tr>
<td>AAS for Symposium (SEI Interface)</td>
<td>Retired by Vendor</td>
</tr>
<tr>
<td>ICM Agent Routing Service (ARS) PG</td>
<td>Unified CCE</td>
</tr>
<tr>
<td>H.323 Protocol for Mobile Agent</td>
<td>SIP protocol</td>
</tr>
</tbody>
</table>
CVP v11.5 Update
CVP 11.5 Highlights

- CVP Scale enhancement
- NBR Recording
- Context Service
- Virtualized Voice Browser (VVB)
CVP Scale Enhancement reduces TCO
Lower computing resources per session

3000 Calls from one CVP VM

64 bit JRE and Tomcat

One Point VXML Generation

Event Driven Architecture
CVP Fully Integrated with Network Based Recording

- Software based forking of RTP streams
- CVP 11.0 supported NBR in 2 gateway configuration
  - Survivability and NBR on different gateways
- CVP 11.5 supports NBR with survivability in 1 gateway configuration
CVP Integrated with Context Service

- CS Registration (OAMP)
- Four Call Studio elements
- ECC variable (POD Id)
- Proxy support
- GUI for connector properties (max retries, time outs, lab mode)
Introducing Virtualized Voice Browser (VVB)

Why a new Voice Browser?
- Access routing platform evolution (ISR G2 to ISR 4K) without voice browser
- Virtualization offers higher feature velocity, flexibility and cost effectiveness

What is Virtualized Voice Browser (VVB)?
- A voice browser offering based on VOS/VMWare
- Provides feature parity and seamless migration from IOS VB

When?
- Already available with HCS CC Rel 11.0 (Jan’2016)
- UCCE, PCCE (Rel 11.5)
- CVP (Rel 11.5,11.0,10.5)
Virtualized Voice Browser (VVB) - Feature Highlights
VVB Supports all IOS VB Features and More

Solution licenses to include VVB
- PCCE and HCS-CC Agent license
- CVP Port license

Seamless migration from IOS VB
- Deployment models - Centralized / edge, standalone / comprehensive
- CVP compatibility - Call studio / microapps, VXML 2.0/2.1, MRCP v1/v2
- Features - CCB, WAAG, HTTPS, SigDigit (queuing on edge), G.711 a/u

New Capabilities
- Management – Web App Admin, REST APIs, Bulk config using OAMP, Prime Collab
- Virtualization – VMware, UCS/UCS-E, spec-based
- Performance: 600 sessions per VM (4 vCPU, 8 GB RAM)
Plan Migration of Installed Base from IOS VB to VVB

Use of VVB requires a migration license purchase

### CVP (CCE)
- **Default option**: Continue to use CVP and IOS VB licenses
- **Alternative**: Buy CVP migration licenses and/or expand using new CVP Port licenses
  - Continue to use IOS VB, or migrate to new VVB when desired

### PCCE/HCS
- **Default option**: Continue to use PCCE/HCS and IOS VB licenses
- **Alternative**: Buy PCCE/HCS migration licenses and/or expand using new PCCE/HCS licenses
  - Continue to use IOS VB, or migrate to new VVB when desired
## VVB has TCO Advantage Over IOS VB

<table>
<thead>
<tr>
<th>Comparison Item</th>
<th>IOS VB</th>
<th>VVB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Vs Concurrent</td>
<td>Fixed licenses budgeted for peak sessions at all queuing locations</td>
<td>Peak Concurrent sessions (independent of no of queuing locations)</td>
</tr>
<tr>
<td>Hardware dependent Vs Perpetual</td>
<td>IOS VB licenses are tied to the ISR HW (need to be re-purchased with new hardware)</td>
<td>Perpetual license (lifetime upgrades with SWSS)</td>
</tr>
<tr>
<td>Hardware cost</td>
<td>ISR hardware is expensive to run voice browser functionality</td>
<td>General purpose hardware (UCS / spec based) is comparatively much cheaper</td>
</tr>
</tbody>
</table>
Roadmap
UCCE Priorities Beyond 11.5

- Live Data API
- SSO Phase 2
- UCCE/Context Service integration
- e.164 Support
- System capacity reporting
- Encryption Update
- Outbound Option HA
- Out-of-the-box Tropo
PCCE Priorities Beyond 11.5

- Global Deployment (Multi-PG) support
- Out-of-the-box Tropo
- App Gateway and DB Lookup support
- Scale # of agents/supervisors per team
- Web Admin Refresh
- Dynamic Configuration limits
- Dynamic Rules update
- Flexible Profiles
CVP & VVB Priorities Beyond 11.5

CVP
• Tropo integration
• Security enhancements (TLS / sRTP, PCI, HIPPA)
• CVP on CVOS
• CCB enhancements
• SIP enhancements / SIP UUI compliance

VVB
• G.729
• RTSP
• Video in Queue
• Enhance CVP OAMP for VVB management
• VVB on KVM service container (IOS-XE / ISR 4K)
Bringing It All Together

• Corporate financial position and commitment to contact center
• Leadership in collaboration and portfolio breadth
• Unsurpassed scalability
• Multivendor ACD and IVR support
• Next-gen portfolio available today – not an architecture in transition

• Industry-leading IVR Solution (CVP)
• Active-Active dual datacenter resiliency (vs. several minutes of downtime)
• VXML-based queue flexibility with built in applications (e.g. Courtesy Callback)
• Web 2.0 application strategy
Thank you
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• Lunch & Learn
• Meet the Engineer 1:1 meetings
• Related track sessions
• CiscoLive On-Demand: All Events, All Session

https://www.ciscolive.com/online/connect/search.ww

• 2015 BRKCCT-1051 UCCE/CVP 11.0 Overview

https://www.ciscolive.com/online/connect/sessionDetail.ww?SESSION_ID=83444&backBtn=true
### 2016 Contact Center Week at a Glance

<table>
<thead>
<tr>
<th>Day</th>
<th>Tuesday (July 12)</th>
<th>Wednesday (July 13)</th>
<th>Thursday (July 14)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday (July 11)</strong></td>
<td><strong>PSOCT-0001 8:30-9:30</strong> Customer Care for the Digital Era (C.Botting,F.Jensen)</td>
<td><strong>BRKCT-2005 8:00-10:00</strong> Solution Troubleshooting for Unified Contact Center Enterprise (H.Esser)</td>
<td><strong>BRKCT-2065 10:30-12:00</strong> Contact Center Enterprise Precision Routing: A Powerful Way to Find the Best Match (C.Logue, M.Chen)</td>
</tr>
<tr>
<td></td>
<td><strong>DEVNET-1130 9:00-9:45</strong> Cisco Enterprise Customer Care Platform and APIs (S.Kaimal)</td>
<td><strong>BRKCT-2027 8:00-10:00</strong> Contact Center integration with Context Service, Tropo, Zendesk, REST APIs and other cloud services (B. Cole, F. Kicenko)</td>
<td><strong>DEVNET-1692 (11:00-11:45)</strong> DevNet Workshop - Finesse APIs: Getting Started with the REST APIs and XMPP Events (D.Kwan) <strong>Lunch &amp; Learns (12:00-1:00)</strong> -Contact Center Enterprise Solutions Reference Designs (V.Palawat) -Packaged Contact Center Enterprise Features and Roadmap (S.Kaimal) - Migrating from IOS VoiceXML Browser to Virtualized Voice Browser (VV/B) (R.Goel) <strong>BRKCT-2035 1:30-3:30</strong> Introduction to New Features and Troubleshooting in Unified Contact Center Express 11.0 (M.Turnbow, C.Lewis) <strong>BRKCT-2080 1:30-3:30</strong> Deliver Omnichannel Customer Experience with Digital and Mobile channels - Remote Expert Mobile (R.Gupta) <strong>BRKCT-1031 4:00-5:30</strong> Cisco Finesse - The Next Generation Agent Collaboration Experience (T.Phipps, C.Del Grande) <strong>Hoppyn Hour (6:00-6:30)</strong> World of Solutions <strong>CUSTOMER APPRECIATION 7:30-11:00</strong> Elle King/Maroon5 T-Mobile Arena <strong>INTERESTS - Color Coding</strong> <strong>UCX</strong> All Solutions Lunch &amp; Learn Keynote/Event</td>
</tr>
<tr>
<td></td>
<td><strong>Cisco Enterprise Customer Care Platform and APIs (S.Kaimal)</strong></td>
<td><strong>BRKCT-1002 1:30-3:00</strong> Cloud Customer Care (C.Logue, G.Olmsted)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
<tr>
<td></td>
<td><strong>BRKCT-1011 1:30-3:30</strong> Cisco Unified Contact Center Express Update and Roadmap (G.Variyath)</td>
<td><strong>BRKCT-1009 1:30-3:00</strong> Cloud Customer Care (C.Logue, G.Olmsted)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
<tr>
<td></td>
<td><strong>Cisco Unified Contact Center Enterprise and CVP Overview and Roadmap (R.Goel, J.Lundy)</strong></td>
<td><strong>BRKCT-1002 1:30-3:00</strong> Cloud Customer Care (C.Logue, G.Olmsted)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
<tr>
<td></td>
<td><strong>PSOCT-1008 2:00-3:00</strong> Digital Customer Care - How It Can Prepare for Customer Care 2.0 (K.McPartlan)</td>
<td><strong>BRKCT-1007 1:30-3:30</strong> Cisco Unified Contact Center Enterprise Planning and Design (M. Berijen,M.Eady)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
<tr>
<td></td>
<td><strong>BRKCT-1006 4:00-5:30</strong> Deliver Omnichannel Customer Care With Cisco Contact Center Enterprise (W.Nijenhuis)</td>
<td><strong>BRKCT-2007 1:30-3:30</strong> Cisco Unified Contact Center Enterprise Planning and Design (M. Berijen,M.Eady)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
<tr>
<td></td>
<td><strong>BRKCT-2130 4:00-5:30</strong> Cisco Recording for Customer Care (A.Verma)</td>
<td><strong>BRKCT-1004 3:00-3:45</strong> Cisco Contact Center Enterprise Outbound Options - A technical look at what’s new (S.Kaimal, D.Wake)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
<tr>
<td></td>
<td><strong>WELCOME RECEPTION 5:00-7:30</strong> World of Solutions</td>
<td><strong>BRKCT-2046 3:00-3:45</strong> Cisco Contact Center Enterprise Outbound Options - A technical look at what's new (S.Kaimal, D.Wake)</td>
<td>**LABCCT-1011 Scheduled report generation and Scheduling Reports via Email in CUIC (A. Bhattacharjee, R. Pandit)</td>
</tr>
</tbody>
</table>

*Note: The schedule is subject to change.*
# Contact Center Offerings – Monday July 11

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Speakers</th>
<th>Day/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSOCCT-0001</td>
<td>Customer Care for the Digital Era</td>
<td>Chris Botting, Frank Jensen</td>
<td>8:30-9:30</td>
</tr>
<tr>
<td>DEVNET-1130</td>
<td>Cisco Enterprise Customer Care Platform and APIs</td>
<td>Sajith Kaimal</td>
<td>9:00-9:45</td>
</tr>
<tr>
<td>DEVNET-1024</td>
<td>DevNet Workshop - Finesse APIs: Getting Started with the REST APIs and XMPP Events</td>
<td>Denise Kwan</td>
<td>11:00-11:45</td>
</tr>
<tr>
<td>PSOCCT-1008</td>
<td>Digital Customer Care - How IT Can Prepare for Customer Care 2.0</td>
<td>Kevin McPartlan</td>
<td>2:00-3:00</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>Agile @ Cisco, delivering customer value</td>
<td>Chuck Yannakopoulos, Chris Healey</td>
<td>12:15-1:15</td>
</tr>
<tr>
<td>DEVNET-2050</td>
<td>Building recording and monitoring applications with the MediaSense API”</td>
<td>Ken Rehor</td>
<td>1:00-1:45</td>
</tr>
<tr>
<td>BRKCCT-1051</td>
<td>Cisco Unified Contact Center Enterprise and CVP Overview and Roadmap</td>
<td>Rajen Goel, Jim Lundy</td>
<td>1:30-3:30</td>
</tr>
<tr>
<td>BRKCCT-1011</td>
<td>Cisco Unified Contact Center Express Update and Roadmap</td>
<td>Girish Varyath</td>
<td>1:30-3:30</td>
</tr>
<tr>
<td>BRKCCT-2130</td>
<td>Cisco Recording for Customer Care</td>
<td>Anil Verma</td>
<td>4:00-5:30</td>
</tr>
<tr>
<td>BRKCCT-1006</td>
<td>Deliver Omnichannel Customer Care With Cisco Contact Center Enterprise</td>
<td>Willem Evert Nijenhuis</td>
<td>4:00-5:30</td>
</tr>
</tbody>
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## Contact Center Offerings – Tuesday July 12

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Speakers</th>
<th>Day/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRKCCT-3005</td>
<td>Solution Troubleshooting for Unified Contact Center Enterprise</td>
<td>Holger Esser</td>
<td>8:00-10:00</td>
</tr>
<tr>
<td>BRKCCT-2027</td>
<td>Contact Center integration with Context Service, Tropo, Zendesk, REST APIs and other cloud services</td>
<td>Brian Cole, Frank Kicenko</td>
<td>8:00-10:00</td>
</tr>
<tr>
<td>DEVNET-1692</td>
<td>DevNet Workshop - Creating a Custom Gadget Using the Finesse Javascript Library API</td>
<td>Denise Kwan</td>
<td>11:00-11:45</td>
</tr>
<tr>
<td>DEVNET-2050</td>
<td>Building recording and monitoring applications with the MediaSense API”</td>
<td>Ken Rehor</td>
<td>12:00-12:45</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>Customer Care - UCCE</td>
<td>Jim Lundy</td>
<td>12:00-1:00</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>UCCX</td>
<td>Girish Varyiath</td>
<td>12:00-1:00</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>Hack @ Cisco - Customer Care</td>
<td>Chuck Yannakopoulos, Chris Healey</td>
<td>12:00-1:00</td>
</tr>
<tr>
<td>CCP</td>
<td>Customer Care NDA roadmap</td>
<td>Manny Berenjian, Mike Eady</td>
<td>1:30-3:30</td>
</tr>
<tr>
<td>BRKCCT-2007</td>
<td>Cisco Unified Contact Center Enterprise Planning and Design</td>
<td>Carmen Logue, Gary Olmsted</td>
<td>1:30-3:30</td>
</tr>
<tr>
<td>BRKCCT-1009</td>
<td>Cloud Customer Care</td>
<td>Adam Mermel, Mathew Mulamootil Varghese</td>
<td>1:30-3:00</td>
</tr>
<tr>
<td>BRKCCT-1002</td>
<td>Hosted Collaboration Service Contact Center Solution and Design</td>
<td>Sajith Kaimal, Darren Wake</td>
<td>3:00-3:45</td>
</tr>
<tr>
<td>BRKCCT-2056</td>
<td>Contact Center Reporting : Cisco Unified Intelligence Center</td>
<td>Vikram Gururaj</td>
<td>4:00-5:30</td>
</tr>
<tr>
<td>BRKCCT-1041</td>
<td>Contact Center Enterprise Solutions SSO Overview, Design, Deployment and CSDL introduction</td>
<td>Vipin Palawat</td>
<td>4:00-5:30</td>
</tr>
</tbody>
</table>
## Contact Center Offerings – Wednesday July 13

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Speakers</th>
<th>Day/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRKUCC 2270</td>
<td>Network Media Recording and Streaming with Cisco MediaSense</td>
<td>Chris Ward</td>
<td>8:00-10:00</td>
</tr>
<tr>
<td>DEVNET-1024</td>
<td>DevNet Workshop - Finesse APIs: Getting Started with the REST APIs and XMPP Events</td>
<td>Denise Kwan</td>
<td>11:00-11:45</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>Contact Center Enterprise Solutions Reference Designs</td>
<td>Vipin Palawat</td>
<td>12:00-1:00</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>Packaged Contact Center Enterprise Features and Roadmap</td>
<td>Sajith Kaimal</td>
<td>12:00-1:00</td>
</tr>
<tr>
<td>Lunch &amp; Learn</td>
<td>Migrating from IOS VoiceXML Browser to Virtualized Voice Browser (VVB)</td>
<td>Rajen Goel</td>
<td>12:00-1:00</td>
</tr>
<tr>
<td>BRKCCT-2035</td>
<td>Introduction to New Features and Troubleshooting in Unified Contact Center Express 11.0</td>
<td>Mike Turnbow, Chris Lewis</td>
<td>1:30-3:30</td>
</tr>
<tr>
<td>BRKCCT-2080</td>
<td>Deliver Omnichannel Customer Experience with Digital and Mobile channels - Remote Expert</td>
<td>Ruchi Gupta</td>
<td>1:30-3:30</td>
</tr>
<tr>
<td>BRKCCT-1031</td>
<td>Cisco Finesse - The Next Generation Agent Collaboration Experience</td>
<td>Ted Phipps, Chris Del Grande</td>
<td>4:00-5:30</td>
</tr>
</tbody>
</table>
# Contact Center Offerings – Thursday July 14

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Speakers</th>
<th>Day/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECCCT-2022</td>
<td>Customer Voice Portal Technical Seminar: Planning, Design and Troubleshooting</td>
<td>Jeff Spronk, Rue Green</td>
<td>8:00-12:00</td>
</tr>
<tr>
<td>BRKCCT-2085</td>
<td>Contact Center Enterprise Precision Routing: A Powerful Way to Find the Best Match</td>
<td>Carmen Logue, Mike Chen</td>
<td>10:30-12:00</td>
</tr>
<tr>
<td>DEVNET-1692</td>
<td>DevNet Workshop - Creating a Custom Gadget Using the Finesse Javascript Library API</td>
<td>Denise Kwan</td>
<td>11:00-11:45</td>
</tr>
<tr>
<td>BRKCCT-1005</td>
<td>Context Service: cloud-based omnichannel solution for Contact Center Enterprise and Express</td>
<td>Vikram Chhabra</td>
<td>1:00-2:30</td>
</tr>
</tbody>
</table>
Please join us for the Service Provider Innovation Talk featuring:

Yvette Kanouff  |  Senior Vice President and General Manager, SP Business
Joe Cozzolino  |  Senior Vice President, Cisco Services

Thursday, July 14th, 2016
11:30 am - 12:30 pm, In the Oceanside A room

What to expect from this innovation talk

- Insights on market trends and forecasts
- Preview of key technologies and capabilities
- Innovative demonstrations of the latest and greatest products
- Better understanding of how Cisco can help you succeed

Register to attend the session live now or watch the broadcast on cisco.com
# Contact Center Offerings – Labs/Techtorials

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Speakers</th>
<th>Day/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECCCT-3002</td>
<td>Contact Center Enterprise Architecture &amp; Design Workshop</td>
<td>Kal Gouda, Kamesh Chidambaram, Gino D'Addario</td>
<td>Sunday 8:00-5:00</td>
</tr>
<tr>
<td>LTRCCT-3051</td>
<td>Cisco Contact Center Enterprise: Design, Deployment, and Troubleshooting</td>
<td>Carles Palau, Arvind Venkataramanan, Ramiro Amaya, Gino D'Addario</td>
<td>Monday 8:00-5:00</td>
</tr>
<tr>
<td>LTRCCT-2010</td>
<td>Cisco Contact Center Express 11.0 and Beyond: Feature Design, Deployment, and Troubleshooting</td>
<td>Abhiram Kramadhati</td>
<td>Tuesday 8:00-12:00</td>
</tr>
<tr>
<td>TECCCT-2022</td>
<td>Customer Voice Portal Technical Seminar: Planning, Design and Troubleshooting</td>
<td>Jeff Spronk, Rue Green</td>
<td>Thursday 8:00 – 12:00</td>
</tr>
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</table>
Q & A