



UCCE 10

Bruce Wilkinson

bwilkinson@sunsetlearning.com



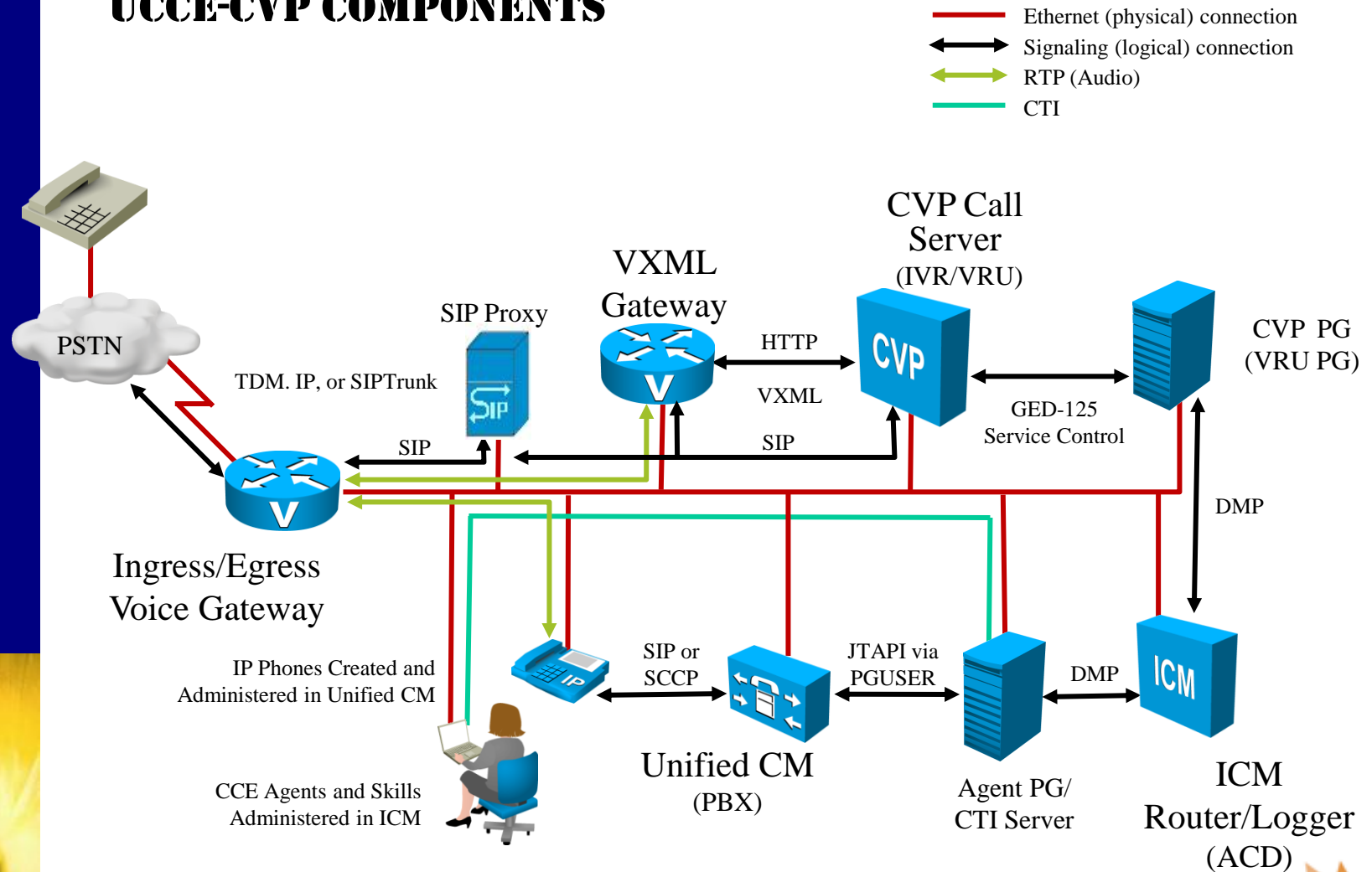
What's New

- ▶ What's new in UCCE 10
 - A brief look at some of the more interesting bits
- ▶ What's new in UCCE 10 training?
 - 3 Classes
 - “Teaching” Labs approach
 - CVP focus

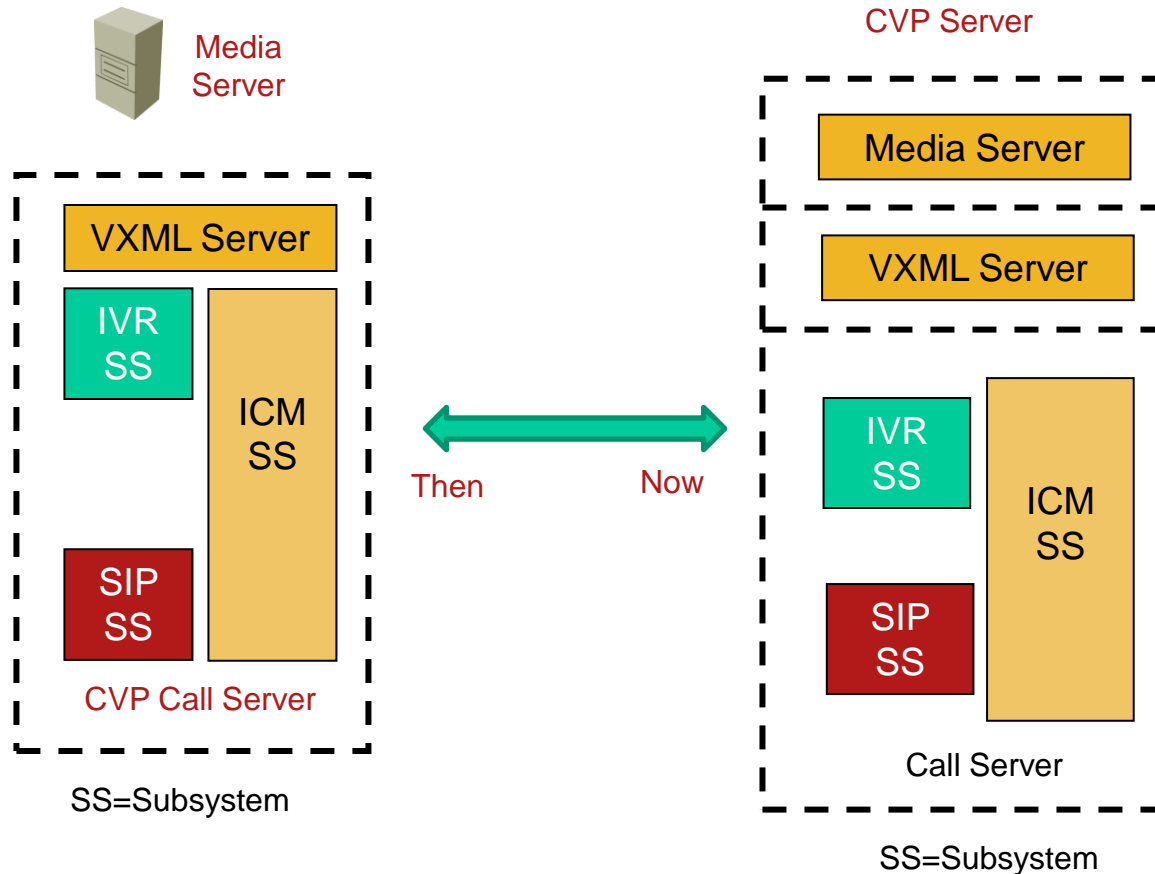


Before we start

UCCE-CVP COMPONENTS



Some changes in the packaging



What's New in UCCE 10 ?

'New' features provided after UCCE V8.X:

- Virtualization
- Finesse Work flows
- Packaged CCE
- Web Administration
- Precision Queue
- Congestion control
- Dynamic call types
- Studio / VXML Updates
- Departments (Only for PCCE or CCMP)

What's New in UCCE 10 (Cont.)

'New' features provided after UCCE V8.X:

- Agent Greeting
- Whisper Announcements
- Agent Request API
- Reporting Intervals
- Multiline
- Diagnostic framework



Virtualization Support

- Virtualized support from v8.3
- Virtualized-only starting from v10 onward

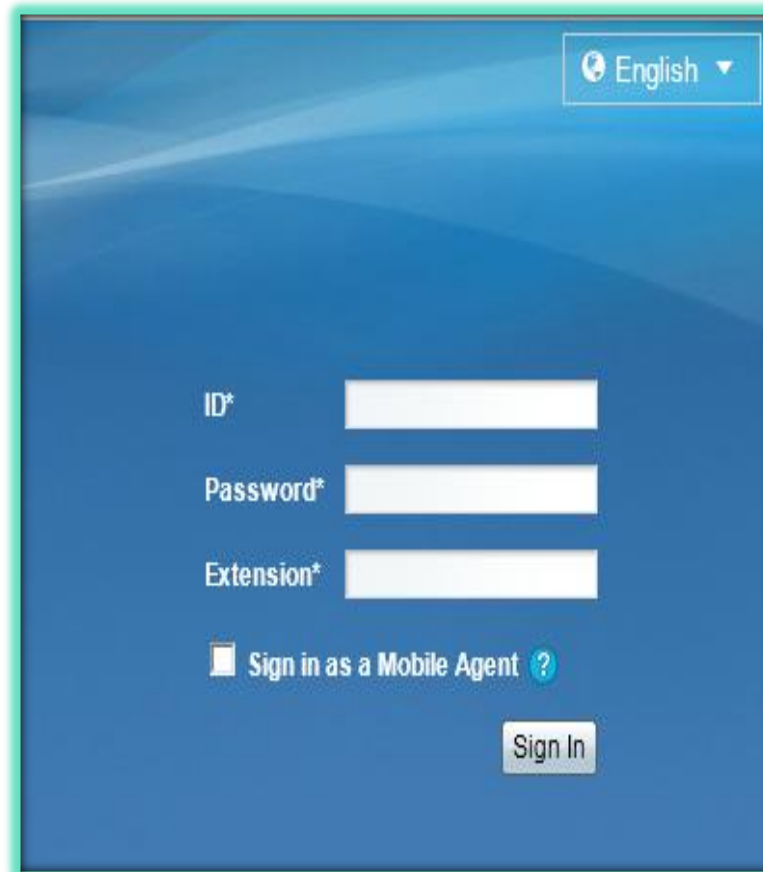
http://www.cisco.com/c/en/us/td/docs/unified_computing/ucs/overview/guide/UCS_roadmap.html



http://www.cisco.com/c/en/us/td/docs/unified_computing/ucs/overview/guide/UCS_rack_roadmap.html

Finesse

- ▶ Browser-based (https://<server ip>)

The image shows the Finesse login interface. It has a blue background with a subtle wave pattern. In the top right corner, there is a language selector dropdown menu showing 'English'. Below this, there are three input fields for 'ID*', 'Password*', and 'Extension*'. Under the 'Extension*' field, there is a checkbox labeled 'Sign in as a Mobile Agent' with a question mark icon. At the bottom right, there is a 'Sign In' button.

English ▼

ID*

Password*

Extension*

☐ Sign in as a Mobile Agent ?

Sign In

Finesse Agent Desk Top

Agent Joe Sales (442112) - Extension 1999
Ready ▾
Home Manage Call

Agent Joe Sales (442112) - Extension 1999
Reserved ▾
Home Manage Call
Call Data: Sales Inbound 3035552006
Account Number: 2541
PV1: Sales Inbound

Sign Out ▾
Answer
Send Error Report ?

Agent Joe Sales (442112) - Extension 1999
Talking ▾
Home Manage Call
Call Data: Sales Inbound 3035552006
Account Number: 7458
PV1: Sales Inbound
Keypad Hold Consult Direct Transfer
© 2010-2013 Cisco Systems, Inc. All rights reserved.

Cisco Finesse Workflows

- Customers require a way of triggering **screen pops** or **passing data** to other applications without custom development.
- Finesse 10.0 delivers this functionality via flexible workflows.
- Finesse 10.0 supports the ability to do a browser screen pop or call a REST **API on Finesse** or a 3rd party **application**.



Cisco Finesse Workflows

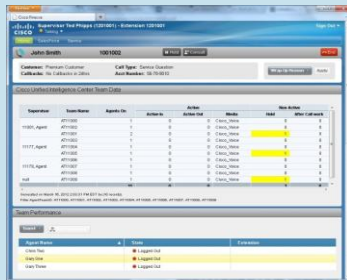
- ▶ <http://<Server IP>/cfadmin>



- ▶ Two Actions supported
 - Browser pop
 - Http request
- ▶ Events Include
 - Call arrival
 - Call answered
 - Call ends
 - Making a call
 - Previewing O/O call
 - Http request

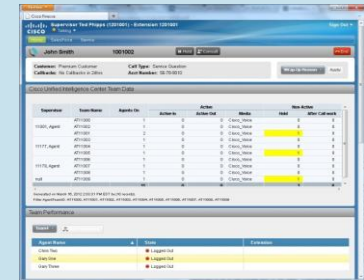
Example Use Case

Agent receives a screen when a call is delivered

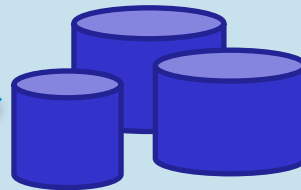
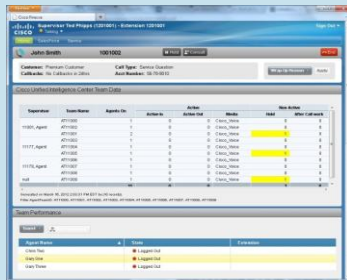


Browser-based CRM

Business Logic in the workflow determines if the caller should get a post call survey.



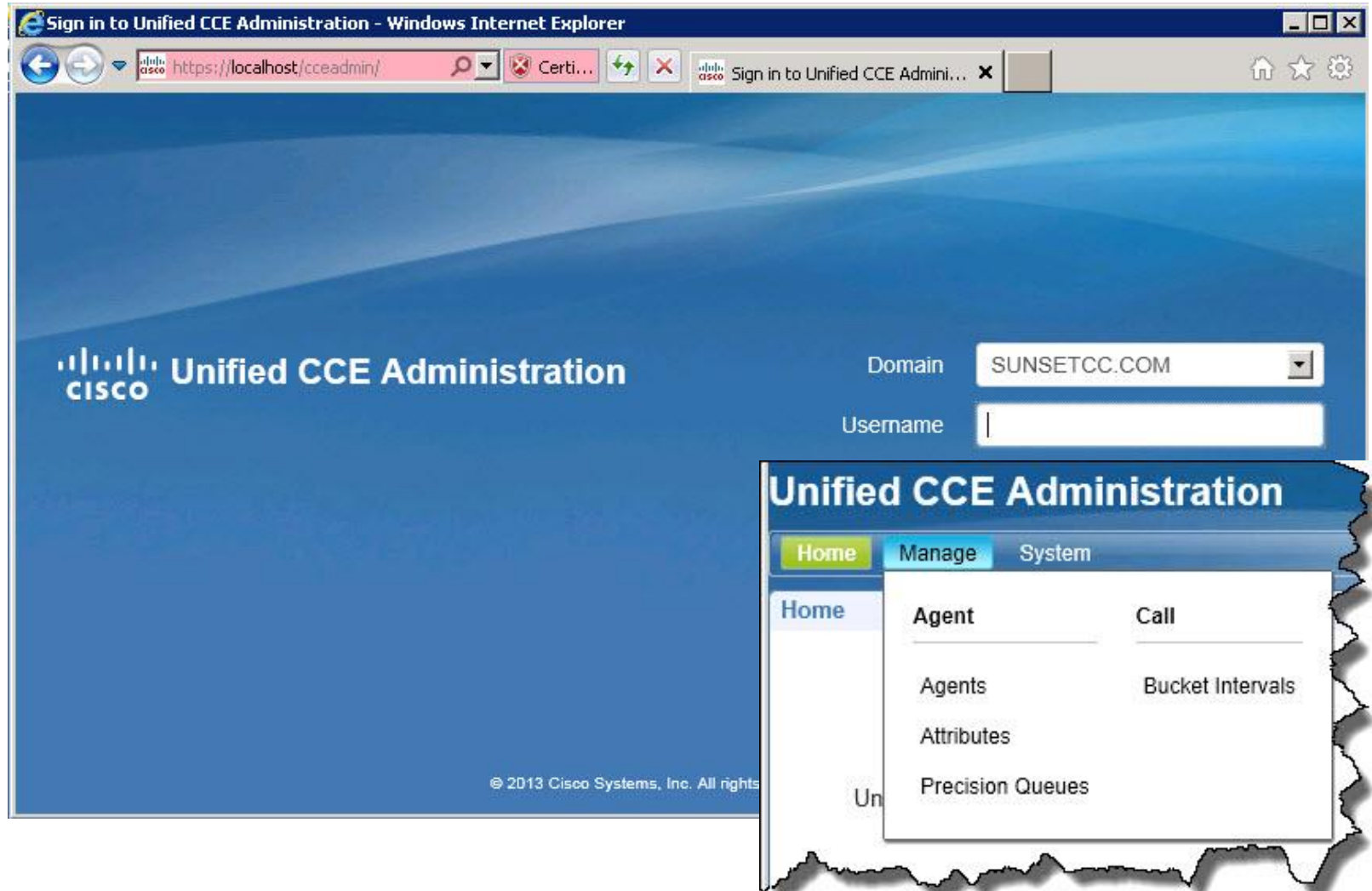
Wrap-Up data is automatically written to a DB or CRM when the call ends



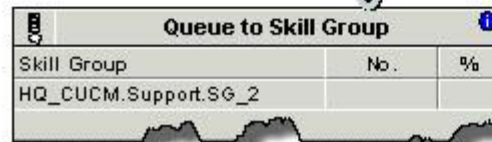
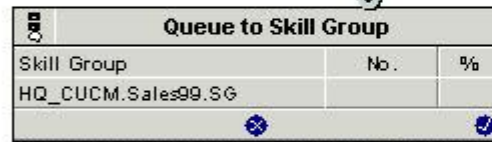
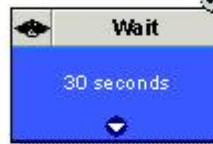
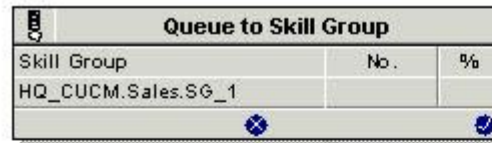
Finesse Transfer API

CISCO FINESSE ADMINISTRATION GUIDE RELEASE 10.0(1)

Web Administration



Precision Queues



Multiple Skill Groups

V.S



One Precision Queue with 'Steps'



Congestion Control

Unified CCE Administration

Home Manage **System**

System Settings

Congestion Control

* Treatment Mode Terminate with Dialog Fail/RouteEnd

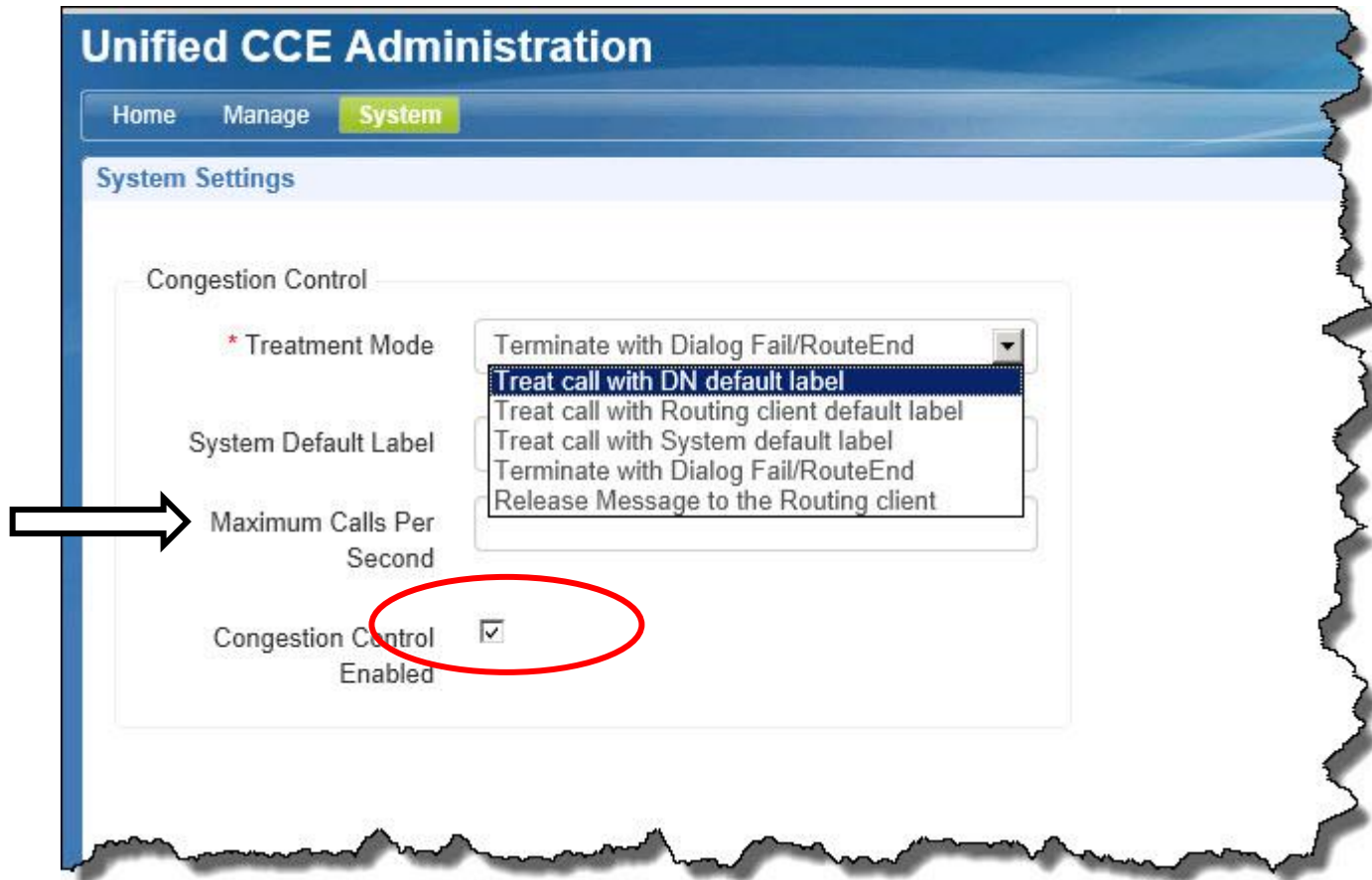
System Default Label Treat call with DN default label

Maximum Calls Per Second Treat call with Routing client default label

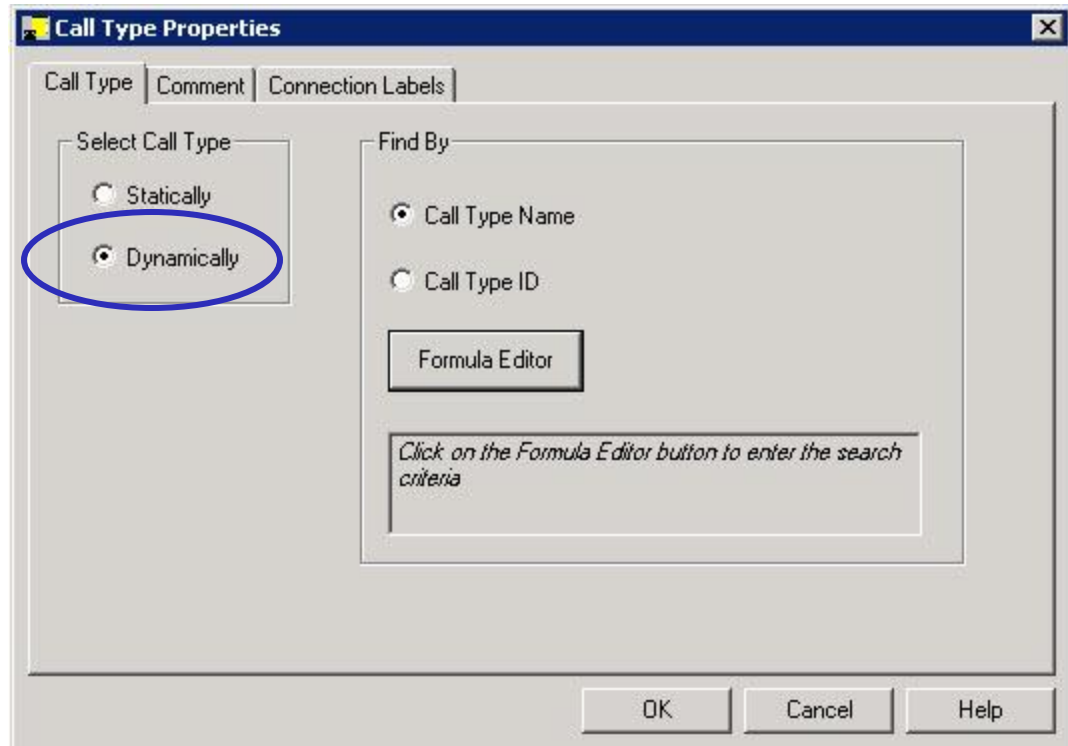
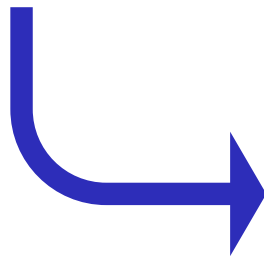
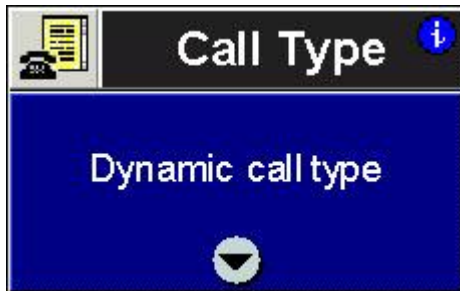
Congestion Control Enabled ☒ Treat call with System default label

Terminate with Dialog Fail/RouteEnd

Release Message to the Routing client

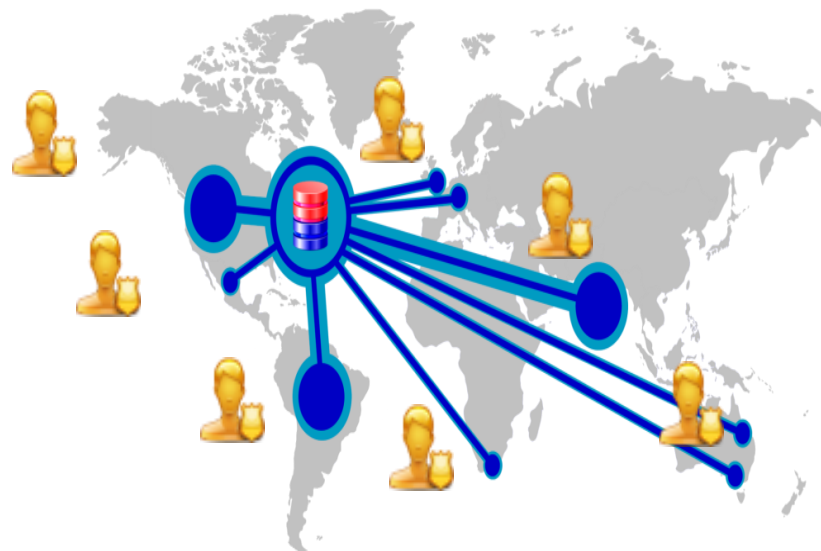


Dynamic Call Types



Department

- ▶ Need to maintain segmentation of business operations
- ▶ Example: Internal outsourcing model
 - Organizations pay central IT for CC agents
 - Each department still needs control over CC business operations



Department (Cont.)

- ▶ Managed access to Script Editor
- ▶ Enables individual departments need to be able to make the following changes via segmented scripting capabilities
 - Skill changes – Traditional SGs and Precision Queues
 - Agent changes – Assign to skills, add/remove agents, etc
 - Routing/scripting changes – Map routing to business rules
- ▶ Note that CCE 9.0 can already address some of this via CCMP* – Department configuration
 - * Contact Center Management Portal

Department (Cont.)

- CCE
 - Leverages existing CCMP
 - Internet Script Editor – Enhanced to handle Department
 - Note: Only CCMP and ISE support Department
- PCCE
 - New Web based configuration tools added for department roles
 - Existing tools modified to support dept. hosting
 - One tier of Segmentation/organization vs Multi-tiers of CCMP

Multiline Support

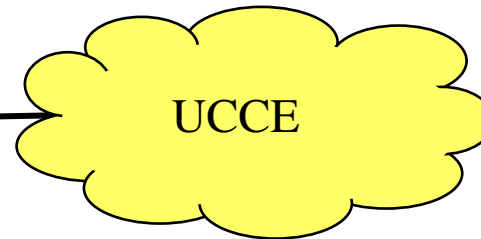
- Supports monitoring and control of second 'Non ACD' line



Agent Greeting

Thank you for calling ACME Insurance. This is James speaking

Auto-Generated greeting.



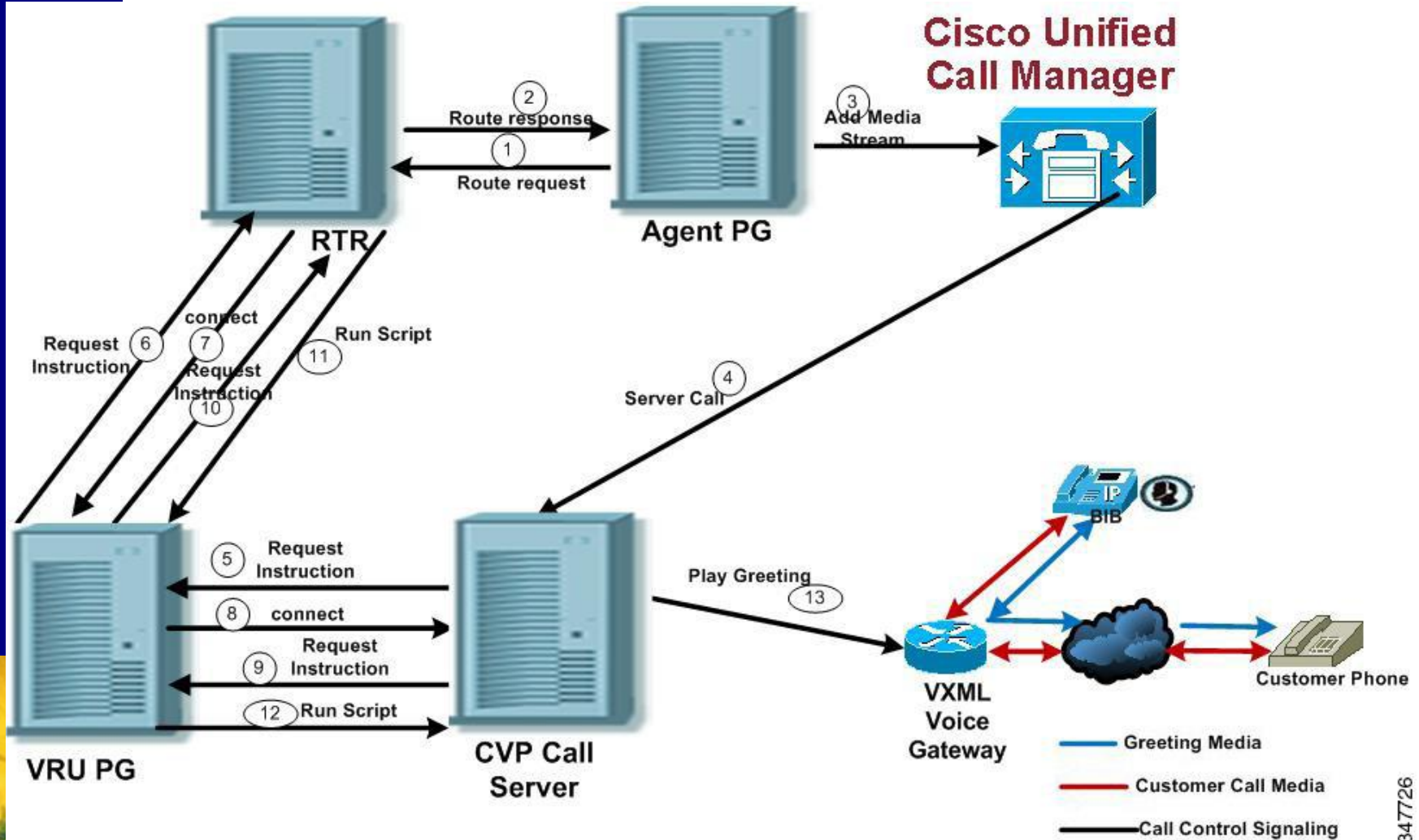
James

Configuration Steps

Five Steps

- UCM - Enable Built-In-Bridge for Agent Phone
- GW – Copy new(er) .tcl scripts, set cache size
- Media Server – Determine file(s) location, enable FTP, set Cache Timeout
- CVP – Media Server functionality, timeouts
- ICM – Configure Microapps, DN's, Call Types, Scripts

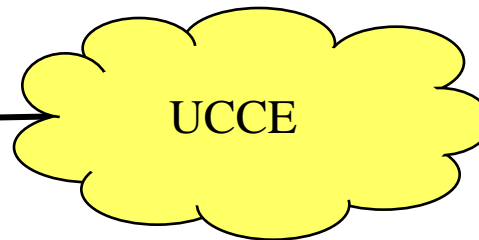
Agent Greeting Call Flow



Whisper Announcement

Auto-Generated Whisper

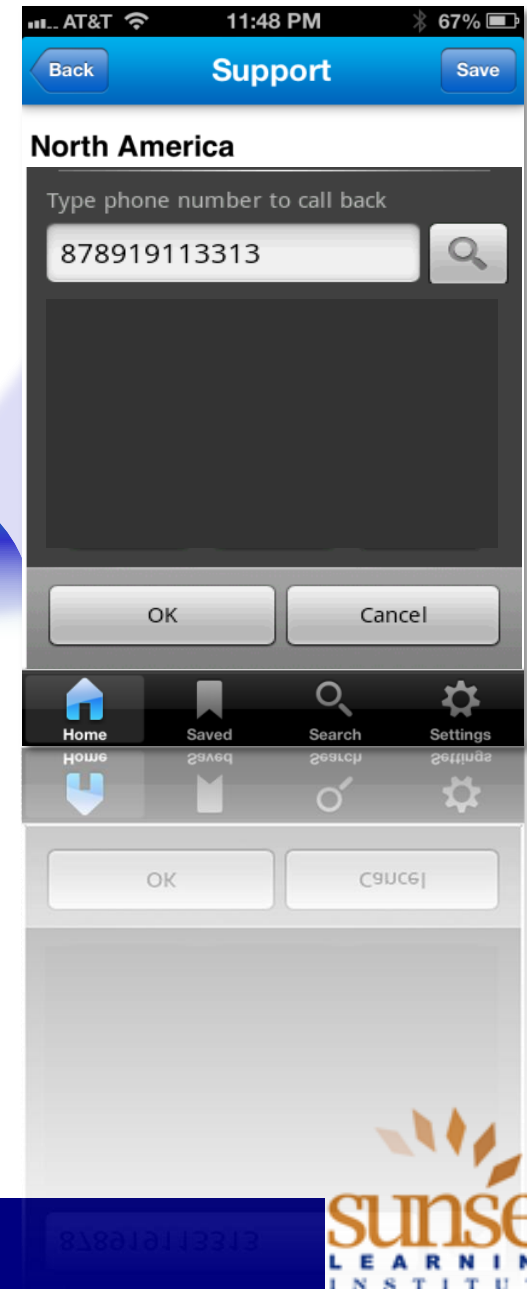
Platinum Sales Call.



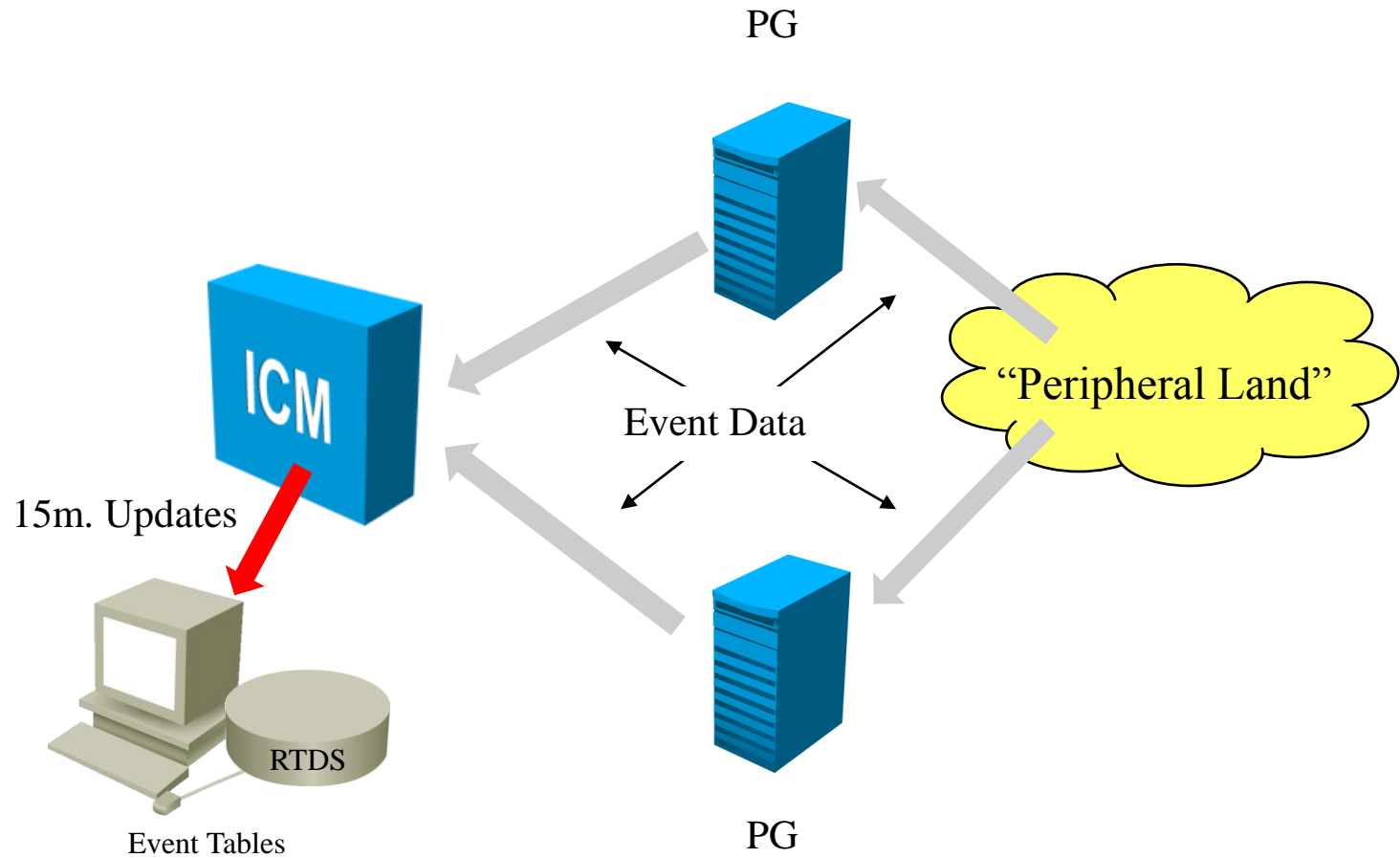
JAMES

Agent Request API

- ▶ Agent Request "API" provides:
 - Any web-enabled application to incorporate a Voice Callback Capability
 - Capture customer information
 - Push estimated wait time to the application
 - Provide ability to cancel agent request (callback)
 - Ability to poll CCE/PCCE for Agent Request status
- ▶ Note: Not supported in parent/child, mobile agent deployments, or in hybrid (CM+TDM) deployments



Reporting Intervals



Sunset UCCE Training Structure

3 Classes

- Administering UCCE Pt1
 - Level one support
 - Adds moves and changes
 - Basic scripting and configuration
- Administering UCCE Pt 2
 - Level 2 support
 - Advanced scripting
 - Implementing new, novel or complex business requirements
 - Trouble shooting and support.
- Deploying UCCE
 - Installation considerations
 - Basic configuration
 - Basic scripting

