

Cisco Agent Desktop for Cisco Unified Contact Center Express 6.0

Cisco Unified Contact Center Express Overview

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating - where your business moves with you, security is everywhere, and information is always available... whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Cisco Unified Contact Center Express is designed to enhance customer contact interaction management by supporting a highly available virtual contact center with integrated self-service applications across multiple sites. It provides automatic call distributor (ACD), network-to-desktop computer telephony integration (CTI), interactive voice response (IVR), and multimedia contact management to contact center agents over an IP network. It meets the needs of departmental, enterprise branch, or small to medium-sized companies that need easy-to-deploy, easy-to-use, highly available, and sophisticated customer interaction management for up to 300 agents.

Cisco Unified Contact Center Express is ideal for informal call centers requiring features such as routing and agent screen pops; it can handle as few as a single agent or as many as 300 agents and 300 full-featured IVR ports*. Cisco Unified Contact Center Express is provided in three versions -- Standard, Enhanced, and Premium -- to better match product functions with your customer contact interaction management requirements.

Following are details specific to Cisco Agent Desktop for Cisco Unified Contact Center Express. For complete Cisco Unified Contact Center Express product details, please refer to the appropriate information posted on Cisco.com at: <http://www.cisco.com/go/ipccexpress>.

Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator Overview

Cisco Agent Desktop and Cisco Supervisor Desktop are powerful software solutions for the customer contact center. They give customer contact agents and supervisors Service-Oriented Architecture (SOA)-based tools to increase productivity, improve customer satisfaction, and reduce costs.

Cisco Agent Desktop is easily deployed as a transparently integrated component of Cisco Unified Contact Center Express.

For supervisors of agents, the Cisco Supervisor Desktop provides the management framework to monitor, coach, and train centralized or virtual teams:

- Manages contact center environment and process
- Displays snapshots of crucial customer contact center metrics in real time
- Monitors and records agent calls*
- Provides collaboration and intervention tools to help agents meet customer needs and call center objectives

For customer contact agents, the Cisco Agent Desktop provides a unified set of customer contact application tools in Windows-integrated deployments:

- Presents caller information in real time
- Allows one-click automation of routine operations using the task toolbar
- Provides performance reports that present snapshots of crucial metrics
- Offers integration to business applications, providing easy access to customer data

For managers or administrators, Cisco Desktop Administrator provides the ability to configure work flows and desktop settings, and integrate business applications in a packaged paradigm -- with no programming required. Cisco Desktop Administrator:

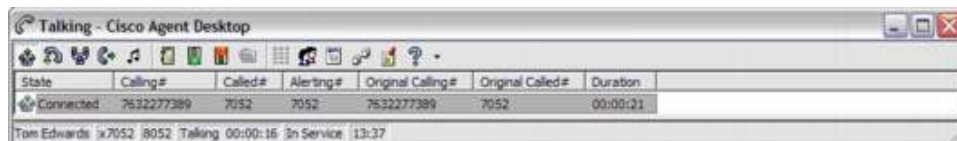
- Allows effortless scaling of the Cisco Agent Desktop suite from single- to multisite IP-based contact centers
- Offers an intuitive and GUI-based interface, decreasing IT dependency and supporting simplified customization, maintenance, and change management

Cisco Unified Contact Center Express also offers the option to employ Cisco Unified IP Phone Agent for the Cisco Unified IP Phone 7970G, 7960G, and 7940G models. This option requires only a Cisco Unified IP Phone 7970G, 7960G, or 7940G model for an agent -- no PC is required.

Cisco Agent Desktop for Cisco Unified Contact Center Express

Cisco Agent Desktop for Cisco Unified Contact Center Express allows agents to perform customer interaction directly from their desktops using a Cisco Unified IP Phone 7905G, 7940G, 7960G, or 7970G model, or the Cisco IP Communicator soft phone. Basic customer interaction functions include make or answer call, terminate call, hold call, transfer call, conference call, agent work state control, call status display, and agent status display (Figure 1). Customer information is presented to the agent through an enterprise data window (Figure 2) and optional screen pops (Figure 3).

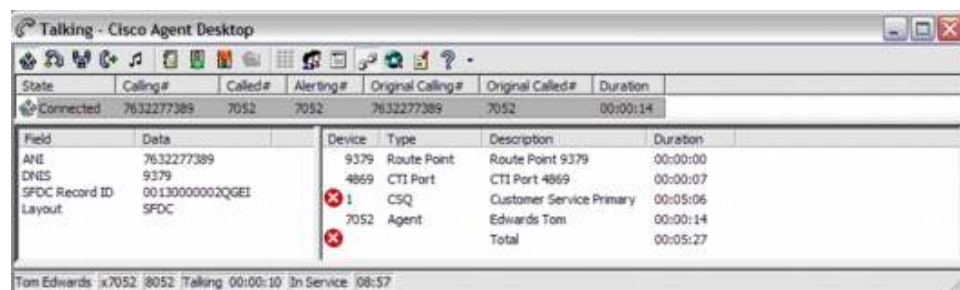
Figure 1. Cisco Agent Desktop Basic Customer Interaction Functions



Cisco Agent Desktop for Cisco Unified Contact Center Express Standard version gives agents a full-featured user interface for managing calls and their work state. Chat messaging between the agent and the supervisor or, if enabled, between agents, allows the agent to chat with others and to get timely information while assisting callers. Reason codes allow management to accurately track agent state changes. Cisco Agent Desktop also supports the Cisco IP Communicator soft phone, allowing the agent's PC to act as the phone instrument. Cisco Agent Desktop is extremely flexible in presentation, requires minimal screen space, and is easily configured to meet varied and specific needs of the customer contact center. Standard features include:

- **Call control:** The agent soft phone can answer or drop, hold or unhold, conference, and transfer calls using dashboard toolbar buttons.
- **Agent ACD state control:**
 - Log in and log out
 - Ready or not ready
 - Reason codes for log out and not ready
- **Agent or supervisor chat:** Agents and supervisors can exchange messages one on one or in a conference with other agents.
- **Phone directory:** This directory displays the phone book to automate dialing of an outgoing call.
- **Real-time reporting:** Agents can see their real-time statistics directly on their desktop application.
- **Agent state log:** Work state changes are logged with a time and date stamp to allow detailed tracking and troubleshooting of agent state transitions.
- **Contact appearance:** The application displays data about the agent's current call status
- **Screen pop options:**
 - **Enterprise data pop (Figure 2):** Cisco Agent Desktop displays caller data, including caller ID, Automatic Number Identification (ANI), Dialed Number Identification Service (DNIS), as well as queue time, talk time with thresholds, and administrator-defined variables.
 - **Caller-entered information:** The screen pop can also display any caller-entered information.
- **Hot Desking and Extension Mobility support:** This feature provides the flexibility for agents to sit at any available agent station while maintaining their unique settings.

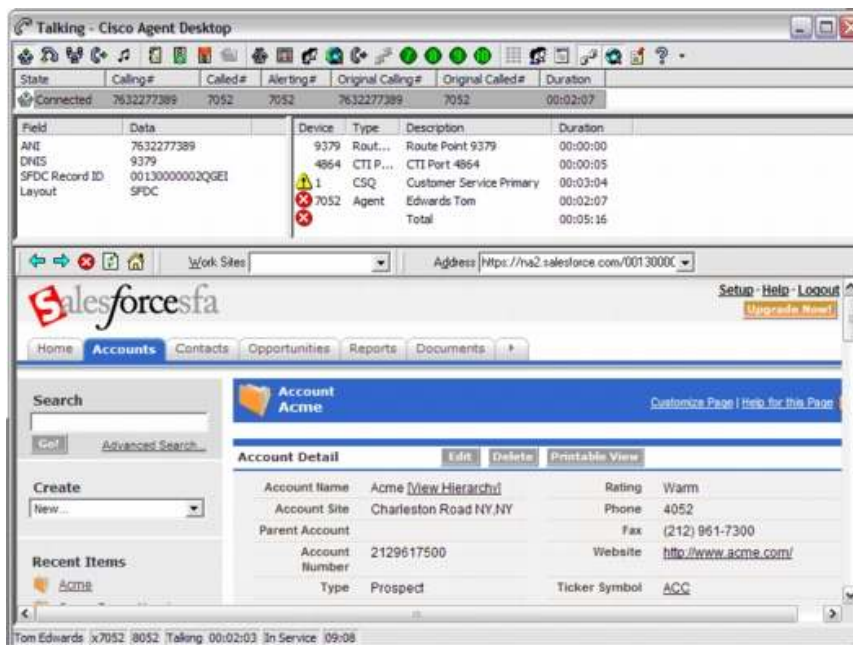
Figure 2. Cisco Agent Desktop with Enterprise Data



Cisco Agent Desktop for Cisco Unified Contact Center Express Enhanced and Premium versions (Figure 3) includes all the features of Cisco Agent Desktop for Cisco Unified Contact Center Express Standard Version plus:

- **On-Demand Recording:** This feature enables agents to record any call on demand*.
- **Task automation:** Using a single-click method, agents can execute frequently performed predefined actions, such as creating an e-mail message, blind transfer to a specific extension, launching or login to another desktop application, etc.
- **Event-triggered work flows:** This feature enables a sequence of actions to automatically happen when a specific call event occurs, such as a screen pop when a call is delivered to an agent, changing agent work states when the call is dropped, or starting Call Recording when a call is answered.
- **Integrated browser:** This feature provides a browser application within Cisco Agent Desktop to improve productivity in processing a customer request. The integrated browser can also be used in event-triggered work flows to automate a screen pop. This feature is available only with the Premium version of Cisco Agent Desktop.
- **Additional screen pop option:** Screen pop with any caller-entered information or internal work-flow values to provide a screen pop for most Windows or browser-based applications on an agent's desktop

Figure 3. Cisco Agent Desktop Premium Version with Integrated Browser



Cisco Unified IP Phone Agent for Cisco Unified Contact Center Express

Cisco Unified IP Phone Agent (Figure 4) provides ACD functions on a Cisco Unified IP Phone 7970G, 7960G, or 7940G model. The Cisco Unified IP Phone Agent does not support all features of the Cisco Agent Desktop, but in many cases it eliminates the need for a Cisco Agent Desktop to be installed on the agent's PC.

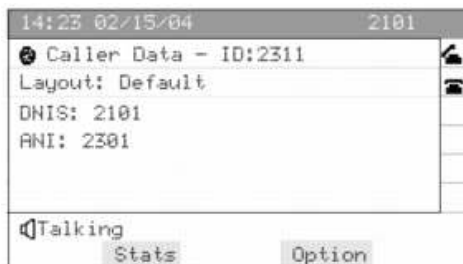
Cisco Unified IP Phone Agent for Cisco Unified Contact Center Express Standard features include:

- Call Control using the standard Cisco Unified IP phone capabilities
- Agent ACD state control:
 - Log in and log out
 - Ready or not ready
 - Reason codes for log out and not ready
- Hot Desking (Extension Mobility)
- Display of real-time statistics for number of calls in queue and longest call in queue
- Display of caller data

Cisco Unified IP Phone Agent for Cisco Unified Contact Center Express Enhanced includes all the features of Cisco Unified IP Phone Agent for Cisco Unified Contact Center Express Standard plus:

- **Work wrap-up agent state:** Agents can complete work from a previous call and, when finished, will be available to receive routed calls.
- **Agent-initiated recording:** Agents can start and stop recordings of any call on demand*.

Figure 4. Cisco Unified IP Phone Agent



Cisco Supervisor Desktop for Cisco Unified Contact Center Express

Cisco Supervisor Desktop for Cisco Unified Contact Center Express allows supervisors to perform management and agent collaboration functions directly from their desktop; management and collaboration functions include agent status, agent state control, Silent Monitoring, Barge In, Call Intercept, Chat, Team Messaging, and Record (Figure 5). The Cisco Supervisor Desktop gives the virtual contact manager an extensive list of tools to interactively collaborate with agent teams to efficiently manage and improve contact center performance metrics.

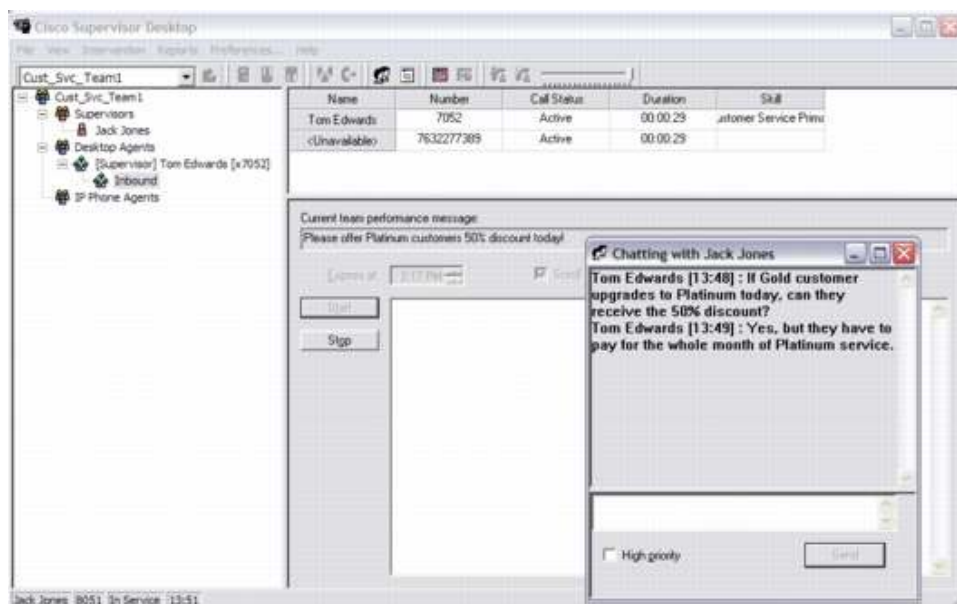
Through the Cisco Supervisor Desktop, the supervisor can view a display of agent states (log in, log out, and ready), change agent states, and view call information. Monitoring features also allow the supervisor to silently monitor agent-client interaction, status, enterprise data, and call history, as well as recorded agent-customer conversations.

When intervention or assistance is necessary, the Cisco Supervisor Desktop also provides the means to silently communicate with agents through Text Chat and with the entire team through Team Messaging.

Cisco Supervisor Desktop for Cisco Unified Contact Center Express Standard includes the following features:

- **Monitor and collaborate with agents in real time:** Improve performance and customer satisfaction through the use of advanced supervisor features:
 - **Agent monitoring:** Supervisors can monitor agent state and agent phone status with caller data.
 - **Chat:** Supervisors can use Instant Messaging capability to coach agents.
 - **Scrolling marquee team messages:** Supervisors can send text messages to broadcast important news to all agents on their team.
- **Changing the agent state:** Supervisors can change an agent from logged in to logged out or from ready to not ready.
- **Real-time display:** Supervisors can view agent and skill-group statistics.
- **Hot Desking and Extension Mobility support:** This feature gives organizations flexibility by allowing supervisors to sit at any available workplace while maintaining their unique settings.

Figure 5. Cisco Supervisor Desktop



Cisco Supervisor Desktop for Cisco Unified Contact Center Express Enhanced and Premium includes all the features of Cisco Supervisor Desktop for Cisco Unified Contact Center Express Standard plus:

- **Silent Monitoring:** Supervisors can silently monitor agent and caller interaction.
- **Barge In-Supervisors** can join any call in progress.
- **Call Intercept:** Supervisors can move any call from any agent to themselves.
- **Recording:** Supervisors can perform On-Demand Recording and playback of agent calls*.

Cisco Supervisor Desktop control of IP phone agents for Cisco Unified Contact Center Express Standard includes:

- Ability to change an agent from logged in to logged out or from not ready to ready

Cisco Supervisor Desktop control of IP phone agents for Cisco Unified Contact Center Express Premium and Enhanced also includes the following features:

- **On-Demand Recording:** This feature enables agents to record any call on demand*.
- Monitor agent status, Silent monitor, Barge In, and Call Intercept: Improve performance and customer satisfaction through the use of advanced supervisor features:
 - **Agent monitoring:** Supervisors can monitor agent state and agent phone status with caller data.
 - **Silent Monitoring:** Supervisors can silently monitor agent and caller interaction.
 - **Barge In:** Supervisors can join any call in progress.
 - **Call Intercept:** Supervisors can move any call from any agent to themselves.

Cisco Desktop Administrator

The Cisco Desktop Administrator allows system administrators to define and configure the behavior of agents' desktops and configure work flow from a centralized location. Administrators can choose which controls are visible on the agent's toolbar, define unique icons for agent toolbar buttons, configure reason codes and phone directory, and customize the user interface of agent desktops. It also allows flexible configuration of Cisco Agent Desktop to meet various operational needs and maintain overall work-flow automation efficiently and cost-effectively.

From the Cisco Desktop Administrator interface, system administrators can configure the automatic transition of agents to the next ACD state or set up automatic answering, reducing ring time and increasing agent efficiency. Keystroke macros allow administrators to easily set up routine actions that change applications and accelerate task completion, without software coding. Cisco Desktop Administrator also provides simplified administration for high-end functions, such as screen pops, task automation, reminder and utility actions, Web integration, and launch of external applications.

Cisco Agent Desktop Work Flow and Enterprise Application Integration

Cisco Agent Desktop Enhanced and Premium versions integrate easily with third-party applications without custom programming. This capability reduces call duration and allows agents to resolve a client inquiry in a single call. Events such as startup, shutdown, agent state change, ringing, answering, hang-up, and time of day can be used to trigger evaluation of work-flow rules and initiate actions.

For example, consider the following work flow:

- Step 1. A call is received by Cisco Unified Contact Center Express.
- Step 2. Call data is collected and delivered by Cisco Unified Contact Center Express to Cisco Agent Desktop.
- Step 3. Cisco Agent Desktop uses call data to execute work-flow action to retrieve customer-specific record or data from customer relationship-management (CRM) system and performs screen pop to display information to the agent prior to answering the call.

Integration actions include the following: Web integration, launch external application, and run macro action as follows:

- **Web integration action** (Premium only): Integration with applications accessible from a browser

- Call information is used as input to URL search strings for integrated browser screen pops.
- **Launch external application action:** Integration that starts custom or standard Windows applications on agent's PC and passes data to it.
 - Call information is passed to a third-party application for a screen pop.
 - Call information is sent to a Visual Basic or other external application structured to write to a third-party database or other application.
- **Keystroke macro action:** Integration with applications on the agent's PC that automates the steps for repeatable, recurring actions between Cisco Agent Desktop and Windows rich-client applications.
 - A macro executes a word-processing application for recording call data and completing notes at the end of a call.
 - A macro executes an e-mail application at the end of a call with standard sections of the e-mail message completed (the e-mail address, the subject, etc.)

Further information about third-party application integration is available at:

http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps427/prod_white_paper0900aecd804c6cdd.shtml.

Cisco Agent Desktop Software Packages

Features of the Cisco Agent Desktop software packages differ in the three versions of Cisco Unified Contact Center Express to meet the price and performance needs of today's call centers (Table 1). Each Cisco Agent Desktop software package includes the full suite of applications: Cisco Agent Desktop, Cisco Unified IP Phone Agent, Cisco Supervisor Desktop, and Cisco Desktop Administrator.

Table 1. Feature Content for Cisco Agent Desktop Software Packages

Feature Summary	Standard	Enhanced	Premium
Cisco Supervisor Desktop			
Supervisor-agent Chat	X	X	X
Change Agent State	X	X	X
Team Messages	X	X	X
Real-time skill and agent statistics, logs, and report displays	X	X	X
Silent Monitoring, Barge In, and Call Intercept		X	X
Calling and recording viewer (up to 32 simultaneous recordings/playbacks)*		X	X
Call recording and recording viewer (up to 32 simultaneous recordings/playbacks)*			X
Cisco Agent Desktop			
Agent-initiated Chat	X	X	X
Cisco IP Communicator support	X	X	X
Make a Call phone directory	X	X	X
Real-time agent report displays	X	X	X
Reason codes	X	X	X
Task buttons		X	X
Event-triggered work flows		X	X
Automated recording (as part of work flow)*		X	X

Integrated browser			X
Cisco Unified IP Phone Agent			
Caller data display	X	X	X
Queue status data	X	X	X
Reason codes	X	X	X
Work wrap-up agent state		X	X
Agent-initiated recording		X	X
Supervisor-initiated Barge In, Call Intercept, Silent Monitoring, and recording*		X	X
Cisco Desktop Administrator			
Configure CAD interface		X	X
Configure CAD work flows (run macro or launch external application)		X	X
Configure CAD work flows HTTP action			X
Configure server and desktop monitoring		X	X

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications System. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

Summary

Cisco Unified Contact Center Express offers an integrated, full-featured solution for managing customer voice contacts while retaining all the benefits of fully converged IP telephony deployment. Cisco Unified Contact Center Express meets the need for adjunct ACD as well as both formal and informal contact centers by delivering sophisticated call routing, management, and administration features for departmental, enterprise branch, or small to medium-sized enterprise customer-care needs. Three Cisco Unified Contact Center Express version options -- Standard, Enhanced, and Premium - help ensure a better match of product functions with your customer contact interaction management requirements.

Cisco Unified Contact Center Express offers ease of installation, configuration, and application hosting, as well as reduced business application integration complexity, ease of agent administration, increased agent flexibility, and network hosting efficiencies.

Cisco Agent Desktop software suite provides agents, supervisors, and administrators with powerful tools to increase productivity and reduce costs in the contact center. Cisco Supervisor Desktop provides the management framework for monitoring, coaching, collaborating, and training centralized or virtual teams in performance metrics. Cisco Agent Desktop provides accurate information to agents' desktops for more efficient, personalized call handling. It can also reduce wait times and hold times and facilitate quicker call resolution, leading to enhanced customer experience and improved customer satisfaction. Transparent integration to Cisco Unified Contact Center Express allows companies to quickly and easily deploy CTI and desktop work-flow functions at new locations as customer contact operations expand -- continuing the evolution toward a true customer interaction network.

* The actual maximum number of simultaneous Recording or Silent Monitoring sessions that can be deployed on a given hardware server depends on the performance and capacities of that server as well the number and type of other features also deployed on that server. Your Cisco or Cisco partner account team can assist you in determining the maximum number of simultaneous Recording or Silent Monitoring sessions available for your deployment.



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