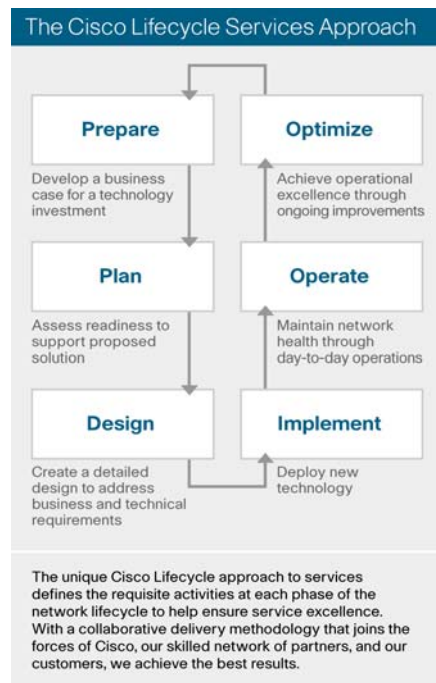


Unified Contact Center Optimization Service

Cisco® Unified Contact Center Optimization Services, helps your Cisco Unified Contact Center system operate at peak performance.



Service Overview

Delivering the highest levels of customer care is critical to the success of your company. Your customer contact center plays a pivotal role in ensuring the best possible customer experience. However, even if your contact center operations are meeting service levels today, customer needs and expectations for service can change rapidly in today's competitive environment. IT departments are under constant pressure to tune and adapt the performance of contact center operations to keep up with new service targets and changing business needs. These adjustments may be needed to support the introduction of new applications and services, or meet tougher goals for operational efficiency, availability, security, lower total cost of ownership, and other technical and business requirements.

The Cisco Unified Contact Center system provide an open, strategic platform that supports your company's ability to continually evolve services to meet changing business needs and customer expectations. The Cisco Unified Contact Center Optimization Service helps you optimize and adapt your Cisco contact center system by taking advantage of Cisco best practices and engineering expertise. Using the wealth of Cisco technical knowledge and intellectual property, engineers review and assess critical technical and business issues affecting your Unified Contact Center. The Cisco engineering team becomes a highly effective liaison, bridging the knowledge gaps within your IT staff to optimize your Cisco Unified Contact Center system and strengthening your investment in your Cisco platform.

The Cisco Unified Contact Center Optimization Service includes five activities to help you continually improve the performance of your Cisco Unified Contact Center:

- Cisco Unified Contact Center architecture review
- Cisco Unified Contact Center unscheduled change support
- Cisco Unified Contact Center software recommendation review
- Cisco Unified Contact Center performance tuning
- Cisco Unified Contact Center knowledge transfer and mentoring

These services can help your Cisco Unified Contact Center system operate at the highest performance levels and achieve its maximum service potential. Periodic system analysis verifies that your Cisco Unified Contact Center system has been designed and configured to operate smoothly and at optimum levels based on the needs of your business. Analyzing performance levels helps avoid potential problems and improve network functions overall. Software analysis also prevents applications from becoming outdated and confirms whether you have the most current features and the appropriate software for your system. Several of these activities result in recommendations that Cisco or our certified partners can help you implement if you require assistance.

Cisco Unified Contact Center Architecture Review

An architecture review helps validate that your Cisco Unified Contact Center system continues to meet your business requirements. Cisco can assess your existing Cisco Unified Contact Center system and establish a benchmark for your system. We analyze gaps between your system's current service levels and your target service levels, and make recommendations for evolving your system to address those gaps.

Cisco Unified Contact Center Unscheduled Change Support

If an issue arises with your Cisco Unified Contact Center, you need it resolved quickly. A dedicated Cisco engineer familiar with your contact center system can provide an accelerated response to manage resolution of any Cisco Unified Contact Center Priority 1, Priority 2, or Priority 3 Cisco Technical Assistance Center (TAC) case. We can review the documented open-events cases with the Cisco TAC and track them to resolution while keeping you informed of progress. At case closure, we take the work of the TAC a few steps further, summarizing the issue and how it originated and was resolved and recommending measures for preventing similar issues in the future.

Cisco Unified Contact Center Software Recommendation Review

As your business requirements evolve, your Cisco Unified Contact Center system is likely to evolve as well. Cisco can work with your staff to assess your Unified Contact Center system and application software and identify feature, functionality, and availability requirements to account for in your software strategy. Because your system performs most effectively when its applications are up-to-date, we also recommend new Cisco software releases, changes, and upgrades.

Cisco Unified Contact Center Performance Tuning

Cisco can help you keep your Cisco Unified Contact Center system highly available, secure, and performing efficiently by analyzing system performance to gain a holistic view of your converged network relative to a performance baseline. An audit report describes findings and provides recommendations for improving system performance with respect to hardware, software, system configuration, and overall functionality.

Cisco Unified Contact Center Knowledge Transfer And Mentoring

You can improve your ability to support your Cisco Unified Contact Center system by receiving targeted, timely information on topics such as review of new features and capabilities, or troubleshooting techniques. A Cisco engineer with Cisco Unified Contact Center expertise and experience with networking environments like yours works with you to define the topics to cover and can conduct quarterly technical "whiteboard" sessions remotely or on site.

Table 1 shows the features and benefits of the Cisco Unified Contact Center Optimization Service activities.

Table 1. Cisco Unified Contact Center Optimization Service Features and Benefits

Activities	Deliverables
Cisco Unified Contact Center architecture review	<ul style="list-style-type: none"> • Assess existing contact center strategies • Review disaster recovery and backup plans • Conduct gap analysis • Review and verify PSTN call flows • Identify future technology requirements • Review changes
Cisco Unified Contact Center unscheduled change support	<ul style="list-style-type: none"> • Analyze contact center issues and understand impact on the business to ensure TAC has required information to resolve the case • Analyze TAC fix recommendations to ensure that they are relevant to your environment • Where necessary, assist TAC with lab validation of any proposed fix • Summarize the issue, how it arose, resolution, and how similar issues could be prevented in the future • Manage TAC resolution of 20 escalations entered as a P1 or P2 TAC case or a P3 TAC case when your IT staff feels that TAC response has not been expedient
Cisco Unified Contact Center software recommendation review	<ul style="list-style-type: none"> • Identify and document the software versions of the your Unified Contact Center system • Review and provide recommendations of your contingency plans for transitioning the current software to new Unified Contact Center Software releases • Identify new Unified Contact Center software releases or revisions that may improve your Unified Contact Center environment • Review whether scheduled events such as hardware upgrades might require software changes to maintain performance
Cisco Unified Contact Center performance tuning	<ul style="list-style-type: none"> • Perform an audit to assess the current Cisco Unified Contact Center system including: <ul style="list-style-type: none"> ◦ Infrastructure ◦ Application Software ◦ System configuration and functionality • Assist in defining contact center system-specific performance criteria • Collect key Unified Contact Center performance data • Provide recommendations on tuning the performance of the Unified Contact Center system
Cisco Unified Contact Center knowledge transfer and mentoring	<ul style="list-style-type: none"> • Help IT staff to achieve knowledge required to manage, and maintain contact center system, including troubleshooting techniques <ul style="list-style-type: none"> ◦ Knowledge transfer and mentoring customized to target specific customer needs ◦ Backup procedures ◦ Monitoring techniques ◦ Support tools and proper utilization ◦ Best practices

Benefits

Cisco Unified Contact Center Optimization Services help you continually optimize and adapt your contact center operations to meet changing business and customer requirements.

- Improve the performance of your Cisco Unified Contact Center system by assessing your current contact center strategies to identify gaps in meeting target service levels and tuning the complete contact center environment to meet performance targets.
- Improve availability by managing escalation of contact center issues to achieve resolution and prevent similar issues in the future
- Prepare for new applications, services, and upgrades by identifying software releases or revisions that may improve contact center operations
- Enhance operational efficiency by taking advantage of knowledge transfer and mentoring to help your IT staff better use, manage, and maintain your Cisco Unified Contact Center system.

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

For more information about Cisco Unified Contact Center Services, visit http://www.cisco.com/en/US/products/ps6900/serv_group_home.html or contact your local account representative. Contact your local account representative for details about Cisco Unified Contact Center Services availability in your area.

Cisco Services.
Making Networks Work.
Better Together.



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