



Cisco Unified Contact Center Solutions

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Contact Center Enterprise Solutions



Note The first four chapters of this book are for anyone who wants to get familiar with the contact center enterprise solutions:

- Packaged Contact Center Enterprise
- Cisco Hosted Collaboration Solution for Contact Center
- Unified Contact Center Enterprise

For information about design considerations and guidelines specific to Packaged CCE, see the remaining chapters.

Cisco contact center enterprise solutions support several deployment models to meet various business needs. Choose the deployment model that fits your needs.

Cisco offers these contact center enterprise solutions:

- Cisco Packaged Contact Center Enterprise Solution—A predesigned solution for up to 12000 multichannel agents
- Cisco Hosted Collaboration Solution for Contact Center—For Service Providers who offer cloud contact center solutions for up to 24000 multichannel agents
- Cisco Unified Contact Center Enterprise Solution—For enterprise customers who need scale and flexibility for up to 24000 multichannel agents

All of the contact center enterprise solutions use a redundant architecture for high availability and solution serviceability. They provide a comprehensive feature set, including:

- Call processing and call control
- Web chat, email, and callback

- Social media monitoring
- Rich VRU and routing scripting
- Interactive voice and video response unit
- Voice and video recording and streaming
- Agent selection and queuing
- Web-based agent and supervisor desktops
- Comprehensive reporting

Packaged Contact Center Enterprise

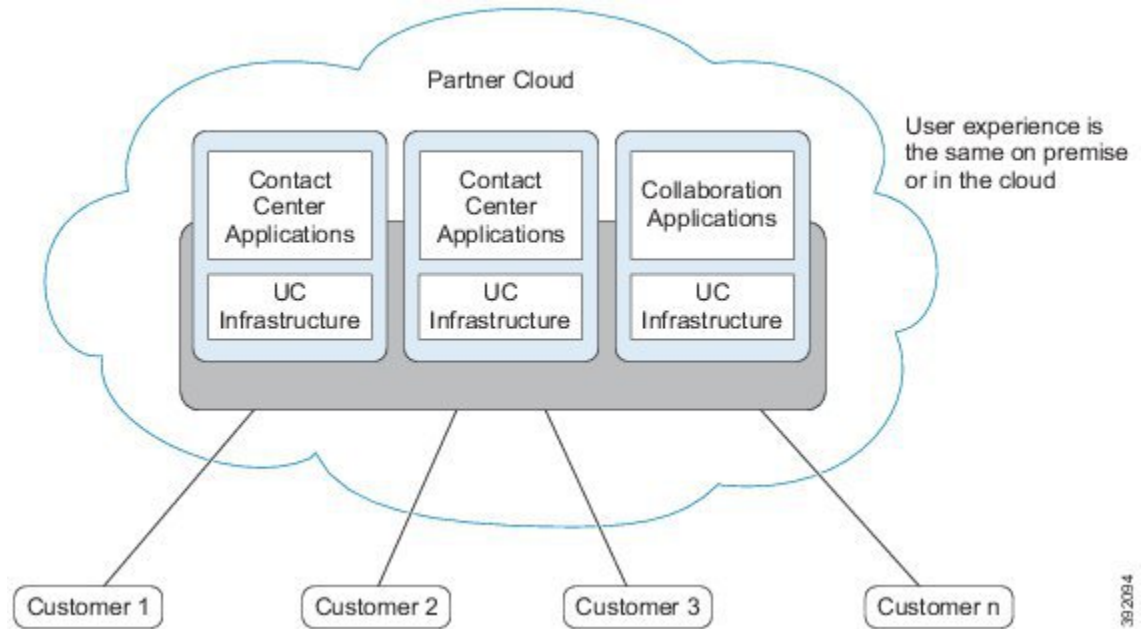
Cisco Packaged Contact Center Enterprise (Packaged CCE) is a predefined deployment.

If your requirements fit the boundaries of the solution, Packaged CCE simplifies some major features of your deployment. Enjoy the advantages of a simplified management interface and reduced time to install. The solution supports up to 12,000 concurrent active agents.

Hosted Collaboration Solution for Contact Center

Cisco Hosted Collaboration Solution for Contact Center (Cisco HCS for Contact Center) is designed for service providers who offer hosted contact center services to their end customers. Cisco HCS for Contact Center deployments can support small to large end customers. As a service provider, you operate the solution for your end customers. This contact center enterprise solution enables your end customers to tap into the applications and services of the Cisco Hosted Collaboration Solution. Cisco HCS for Contact Center enables you to deliver the capabilities of a contact center enterprise solution as a cloud service to the market with shared aggregation and administration layers across tenants, such as CUBE, ASA, Unified CCDM, UCDM, and Prime Collaboration Assurance..

Figure 1: Cisco HCS for Contact Center



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Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise (Unified CCE) offers industry-leading routing capabilities and CTI capabilities. Unified CCE provides the options to support a single-site or a multisite environment.

Unified CCE supports multiple Unified CM clusters. You can also network multiple Unified CCE instances together for greater system capacity.

Contact Center Enterprise Solution Comparison

This table highlights the differences between the contact center enterprise solutions:

Table 1: Comparison of Contact Center Enterprise Solutions

Feature	Packaged CCE	Cisco HCS for Contact Center (for a single instance)	Unified CCE (for a single instance)
Deployments and Scalability	Preconfigured Reference Designs (2000, 4000, and 12000 agents) Avaya PG and ICM-to-ICM Gateway as a Non-Reference Design (4000 and 12000 agents)	Preconfigured Reference Designs (2000, 4000, 12000, and 24000 agents) ¹	Reference Designs (2000, 4000, 12000, 24000 agents, and Contact Director [24000 agents across 3 instances]) Non-Reference Design deployments

Feature	Packaged CCE	Cisco HCS for Contact Center (for a single instance)	Unified CCE (for a single instance)
Hardware	<p>Tested Reference Configuration (B-Series and C-Series)</p> <p>Spec-based UCS support (B-Series and C-Series)</p> <p>Spec-based (Non-UCS), third-party hardware support</p>	<p>Tested Reference Configuration (B-Series and C-Series)</p> <p>Spec-based UCS support (B-Series and C-Series)</p>	<p>Tested Reference Configuration (B-Series and C-Series)</p> <p>Spec-based UCS support (B-Series and C-Series)</p> <p>Spec-based (Non-UCS), third-party hardware support</p>
Architecture			
Configuration and Administration tools	Gadget-based CCE Administration and other tools	Partial gadget-based CCE Administration, Unified Contact Center Domain Manager, ICM Configuration Manager, and other tools	Partial gadget-based CCE Administration, Unified Contact Center Management Portal, ICM Configuration Manager, and other tools

¹ Includes the 500 Agent variation of 2000 Agents and the Small Contact Center variation of 4000 Agents. The only Non-Reference Design element that Cisco HCS for Contact Center supports is the Avaya PG.