Disclaimer

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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.
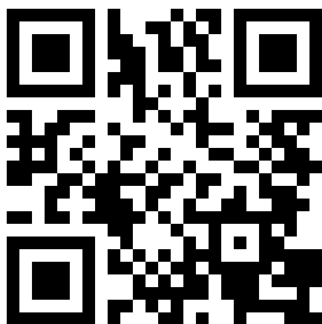
Agenda

- UCCE Solution Review (30 min)
  - Market View
  - Product Overview
  - Key Components

- Product Update (40 min)
  - UCCE v11.0 Features & Roadmap
  - CVP v11.0 Features & Roadmap

- Question & Answer (15 min)

Session Polls

- Activate Events Application and Select CLUS
- Click "Sessions" Icon
- Search for BRKCCT-1051
- Select "Polls" Icon
- Polls ar

Cisco Events

Session Polls

- Activate Events Application and Select CLUS

- Click "Sessions" Icon

- Search for BRKCCT-1051

- Select "Polls" Icon

- Polls and Realtime Q&A

Session Polls

- Activate Events Application and Select CLUS

- Click "Sessions" Icon

- Search for BRKCCT-1051

- Select "Polls" Icon

- Polls and Realtime Q&A

Session Polls

- Activate Events Application and Select CLUS

- Click "Sessions" Icon

- Search for BRKCCT-1051

- Select "Polls" Icon

- Polls and Realtime Q&A

Contact Center Magic Quadrant- 2014

Cisco ranked highest in Ability to Execute

The Magic Quadrant is copyrighted **May 2014** by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Source: Gartner *Magic Quadrant for Contact Center Infrastructure, May 2014*

Drew Krauss, Steve Blood, Sorell Slaymaker

This Magic Quadrant graphic was published by Gartner, Inc. as part of a larger research note and should be evaluated in the context of the entire report.

Industry Recognition

2015 CRM Service Awards

Winner in Contact Center Infrastructure: Cisco

Winner in Interactive Voice Response: Cisco

"As in years past, analysts again credited Cisco Systems with having the most robust CCI offering by far."-- CRM Magazine

"[Cisco] is demonstrating innovation and a market responsiveness that is not common among big companies."
-- Paul Stockford in CRM Magazine

The CRM Service Awards are judged by industry analysts who are not compensated for their inputs.

Cisco Unified Contact Center

IVR

Voice **Video**

Email

Chat

Social Media

| Customer Voice Portal | Inbound / Outbound | E-Mail Interaction Manager | Web Interaction Manager | SocialMiner |

Contact Center Enterprise

Intelligence Center

MediaSense

Finesse (desktop and web API)

360 Degree View of Customer

Cisco live!
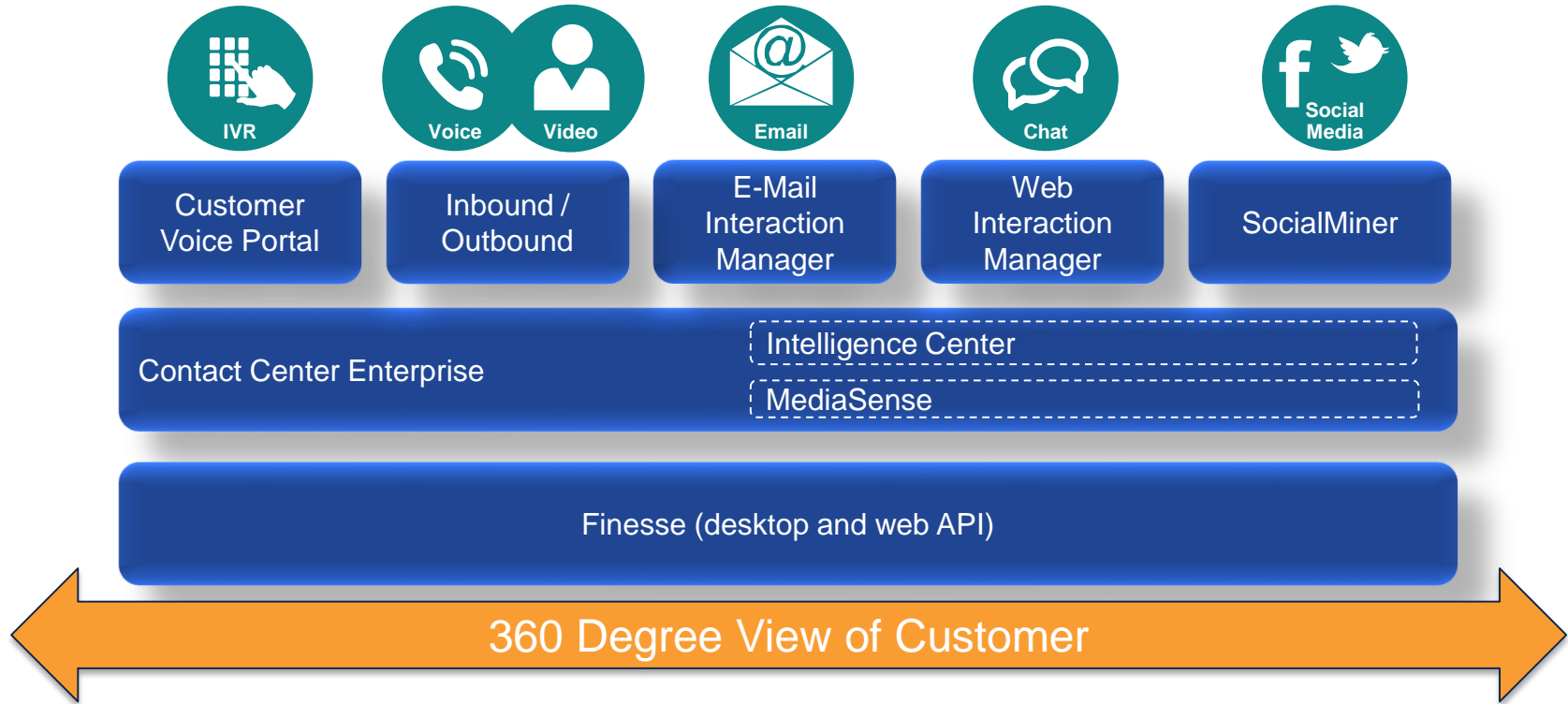
Customer Voice Portal (CVP)

Network-based Self-Service, Queuing

The Cisco Customer Voice Portal provides an industry-standard VXML call processing platform to provide advanced speech/self-service applications. With an Eclipse-based service creation environment, it provides a rich web-services experience

CVP leverages the power of the Cisco network, using the built-in VXML browser capability of the Cisco Voice Gateway – allowing for caller treatment anywhere on the network without having to bring the call to a central IVR "box"

CVP provides advanced features such as:

Courtesy Call Back	Allows callers in queue to hang up and be called back when an agent is free to help them	Improves customer satisfaction, reduces telco costs for queued calls, improves agent efficiency
Post-Call Survey	Automatically sends the caller to a survey at the end of the call	Increases survey participation, more immediate results, less expensive, uses existing call
Video Integration	Allows agent and caller to interact with Video	Improves customer experience with more visual interaction
SIP Header/UUI Integration	Allows 3rd party systems to include data in call messaging	Improves interoperability with 3rd party / outsourced systems and lowers costs for integration

Finesse Agent Experience

A container application that reduces cost of integration

Configurable Tabs

Administrators define tab names

Agent State Controls

Finesse Gadgets

Administrators define which gadgets go on each tab

Cisco Unified Intelligence Center (CUIC)
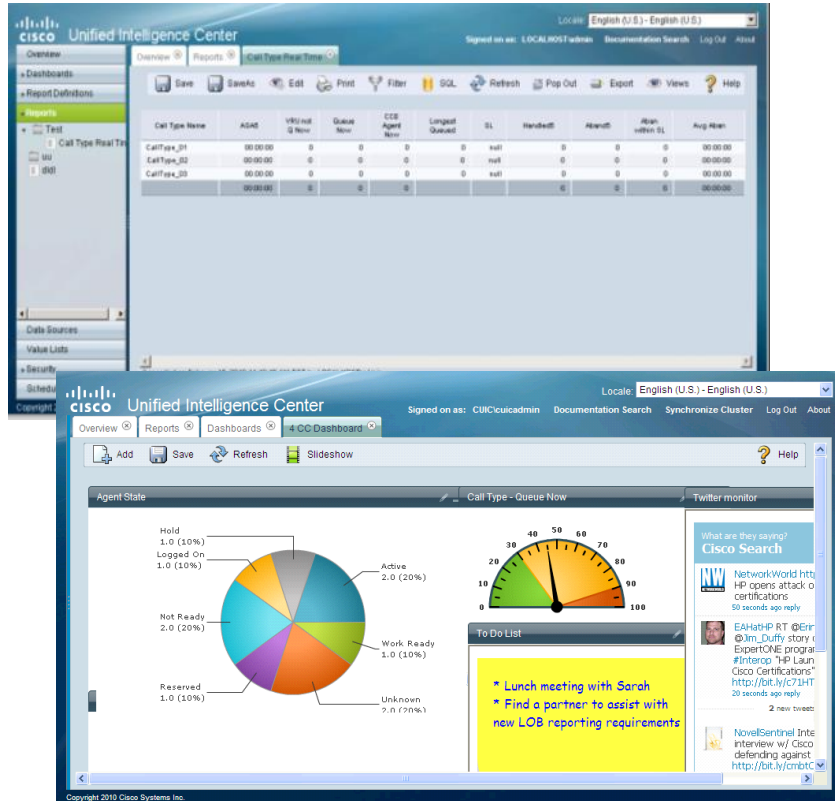
- Customizable presentation layer cross product
- Present real-time and historical data in a single dashboard to reduce manual steps
- Reduce manual consolidation of real-time and historical data by presenting it in a single dashboard
- Wizard-based interface extends reporting to data sources inside and outside the contact center
- Link reports to provide controlled access to drill down, up and across

E-mail Interaction Manager (EIM)

Voice Controls
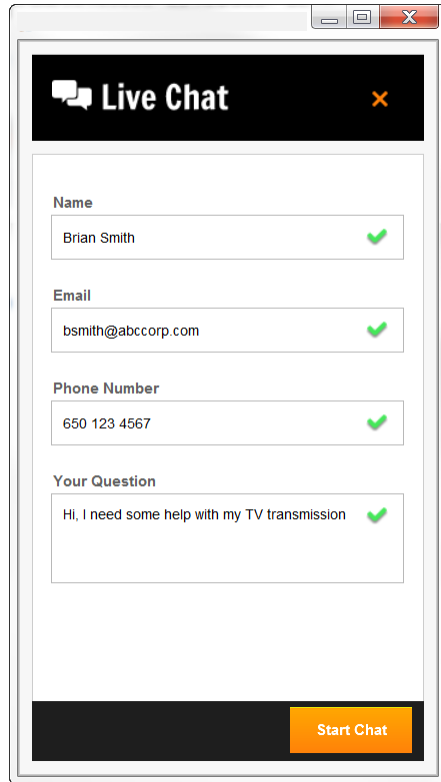
Data Adapters, Knowledge Base, Customer History, etc.

E-mail / Chat Inbox

E-mail / Chat Response

Web Interaction Manager (WIM)

Cisco SocialMiner

Social Media Customer Care

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

twitter

YouTube

Blogger™

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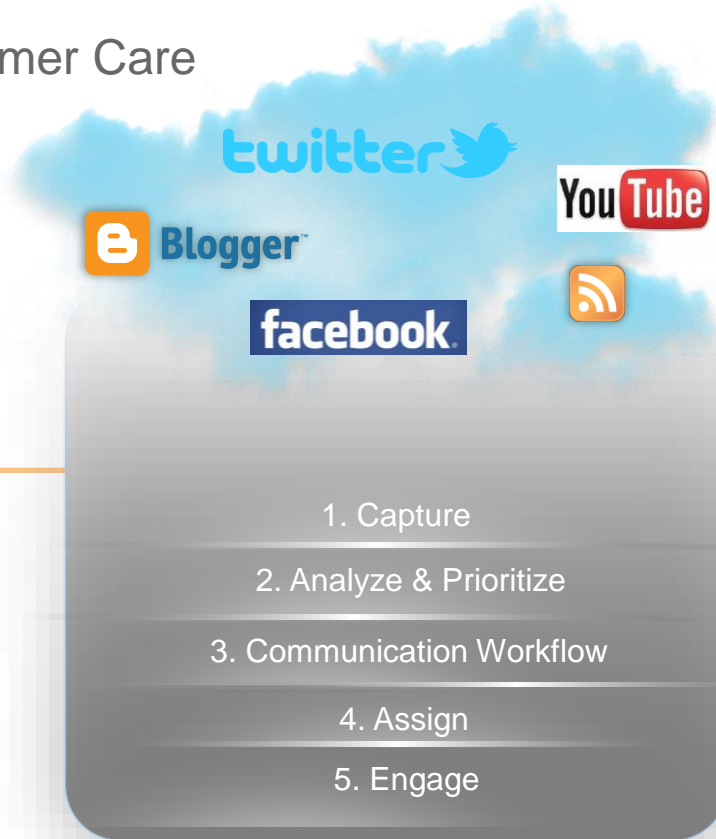
- Enable proactive customer service by queuing and assigning social web posts to appropriate staff
- Complement brand monitoring dashboards

1. Capture

2. Analyze & Prioritize

3. Communication Workflow

4. Assign

5. Engage

Customer

Cisco SocialMiner

Cisco Unified Contact Center

Social Media Customer Care Agent

MediaSense

- SIP Interface
  - Listens for SIP calls
  - Record and playback audio and video

- Search and Play
  - Search all recordings in a cluster
  - Playback & Storage of recordings
  - Live stream actively recording sessions

- API
  - REST-like APIs to video-enable apps
  - Get recording events
  - Pause recording (compliance)
  - Retrieve recordings for archival

SIP

Search
And
Play

APIs
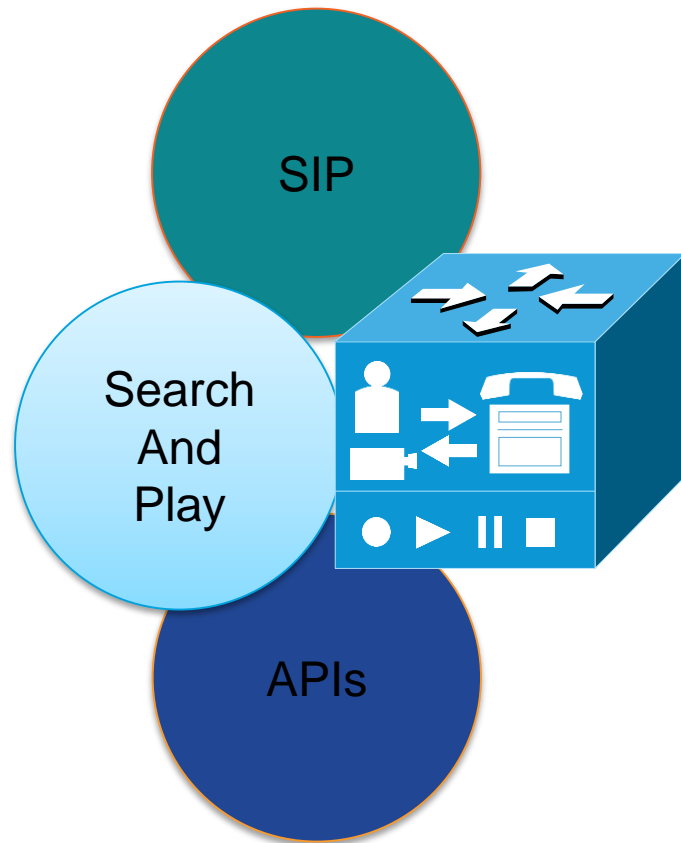
Contact Center Management Portal

- Unified provisioning of Contact Center and CUCM

- Partitioned System Supporting 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
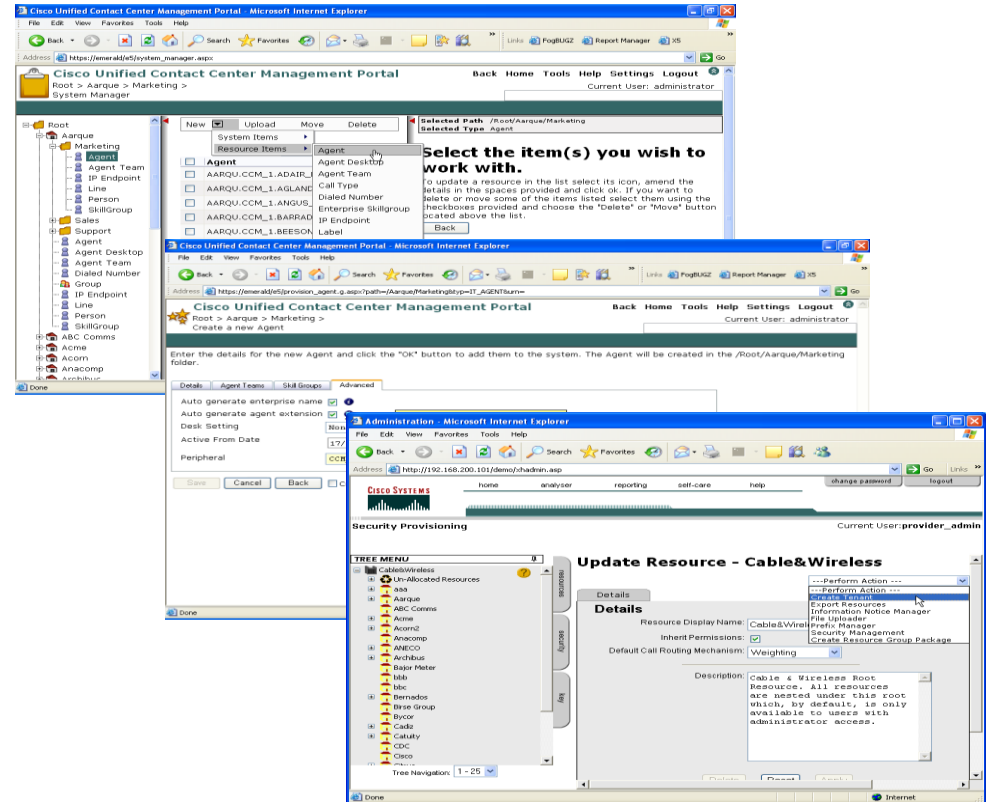
Integrated Outbound

- Call by Call blending

- Dialing modes
  - Preview
  - Progressive
  - Predictive

- Campaigns
  - Agent-based
  - CVP-based

Remote Expert

Kiosk

REMOTE AGENT

Video Chat Now!

You Can Afford that RV!
Let us show you how

Sees the Message
Video Chats with Expert

Immersive

Video Chat Now!

Video Chat Now!

Video Chats with Expert
Makes the Purchase

Home

Video Chat Now!
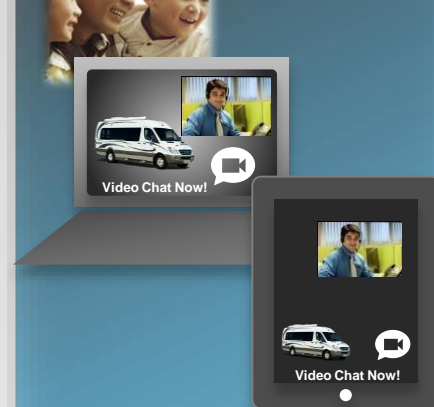
Video Chat Now!

Confers with Family
Video Chats with Expert

Intelligently routes to first available and best expert

Cisco Unified Customer Collaboration Platforms

Target Markets

| | CONTACT CENTER & SELF SERVICE | AS A SERVICE |

Service Provider

Enterprise

SMB / Mid-Market

Cisco Unified Contact Center Enterprise (CCE)

Cisco Packaged CCE

Cisco Contact Center Express (CCX)

Cisco Hosted Collaboration Solution for Contact Center (HCS for CC)

CLOUD EXTENSIONS

Context Service

Cisco live!
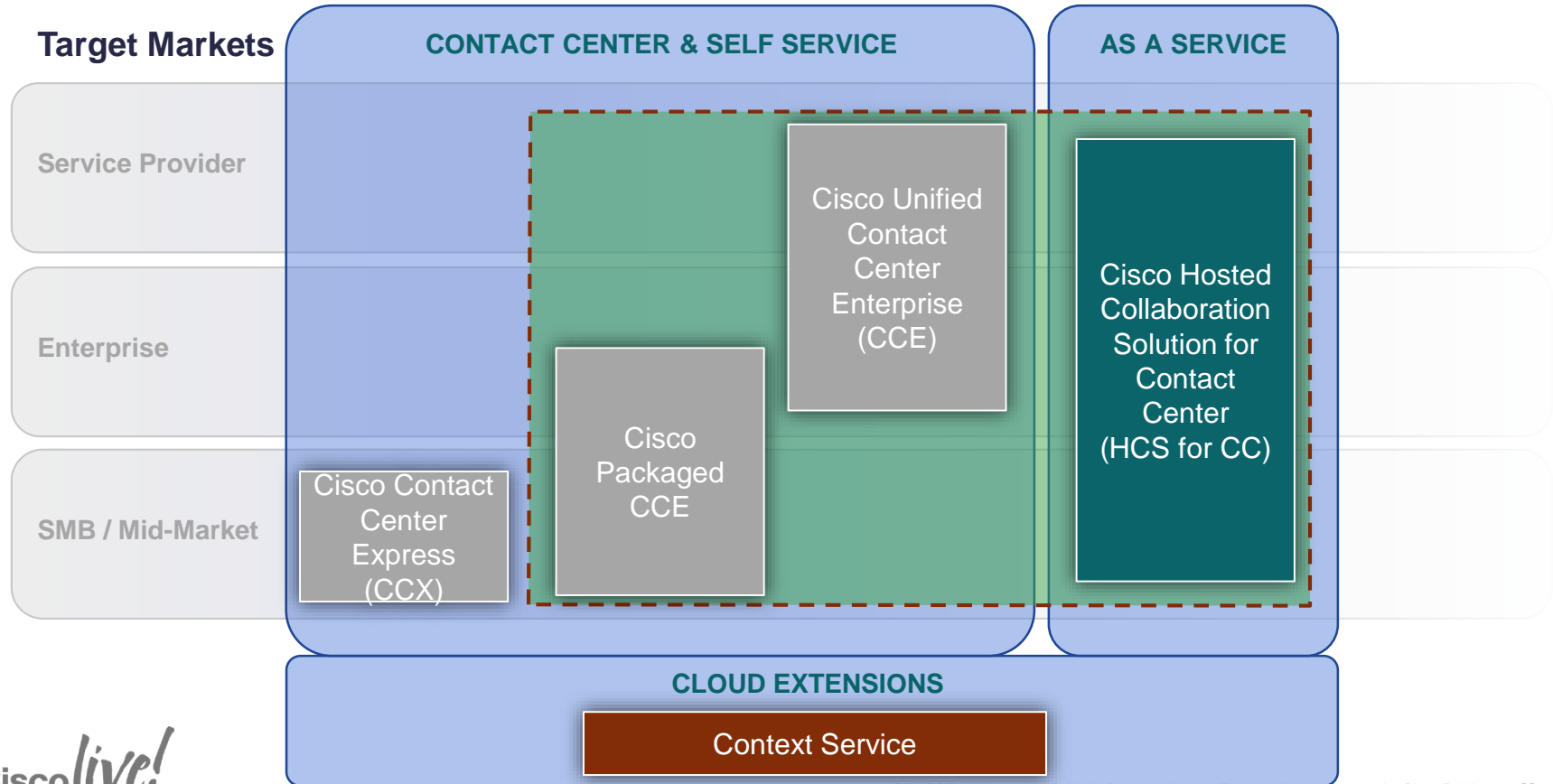
Packaged Contact Center Enterprise (PCCE)

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 and bounded solution
- Up to 1000 Agents
- Single box deployment (two for redundancy)
- Simplified Management Interface
- Replicable, lower-touch approach for high volume

Unified CCE

- 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

Packaged Deployment Up to 1000 agents on Cisco

- Call Routing (CCE)
- Outbound Option
- Reporting (UIC)
- Call Control (UCM)
- Self-Service (CVP)
- Desktop (Finesse)

Options Available

- Multichannel
- Social Media
- Video
- Speech
- Recording
- Ext. HDS

Optional Migration

Full CCE Deployment

- 12,000 Agents
- ICM
- TDM
- VIM
- RSM
- Etc.

UCCE v11.0(1)

IPv6 End-Point Support

Two-Phase Rollout

- Phase 1: IPv6 Dual Stack Media Support for voice, video, IM and Presence.

- Phase 2:
  - Selected Endpoints IPv6 only with IPv4 feature parity with dual stack applications Servers. IPv6 via Configuration change.
  - IPv6 Support for Operation and Maintenance.

Unified CCE IPv6 Architecture
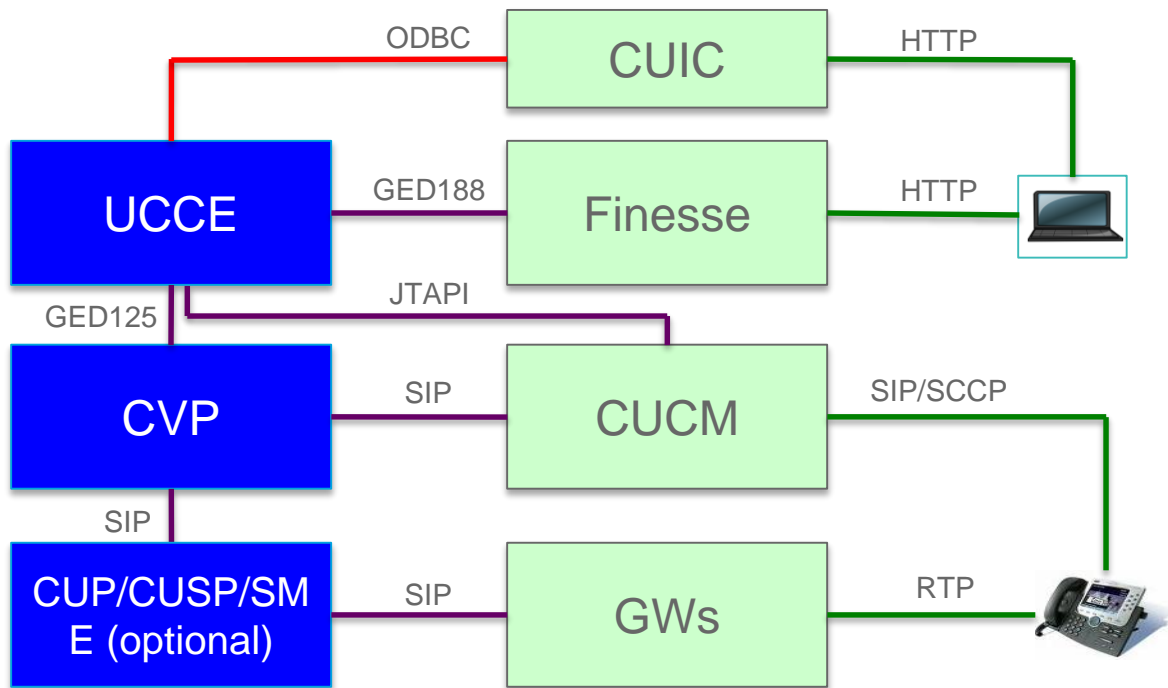
11.0: No CAD, CTIOS, MTP, MA, IP-IVR, MediaSense

Diagram elements:

- **CUIC** connected to **UCCE** via ODBC (red/IPv4 Only)
- **CUIC** connected to laptop via HTTP (green/Dual Stack)
- **UCCE** connected to **Finesse** via GED188
- **Finesse** connected to laptop via HTTP (green/Dual Stack)
- **UCCE** connected to **CVP** via GED125
- **UCCE** connected to **CUCM** via JTAPI
- **CVP** connected to **CUCM** via SIP
- **CUCM** connected to phone via SIP/SCCP (green/Dual Stack)
- **CVP** connected to **CUP/CUSP/SME (optional)** via SIP
- **CUP/CUSP/SME (optional)** connected to **GWs** via SIP
- **GWs** connected to phone via RTP (green/Dual Stack)

Legend:
- Dual Stack (green)
- IPv4 Only (red)
- IPv4 only Servers (blue)
- IPv6 Aware over IPv4 (purple)

Live Data in Unified CCE 11.0

- Statistics updated as events occur: individual cells update instead of entire report

- Available in Intelligence Center and Finesse Agent

Feature and Capacity with Live Data

Feature / Capacity Item	UCCE 11.0 with Live Data
CUIC Real-time Report Refresh	Live Data report cells update as events occur. Some statistics, like Calls in Queue, are aggregated every 3 seconds for readability.
Finesse Agent Real-time stats	Agent, Agent Skill Group, Skill Group and Precision Queue reports
CUIC clients per Unified CCE	800 CUIC users + 12,000 Finesse Agents
Additional Statistics available: Agent	Active and Non-Active skills, Not Ready Reason Codes, Media
Additional Statistics available: Skill Group and Precision Queue	ToDay and ToInterval Stats for Calls Handled, AHT, Logged On, Ready and Not ready Agents

Video Contact Center with Jabber Guest

Consumer Experience	Real-Time Expert Help
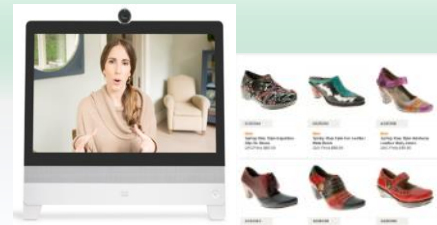
Required Components

Guest User Experience	Enterprise DMZ	Enterprise Network
• Desktop browser • Mobile application • SDK (mobile app, web-based)	• Cisco® Expressway –E (OR VCS –E)	• Jabber® Guest virtual machine • Cisco Expressway –C (or VCS –C) • CUCM and registered TP endpoints • Unified CCE or Packaged CCE • MediaSense

Agent Devices
Video Contact Center and Remote Expert

C-Series	MX-Series	SX-Series	DX-Series

9900 Series*	8900 Series*	EX-Series	Jabber for Windows & Mac

* Video Contact Center only

Outbound Option

- Support for CUBE with CPA with IOS 15.5(3)M
  - 10.5(2) support with IOS 15.5(2)T

- New Reports:
  - Consolidated Outbound Call reports for
    Agent and IVR based campaigns with Call Dispositions

- Support for up to 600 Campaigns

- Improved Dialer/Campaign manager communication improves stability

- Enhancements to Personal Callback feature improves agent productivity

- Introducing support to Latin America market with E1 R2 signaling

- Serviceability:
  - New Perfmon counters for Port and Agent utilization
  - New Dialer Call Results for additional SIP error codes

Contact Sharing Logical View

Horizontal Scaling for our largest customers

IVR for Self-Service (CVP)
No Queuing

Live Data

Live Data

Calls

UCCE
Queuing and Agent Handling

UCCE
Queuing and Agent Handling
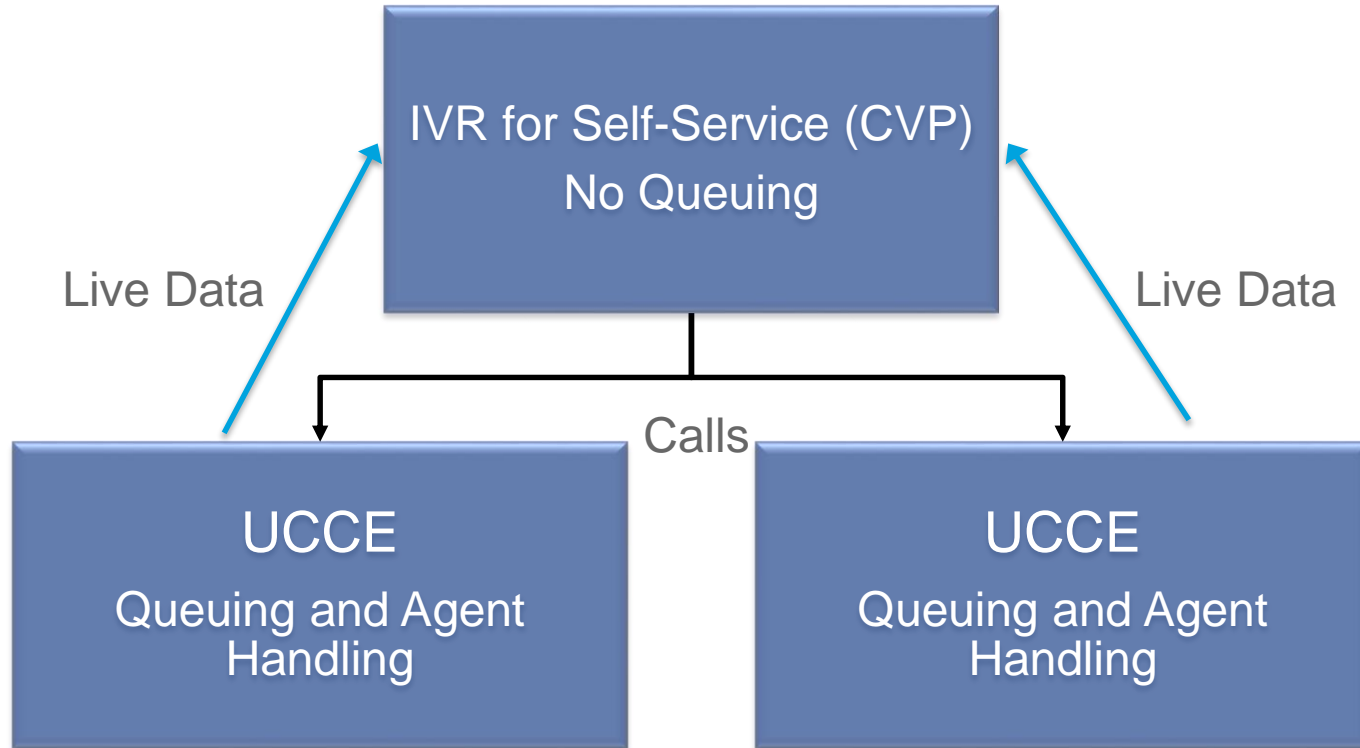
Prime Contact Center Assurance Module

- Added support for Unified CCE/HCS in 10.5

- Unified CCE Instrumentation completed in 11.0

- Pre-requisite: Prime Collaboration Assurance Advanced (monitoring endpoints and infrastructure)

Provisioning
Simplified deployment and configuration

Analytics
Long term trending and analytics

Assurance
Continuous monitoring and diagnostics

Additional Enhancements

- New Configuration Limits
  - Call Type Skill Groups per interval: 30,000
  - System-wide Max Config Agents: 72,000
  - System-wide Max Skill Group: 27,000
  - Max Agents per Peripheral: 12,000
  - Max Skill Groups per Peripheral: 4,000

- Precision Routing for Hybrid Deployments with ICM
  - Support 3rd-party ACD, not assigning 3rd-party agents with PQ attributes

- TCP Heartbeat replaces UDP Heartbeat/TCP Keep-alive

- Enhancements to failover Type 10 VRU Peripherals

- CTI Server Message Protocol Updates

Unified CCE 11.0 Software Updates

- Desktop: Windows 7, Windows 8.1, OS X

- Server: Windows 2012 Standard

- Database: SQL Server 2014 Standard & Enterprise
  - (EIM/WIM SQL Server 2012)

- IOS 15.5.3M, XE-IOS 3.16

- Browsers IE10, IE11, FF31 ESR
  - (IE9 for legacy CCE tools)

- JRE 1.7-45 / Tomcat 7.0.54

Unified CCE 11.0 Hardware Updates

- New BE6000HD, BE7000H

- VMware: ESXi 5.1, 5.5

- Virtualization Wiki:
  - CCE http://docwiki.cisco.com/wiki/Unified_Contact_Center_Enterprise
  - CVP http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Customer_Voice_Portal

New Telephones

- 7811 entry level 78xx

- 7821, 7841, 7861 (refresh)

- 8811 (monochrome) entry level 88xx

- 8841, 8851, 8861 line refresh

- Also: 8851NR, 8845 / 8865 Video

Compatibility Tool

Unified CCE Compatibility & Upgrade Tool

Documents | Tools | Contact | v0.2

UCCE 11.0(1) | UCCE 10.5(x) | UCCE 10.0(x) | UCCE 9.0(x) | UCCE 8.5(x) | UCCE 8.0(x) | UPGRADES

CUCM 11.0(1) | CUCM 10.5(x) | CUCM 10.0(x)

CENTRAL CONTROLLER	PG CTI SVR	CVP	IP-IVR	FINESSE	CTIOS SERVER	CTIOS CLIENT	CAD	CUIC	EIM/WIM	RSM	CCMP	SOCIAL MINER	MEDIA SENSE
11.0(1)	11.0(1) 10.5(1) 10.0(1)	11.0(1)	11.0(1) 10.6(1) 10.5(1) 10.0(1)	11.0(1)	11.0(1) 10.5(1) 10.0(1)	11.0(1) 10.5(1) 10.0(1)	10.0(2)	11.0(1)	11.0(1)	11.0(1) 10.0(1)	11.0(1)	11.0(1)	11.0(1)

NOTES:

- PG, CTI Server and CTIOS versions must all be at the same version
- PG, CTI Server, CTIOS, and CTIOS desktop versions cannot be higher than the Central Controller version
- CAD and CTIOS are supported for existing deployments only. New customers must deploy Finesse.
- CUCM 11.0(0) is only supported with UCCE 11.0(1) PG
- UCCE 11.0(1) Central Controller supports PGs running at the following versions for backward compatibility during upgrade: 10.5(x), 10.0(x)

Phones | Gateways | Virtualization | Platform | Web

Model	11.0(1)	10.5(x)	10.0(x)	9.0(x)	8.5(x)	8.0(x)
MX800 MX700 MX300G2	✓	✓				
SX-Series	✓	✓				
DX80 DX70	✓	✓	✓			
DX650	✓	✓	✓	✓		
EX-Series	✓	✓	✓	✓		
CTS-500		✓	✓	✓		
C-Series	✓	✓				
99XX	✓	✓	✓	✓	✓	✓
89XX	✓	✓	✓	✓	✓	✓
8861 8851 8841	✓	✓	✓	✓		
8811	✓	✓				

Unified CCE 11.0 Installation Paths
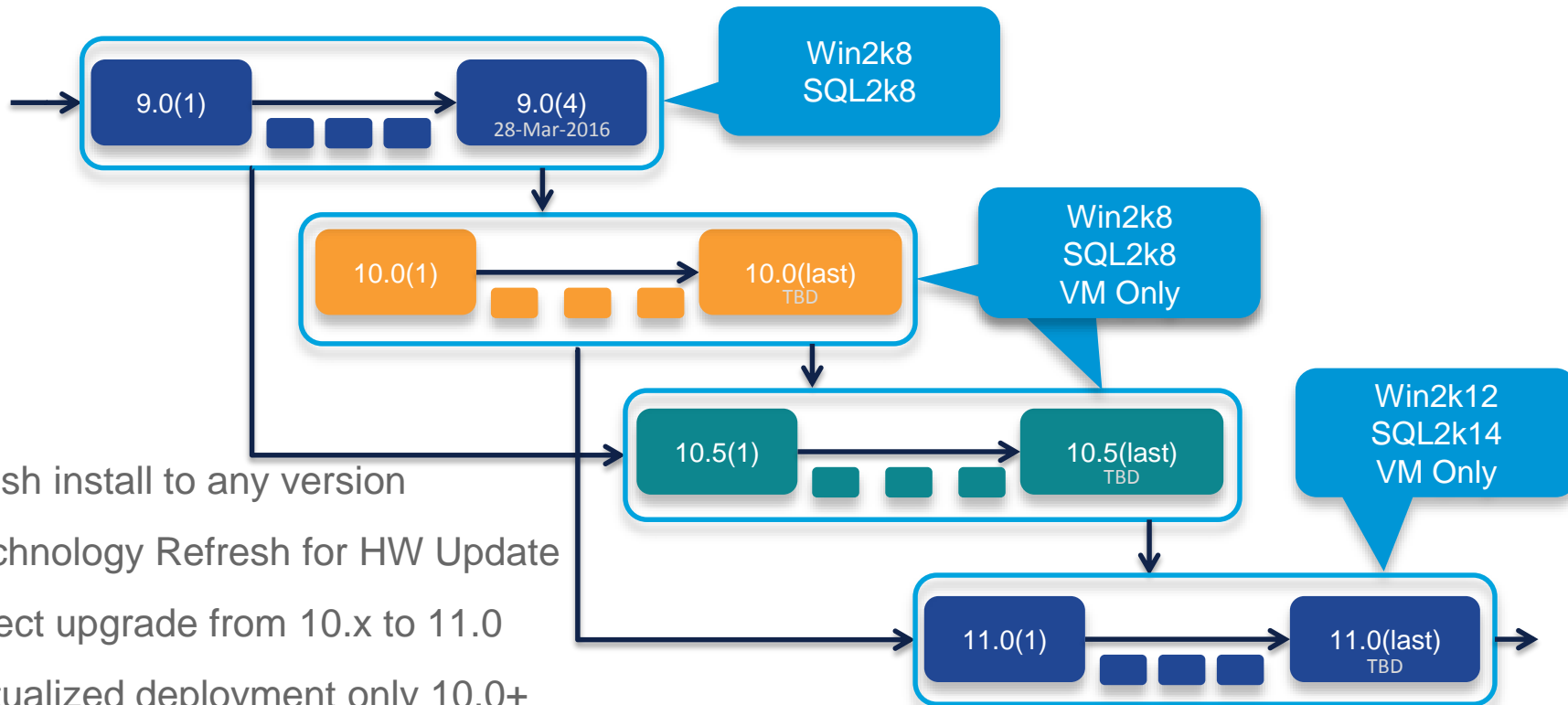
- Fresh install to any version
- Technology Refresh for HW Update
- Direct upgrade from 10.x to 11.0
- Virtualized deployment only 10.0+

Win2k8
SQL2k8

Win2k8
SQL2k8
VM Only

Win2k12
SQL2k14
VM Only

9.0(1) → 9.0(4) 28-Mar-2016

10.0(1) → 10.0(last) TBD

10.5(1) → 10.5(last) TBD

11.0(1) → 11.0(last) TBD

If you are upgrading to V8.5...

- 8.5(2) is an MR and must be installed on top of the 8.0 major release

- 8.0(1) Media is Windows 2003 ONLY

- 8.0(1a) Respun media is BOTH Windows 2003 and Windows 2008 capable

- Shipped for 8.0 orders after July 15, 2011

- Shipped with 8.5

What's Fading in Unified CCE

Deprecations

Feature	Replacement
Windows 2008	Windows 2012 (v11)
SQL Server 2008	SQL Server 2014 (v11)
AAS for Symposium (SEI retired by Avaya)	None
ICM Agent Routing Service (ARS) PG	Unified CCE
UCCE/H and ICM/H (hosted) Deployments	HCS for Contact Center (HCS-CC)
On-Demand Licensing for UCCE	HCS for Contact Center (HCS-CC)
/LOAD Configuration Parameter	Agent will be set to NOT READY on disconnect
38xx ISR Gateway (EoS Nov 2015)	Current Gateway Models

Features Removed from Unified CCE 11.0

Feature	Replacement
Legacy Web Reskilling Tool	Web Admin Gadget
H.323 for Mobile Agents	SIP
ICMNetGen Tool	3rd-party tools
GKTMP, Stentor NIC	CRSP and other NICs
Cisco Siebel CRM Connector*	B&S Solutions+ CRM Connectors
SCCP Dialer*	SIP Dialer
CTI-OS for new deployments	Cisco Finesse
Cisco Agent Desktop (CAD) for new deployments	Cisco Finesse
Bug lists in the Release Notes (Cisco-wide)	Online Bug Search Tool (BSS)
Obsolete endpoints: 7970, 7961, 7941, 7921, 7910, 7912, CTS-500	Newer endpoints
Cisco Siebel Data Store	B&S Solutions+ CRM Connectors

CRM EOL: http://www.cisco.com/c/en/us/products/collateral/customer-collaboration/unified-crm-connector/eos-eol-notice-c51-731526.html

CAD/CTIOS EOL: http://www.cisco.com/c/en/us/products/collateral/customer-collaboration/unified-contact-center-enterprise/eos-eol-notice-c51-733718.html?mdfid=284971671

* Previously deprecated

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.

UCCE APIs

API	Description
CTI Server (GED-188)	Socket level interfaces allowing client and server-to-server integrations. It provides events and statistics, agent and call control.
CTI-OS Server (CTIOS CIL)	Client side C++, COM, .NET and Java libraries, and ActiveX controls.
VRU-PG (GED-125)	Socket level interface for routing, control, activity monitoring of VRUs and report on their activity. Allows VRU routing requests
Router (GED-145 Application Gateway)	Socket level interface to send/receive messages to/from external applications under script control.
Router (SQL Gateway)	Router Interface, controlled by the routing script, to lookup data from SQL Server DB.
Historical Database (HDS)	HDS Schema for non-real-time-reporting.
Administration Workspace (AW)	Schema for configuration and real time reporting database.

CC Datacenter Logical View

Interfaces

Long Distance (800) Carrier

Internet

TDM

HTTP

Combo GW
- VXML
- Conference
- DSPs
- T1s

CVP
- Call Server
- VXML Server
- Media Server

Firewall

WIM
- Web Server

CVP Reporting Server

HTTP (VXML)

SIP

SIP

Proxy GW
- CUSP

GED.125

Firewall

EIM/WIM
- Services Server
- DB server

MRI, CSTA

JDBC

CUIC

HTTP

SCCP (DSPs)

Generic PG
- CUCM PIM
- VRU PIM
- CTI Server
- CTI OS
- SIP Dialer
- MR PG

ACE

OAM&P

CVP Ops Console

SIP

SIP (dialer)

Rogger
- Router
- Logger
- Campgn Mgr

JDBC

AW/HDS/DDS

CCMP
- App Server
- Database

CUCM Cluster

JTAPI

Active Directory

SCCP or SIP

Agent

Supervisor

HTTP

Cisco live!

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UCCE Tech Center Example

Developer Resources GED-145

CISCO DevNet

Browse ▾   Sandbox   Community   Events   Support

Overview   Documentation

ENTERPRISE APPLICATION GATEWAY (GED-145) > OVERVIEW

Get Started with Cisco AGP

Ramp up with Cisco AGP in no time with our quick start guide. In 5 easy steps, we'll have you up-to-speed on everything you need to know to develop products.

Technical Overview of Cisco AGP

Not sure Cisco AGP is right for you and your organization? The technical overview describes the basics: how to use, where it fits in the architecture, and some requirements.

The Enterprise Application Gateway protocol (GED-145) provides a mechanism for Intelligent Contact Manager (ICM) or Contact Center Enterprise (CCE) the ability to communiate with an external application using a simple request/response mechanism. Application Gateway requests are managed from within the ICM/CCE routing script. The call router, under control of the script editor, will be able to make queries of a host, and base subsequent routing decisions on the results obtained. This could include: a) Controlling where and how the call is routed. b) Passing arbitrary data to the site receiving the call (via translation routing). The Enterprise Application Gateway interface is a TCP/IP socket based protocol. There is no SDK for this interface and therefore a developer is required to write directly to the socket layer. Alternatively, Cisco Advanced Services has a set of pre-built software integration packages which can be used to integrate external applications. Standard interfaces include ODBC, Web/XML, WebSphere MQ, as well as a COM-based API/SDK. These packages are a cost effective option in order to reduce development time and accelerate time to market. Customers should first review the Advanced Services offerings before building their own Application Gateway. Details on these integration packages and the Application Gateway Specification are available in this Technology Center.

Review the Get Started Guide

This guide includes installation and configuration instructions, plus developer success stories.

Browse Documentation ›

Discuss

Discussion and blogs of Enterprise Application Gateway Protocol (AGP) Developer Center

Browse Forums ›

Learn More

This sample shows how Cisco AGP Developer Center can service business objectives and customer needs

Browse Learn More ›

Documentation   Table of Contents ›

Recent Posts   All Posts ›

ℹ️ https://developer.cisco.com/site/ent-app-gateway/overview/

Cisco *live!*

UCCE Specialization Certification

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

- This is an <u>individual</u> certification intended for completion by <u>anyone</u> 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

UCCE EOL Milestones

Release 8.0 Final MR: **8.5(4)**	Release 8.5 Final MR: **8.5(4)**	Release 9.0 Final MR: 9.0(4)	Release 10.0 Final MR: tbd
8.0 **End of Sale** **Nov 18, 2011**	**8.5** **End of Sale** **Apr 17, 2013**	**9.0** **End of Sale** **Mar 29, 2015**	**10.0** **End of Sale** **Est. Jan 2016**
8.0 **End of SW Maint** **Feb 19, 2012**	**8.5** **End of SW Maint** **Apr 17, 2015**	**9.0** **End of SW Maint** **Mar 28, 2016**	**10.0** **End of SW Maint** **Est. Jun 2017**
8.0 **End TAC Support** **Feb 19, 2015**	**8.5** **End TAC Support** **Apr 30, 2016**	**9.0** **End TAC Support** **Mar 31, 2018**	**10.0** **End TAC Support** **Est. Jun 2019**

UCCE EOL: http://www.cisco.com/c/en/us/products/customer-collaboration/unified-intelligent-contact-management-enterprise/eos-eol-notice-listing.html
CVP EOL: http://www.cisco.com/c/en/us/products/customer-collaboration/unified-customer-voice-portal/eos-eol-notice-listing.html

Cisco Unified Contact Center Enterprise
Cisco Packaged Contact Center Enterprise

CCE 10.5 Available Today	CCE 11.0 2H CY15	Future
▪ Departments ▪ Precision Routing Scaling ▪ CUBE no CPA for OO ▪ Video CC ▪ Serviceability ▪ Win8 Client **Packaged CCE** ▪ Departments ▪ UCS-B support ▪ Video CC (RE Mobile/Branch) ▪ Live Data: Agent, skills, Queue Status ▪ One-click log collection and trace level Management ▪ System Health Status and roles ▪ Scale to 1000 outbound agents & 2000 call types ▪ Multi-Edit skills ▪ Support for EIM/WIM, SocialMiner and 3rd party (B+S qualified integrations)	▪ Live Data for UCCE ▪ Context Service integration on Finesse, CVP and EIM-WIM ▪ IPv6 Endpoints ▪ Outbound Option enhancements 　▪ Call Progress Analysis on CUBE 　▪ Double max Campaigns to 600 　▪ Personal call back enhancements ▪ Contact Sharing ▪ Win2012/SQL 2014 **Packaged CCE** ▪ Context Service integration on Finesse, CVP and EIM-WIM ▪ Scale to 1500 agents 　▪ Support for 150 supervisors 　▪ Support for 2700 CVP ports ▪ Call Progress Analysis on CUBE ▪ IPv6 Endpoints ▪ Automated install workflow ▪ BE7000H and UCS-B support ▪ Nexus 1000v support ▪ Labels configuration gadget	▪ Universal Queue APIs ▪ Single Sign-On ▪ Virtualized VXML browser ▪ Direct Agent ▪ Live Data API ▪ OO Campaign Management API ▪ SocialMiner Integration ▪ System capacity reporting **Packaged CCE** ▪ Universal Queue APIs ▪ Omnichannel: out-of-the-box email and chat ▪ PCCE Scale Queues / agent, supervisors, agents / team, CT, DN ▪ Single Sign-On ▪ Virtualized VXML browser ▪ Audit Trail ▪ Multiple UCM cluster support

Cisco Unified Contact Center Enterprise Components

CCE 10.5
Available Today

CUIC
- Live Data gadget failover
- New Live Data Reports for PCCE

Finesse
- Multi-Line; Extension Mobility
- Outbound Option Callbacks
- Optional Wrap-Up Codes
- Supervisor Ability to make agents Not-Ready
- Reason Codes in Team Performance Gadget

SocialMiner
- Web chat enhancements
- Finesse chat gadget
- Multisession
- Predefined Response template
- End-user transcript download

EIM/WIM 9.0(2)
- Email-Voice Multitasking
- Chat Wait Time Indicator

CCE 11.0
2H CY15

CUIC
- IPv6 Endpoints
- Live Data for UCCE
- User experience improvements in Unified Intelligence Center
- Reporting gadget enhancements on Finesse

Finesse
- IPv6 Endpoints
- Context Service gadget
- Live Data gadgets for agents
- Direct Preview Outbound Option
- Accessibility
- IP Phone Agent
- Increase # of wrap-up codes
- Call Variable Layout Enhancements

EIM/WIM
- Dynamic Integration Wizard
- Context Service integration
- Chat Survey Report
- New Agent UI

Future

CUIC
- User experience improvements in Unified Intelligence Center
- Live Data Visualization

Finesse
- Additional Localization

SocialMiner
- Prime Assurance support
- Facebook private message
- Pick Style multichannel for CCE/PCCE with Finesse
- User experience improvements
- Integration to CCE (UQ);Fault tolerance
- Tag-based reports; LinkedIn integration

EIM/WIM
- REST APIs (customizable UI)
- Citrix support; Single Sign-On
- Chat to voice escalation; Firefox support (agent); Conference Chat/Whisper

CVP Update

CVP 11.0 Updates

- Studio enhancements
  - Local Variable
  - REST client integration
  - Variable Manipulation while debugging
  - Context Service

- Windows 2012 /Informix 12.10

- IPv6 end point Support

- SME Certification

- SIP error response codes
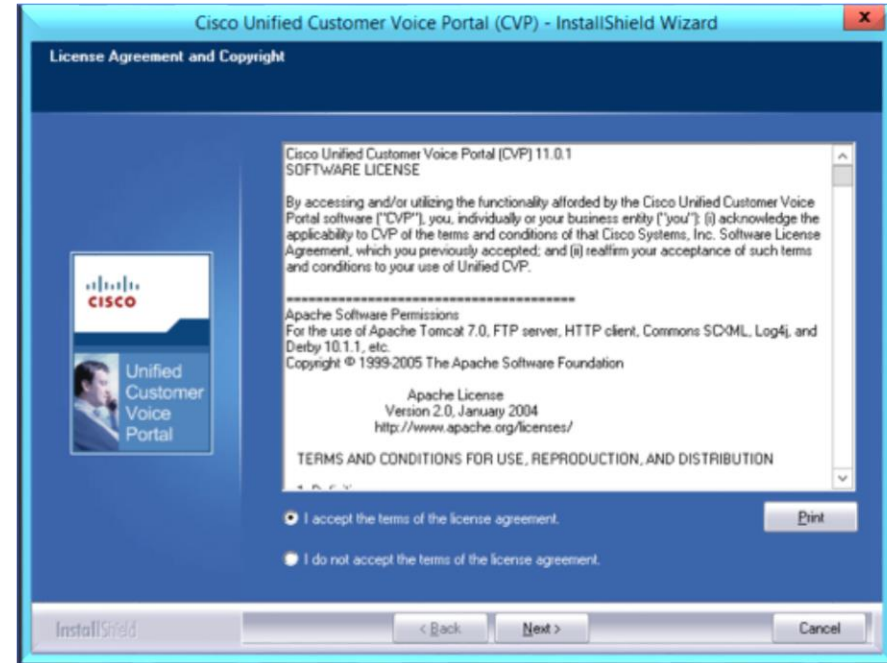
Studio Enhancements!
(10.5 & above)

Studio Enhancements in from CVP 10.5 onwards

- **Studio 10.5**
  - Sub-flows
  - Exception Handling
  - Debug tool enhancements
  - Eclipse upgrade

- **Studio 11.0**
  - Local Variables
  - Variable Manipulation while Debugging
  - REST Client Integration
  - Context Service
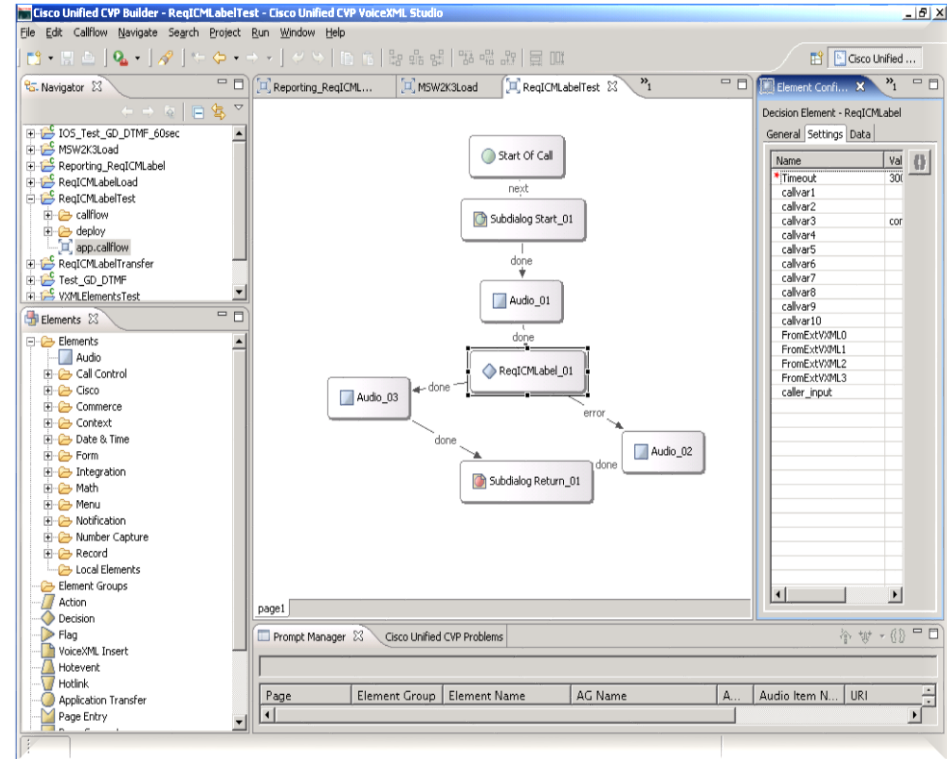
Subflow
New Elements
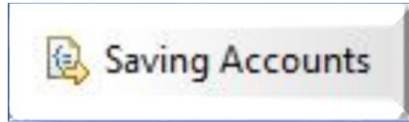
Subflow Call Element
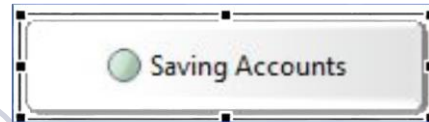
Subflow Start
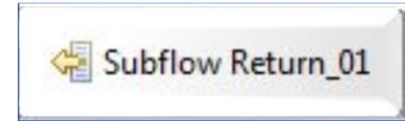
Subflow Return
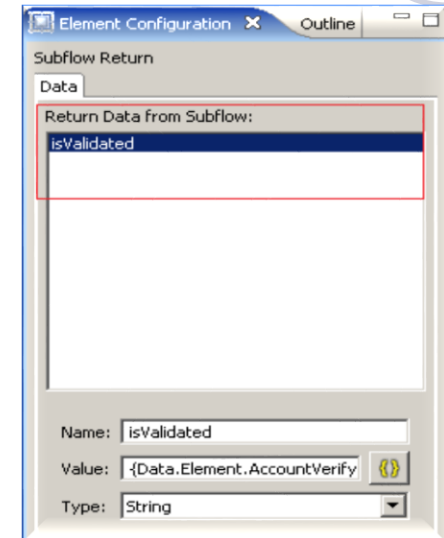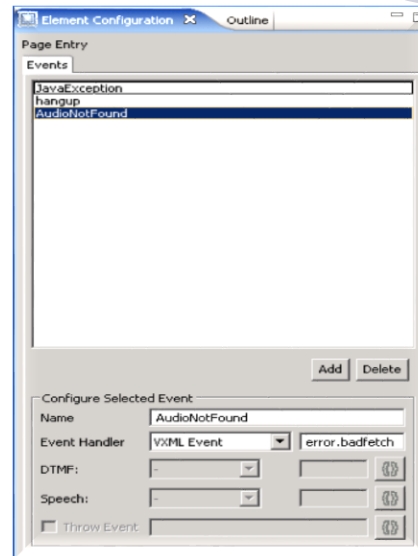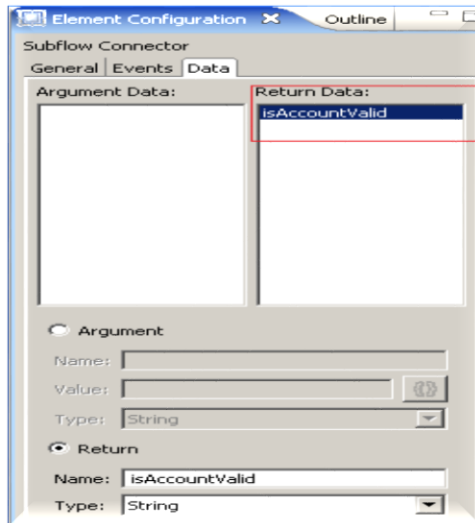
Subflow Design

Passing parameters

- Functionality
  - **Pass** parameters to subflow
  - **Multiple** parameters can be passed
  - Variable **substitution** is allowed
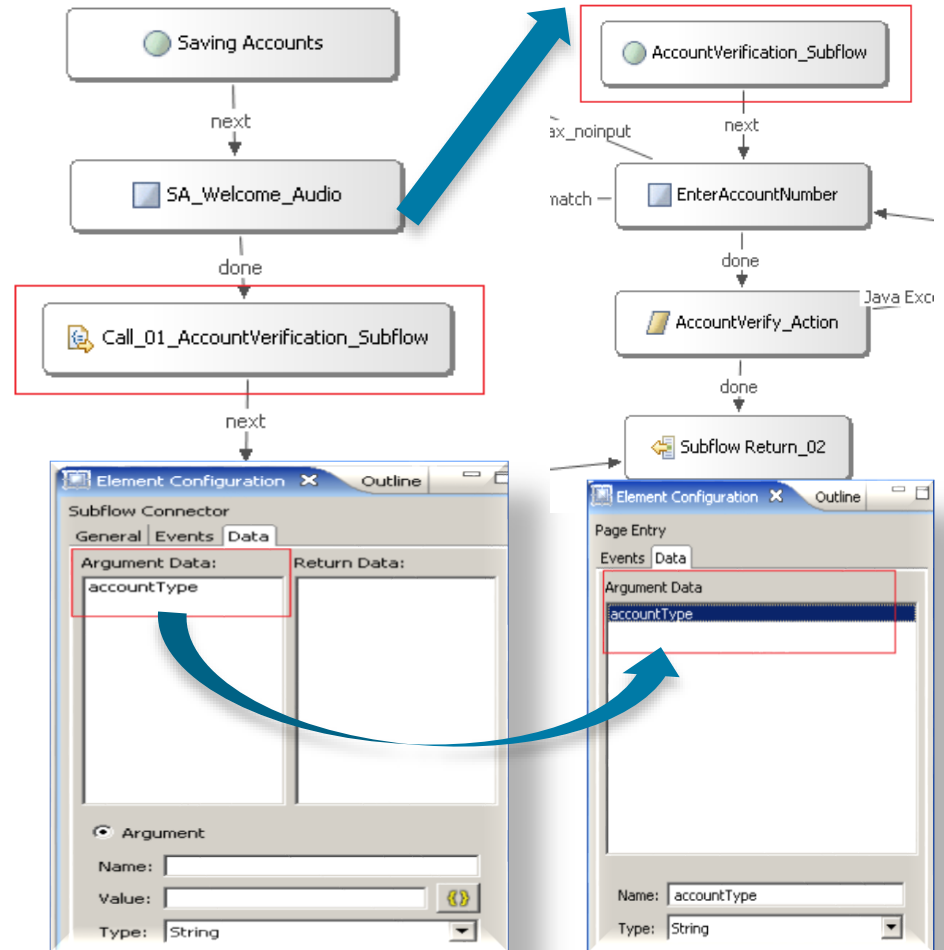
Subflow Design

Returning Values

- Functionality
  - **Return** values from subflow
  - **Multiple** parameters can be returned
  - Variable **substitution** is allowed
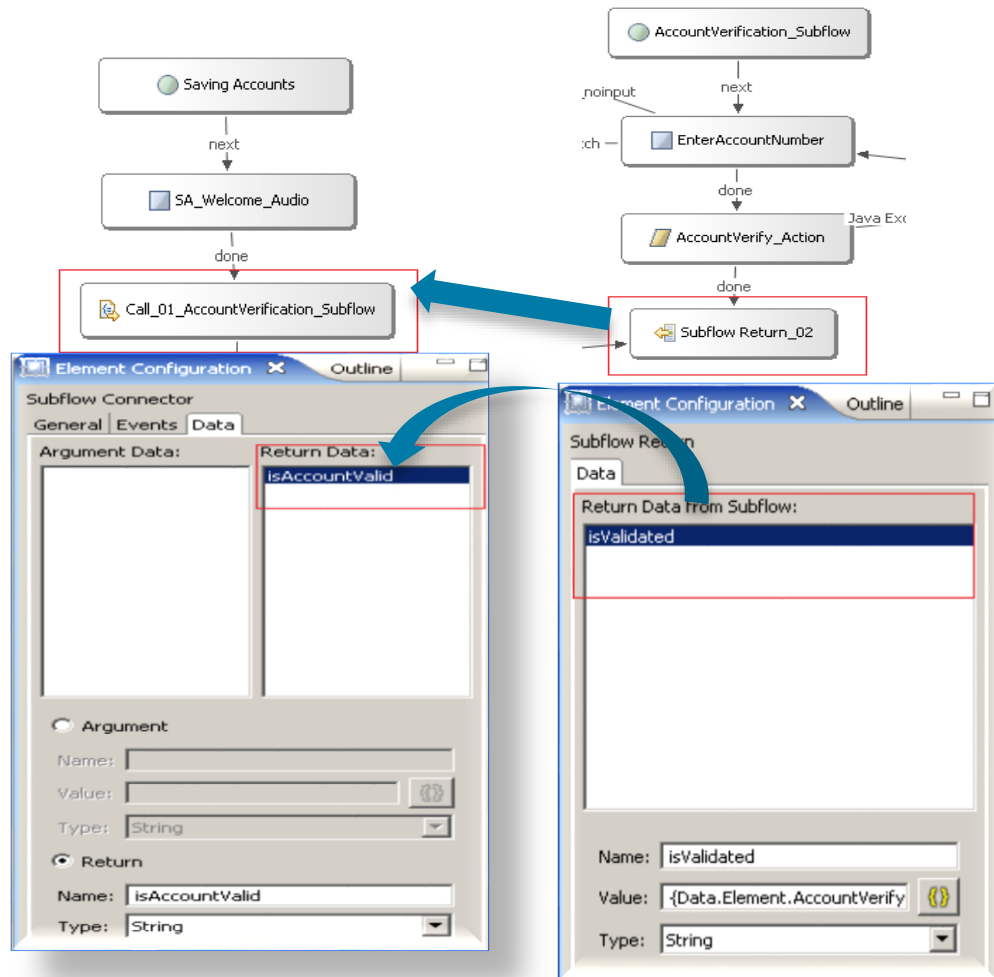
Event Handling

- Handling the events occurred at granular level and continue with the call.

- Types of Events :

  - ➤ VXML Event

  - ➤ Java Exception

  - ➤ Custom Exception

Element	Event Handlers
Start Of Call	Hotlink/Custom Exception/Java Exception/VXML Event
Voice Elements	VXML Event/Java Exception/Local Hotlink(Other than Audio Element)
Action Element	Java Exception
Decision Elements	Java Exception
Web Service Element	Java Exception
Sub flow Call Element	VXML Event/Java Exception/Custom Exception
Sub Flow Start Element	VXML Event/Java Exception/Custom Exception
VoiceXML Insert	VXML Event
Subdialog Invoke	VXML Event

Event Handling preference
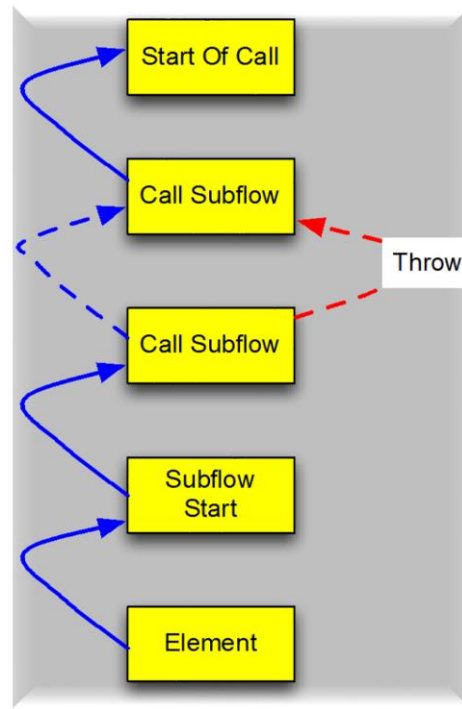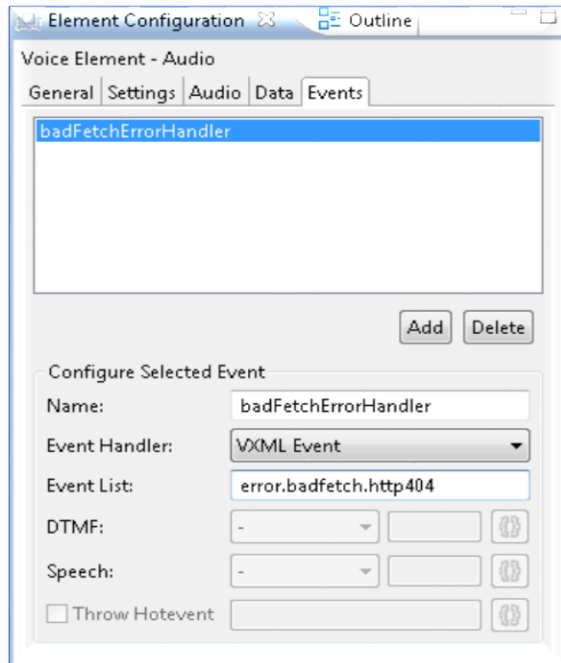
Debugger Enhancements

- ## Built-in simulation and debugging

  - For speech or voice enabled applications

- ## IDE integrates with local speech resources (MS SAPI)

- ## Allows setting **Breakpoints** at any node to inspect data

Debugger Enhancements

TTS & ASR Integration
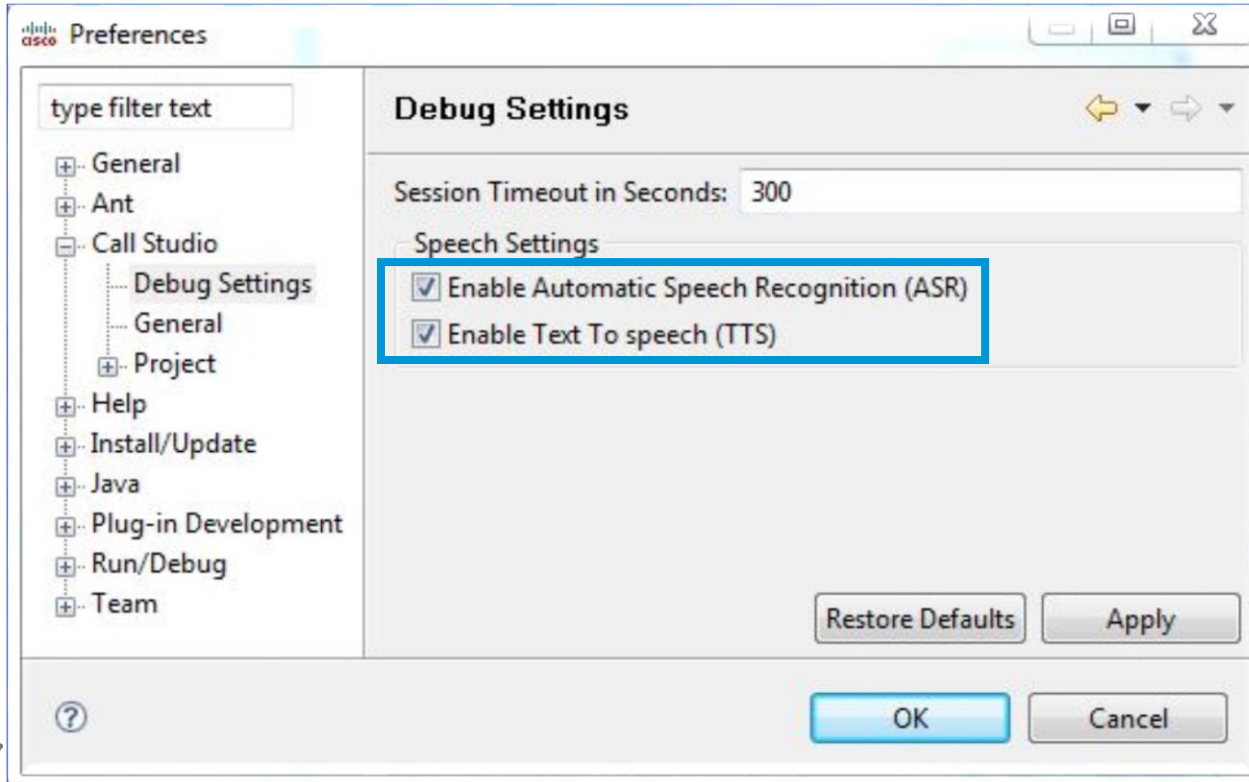
Debugger Enhancements

Breakpoints

Breakpoints view

2. Debug as Call Studio project

3. Step in, Step over, Resume or Terminate

1. Enable Breakpoint
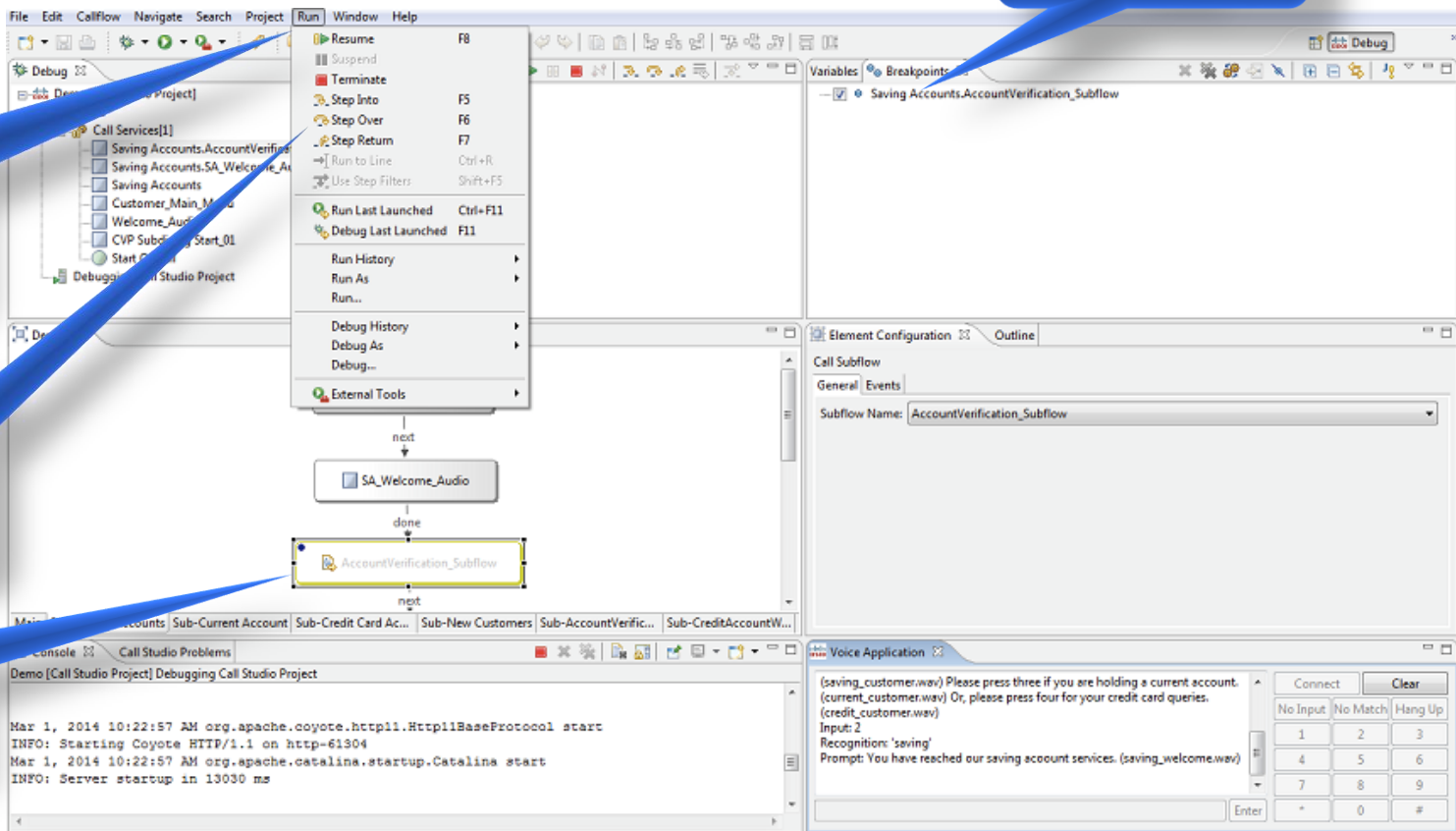
Local Variables

- A new element, Set Value is added to Call Studio
  - Define local variables in Call Studio applications
  - Supports string, arithmetic, and logical operations and special functions
  - Use java Scripting
  - Local variables can be used in Substitution and Decision evaluations
  - The scope of the local variable is within the flow
    - Main Flow or Sub Flow

11.0
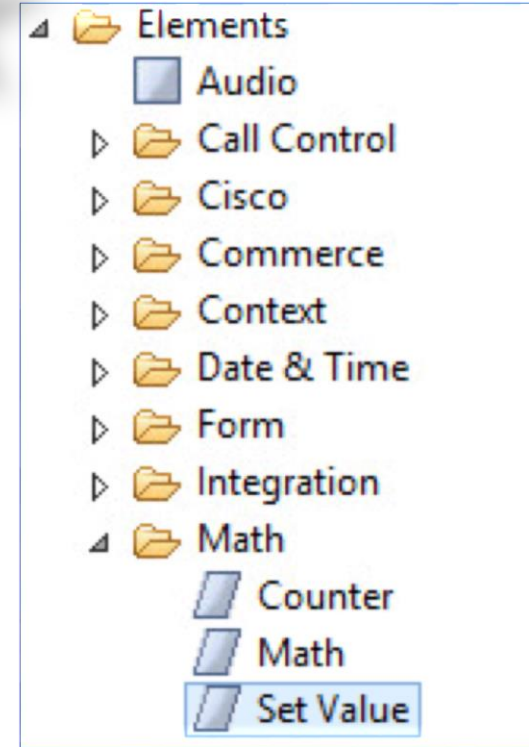
Rest Client Element Overview

11.0

- A new action element - Rest_Client
- Supports HTTP method : GET, POST, DELETE and PUT

- Salient Features:
  - Authentication support
  - Proxy support
  - Two way SSL handshake
  - Timeout support

Elements
- Audio
- ▷ Call Control
- ▷ Cisco
- ▷ Commerce
- ▷ Context
- ▷ Date & Time
- ▷ Form
- ▲ Integration
  - Database
  - ◇ FTP_Client
  - Rest_Client

Action Element - Rest_Client

General | Settings | Data | Events

Name	Value
* Endpoint URL	
* HTTP Method	GET
Parameters	
* Ignore Certificate Validation	true
* Require HTTP authentication	false
Headers	
* Use Proxy	false
XPATH Expression	
* Connect Timeout	3000
* Read Timeout	3000

Context Service

Context Service

11.0

Introducing four new elements
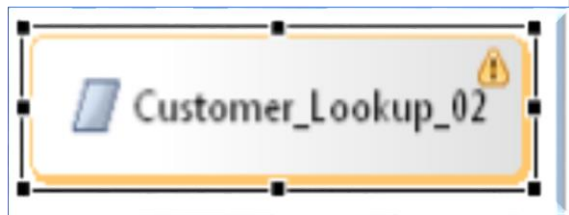
Other
11.0 Enhancements!

SME Certification with CVP

- Create and Manage a centralized dial plan

- Provide centralized PSTN access

- Centralize applications

- Aggregate PBXs for migration to a Unified Communications system
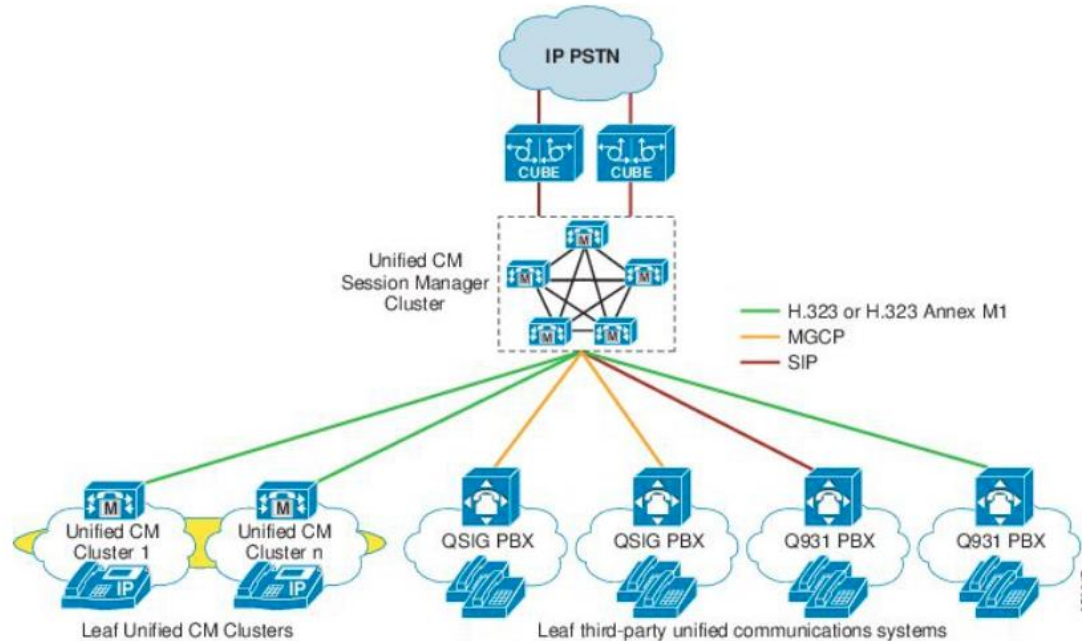
SME Certification with CVP
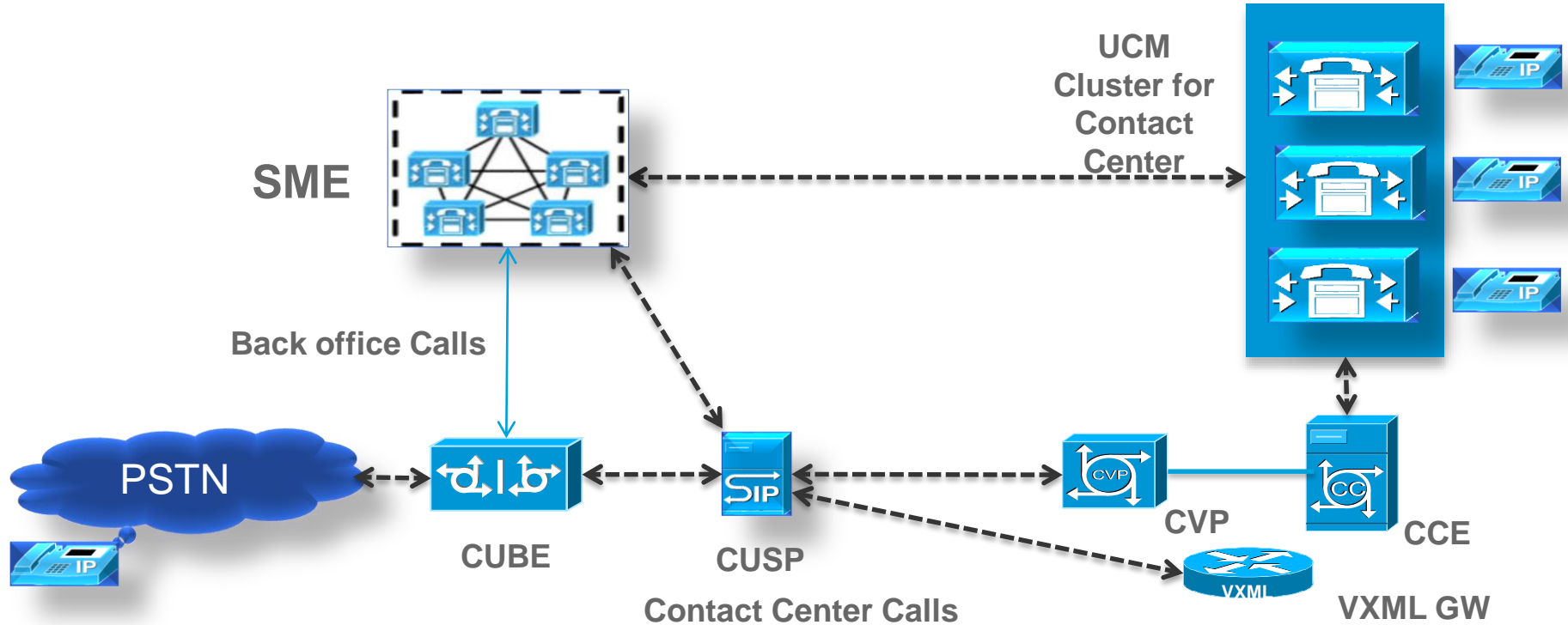
Design Consideration for SME

Unified CM SME does not support high-availability

- Deploy SME in redundant clustered mode (at least 1+1) at the egress side of Unified CVP.

- Configure Session Refresh ,Session Timer, And Media Inactivity Timer in the Gateway/CUBE

- Cisco Unified SIP Proxy Server (CUSP) in the egress leg between CVP and SME (optional)

SIP Error Response Codes

- Maps SIP Reason Code to ISUP Cause Code (15.5.2Tx onwards)

- Mapping is configurable at OAMP and deployed to Call Servers

- Works with REFER Transfers

- Useful for tracking the reason for call failures

SIP Error Response Codes
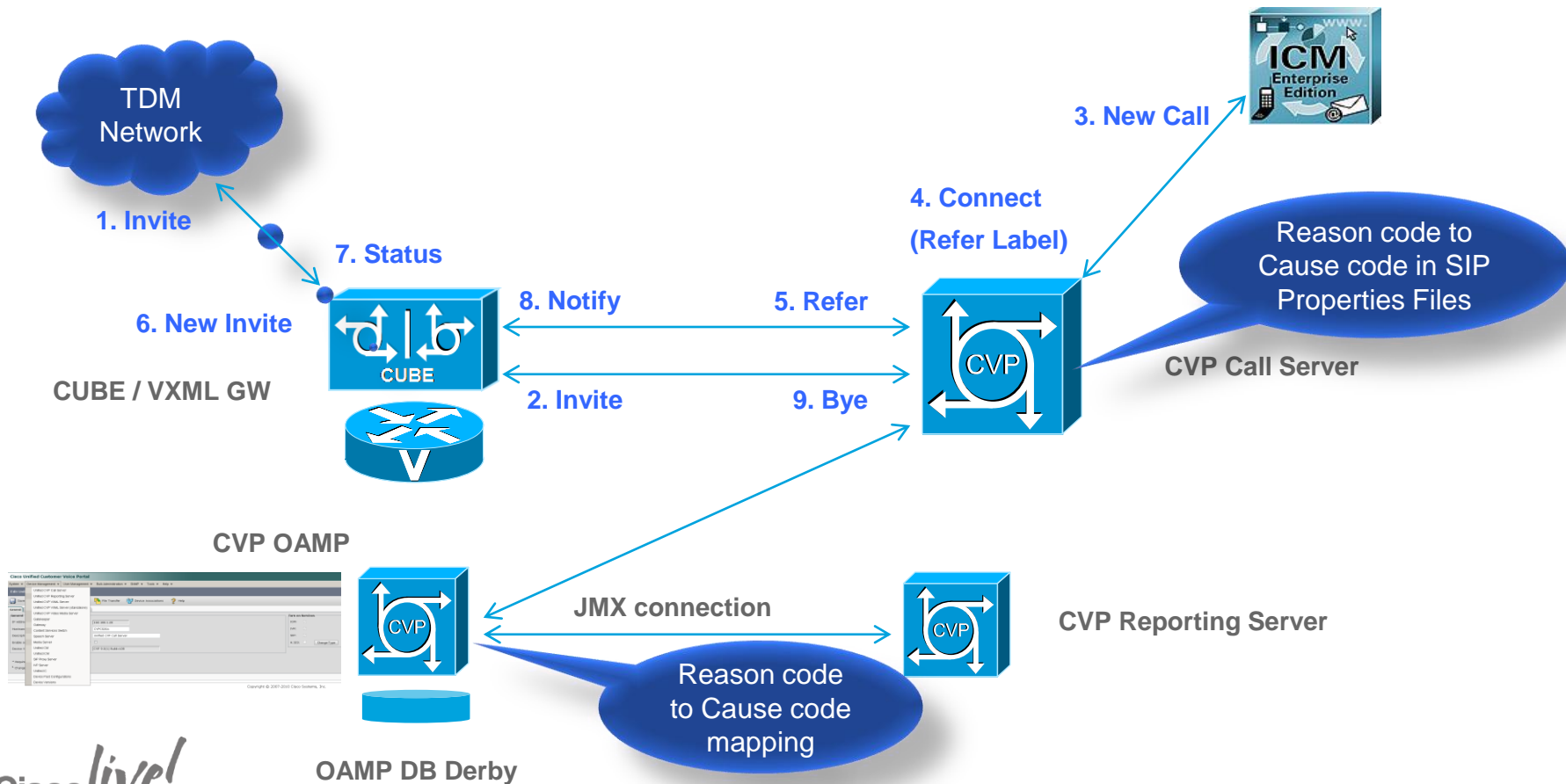
Mapping implementation

SIP Code to ISDN Code Mapping

STATUS	CC
486	17
480	31
403	21
480	19
504	102

Old Implementation

CC	NOTIFY
17	503 Service Unavailable
31	503 Service Unavailable
21	503 Service Unavailable
19	503 Service Unavailable
102	503 Service Unavailable

Modified Implementation

CC	NOTIFY
17	486 Busy Here
31	480 Temporarily Unavailable
21	403 Forbidden
19	503 Service Unavailable
102	504 Server Time-out

Next Gen Gateways – ISR G3

- High performance gateways

- Runs on IOS-XE

- No VXML Browser

- Supported as Ingress GW

- Certified from CVP 10.x onwards

4451

4431

4351

4331

4321

Introducing Cisco Virtualized Voice Browser (CVVB)

CVVB – Cisco's new voice browser product as a virtualized offering

- Support ISR 4k series routers with UCS-E
  - ISR G2 to be last generation of routers supporting VXML browser on IOS
- Supported on Cisco UCS servers & Spec based hardware
  - Cisco UCS server / UCS-E on ISR routers

Release schedule

- Planned FCS with HCS CC Rel 11.0 (end CY15)
- Available with CCE/PCCE solution from release after 11.0.

Cisco Unified Customer Voice Portal

CVP 10.5 Available Today	CVP 11.0 2H CY15	Future
▪ Studio Enhancements ▪ Eclipse upgrade ▪ Debug tool ▪ Sub-flow ▪ Exception Handling ▪ Service Assurance APIs – SNMP v3 ▪ Load Balancer Support ▪ Citrix NetScaler ▪ Third party LB ▪ ESXi 5.5 support	▪ Studio Enhancement ▪ Local Variables ▪ Enhanced Database element ▪ Variable Manipulations during debugging ▪ Multi-app debugging ▪ REST API integration ▪ Usability Enhancement ▪ Platform upgrade ▪ Windows 2012 ▪ Informix 12.10 ▪ SME certification with CVP ▪ IPv6 Endpoints ▪ Support for 44xx gateway, Virtualized CUSP ▪ Context Service integration	▪ Virtualized Voice Browser ▪ CVP scalability ▪ SIP enhancements ▪ Network Based recording ▪ Reporting Server enhancement ▪ Serviceability ▪ Studio enhancements ▪ IPv6 server side support

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
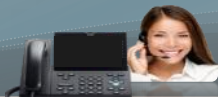
Thank you

Participate in the "My Favorite Speaker" Contest

Promote Your Favorite Speaker and You Could Be a Winner

- Promote your favorite speaker through Twitter and you could win $200 of Cisco Press products (@CiscoPress)

- Send a tweet and include
  - Your favorite speaker's Twitter handle @FluxPM / @VashistSunil
  - Two hashtags: #CLUS #MyFavoriteSpeaker

- You can submit an entry for more than one of your "favorite" speakers

- Don't forget to follow @CiscoLive and @CiscoPress

- View the official rules at http://bit.ly/CLUSwin

Continue Your Education

- CC Certification

- Demos in the Cisco campus

- Walk-in Self-Paced Labs

- Table Topics

- Meet the Engineer 1:1 meetings

- Related sessions

Related Customer Collaboration Sessions

Tuesday

CCSCOL-1400	Case Study: Providing a Total Customer Experience	Tuesday	01:00 PM
BRKCCT-3005	Solution Troubleshooting for UCCE	Tuesday	01:00 PM
BRKCCT-1006	Omnichannel Contact Center Solutions Overview	Tuesday	01:00 PM
BRKCCT-1031	Finesse – Next Generation Agent Collaboration Experience	Tuesday	03:30 PM

Wednesday

BRKCCT-2007	UCCE Planning & Design	Wednesday	08:00 AM
TT-1002	UCCE/ PCCE/ HCS Lunch Table Topic	Tuesday	11:30 AM
BRKCCT-2027	UCCE Solution Service Creation (CCE/CVP Scripting)	Wednesday	01:00 PM
BRKCCT-2056	CC Reporting & Analytics: CUIC	Wednesday	01:00 PM

Thursday

BRKCCT-1002	Hosted Collaboration Service Contact Center Solution & Design	Thursday	08:00 AM
BRKCCT-2080	Deliver Omnichannel Customer Exp with Remote Expert Mobile	Thursday	10:00 AM
BRKCCT-1005	Context Service: New Cloud Omnichannel Solution for CC	Thursday	10:00 AM
CRKCCT-1009	CC Architectural Vision and Cloud Evolution	Thursday	01:00 PM

Complete Your Online Session Evaluation

- Give us your feedback to be entered into a Daily Survey Drawing. A daily winner will receive a $750 Amazon gift card.

- Complete your session surveys though the Cisco Live mobile app or your computer on Cisco Live Connect.
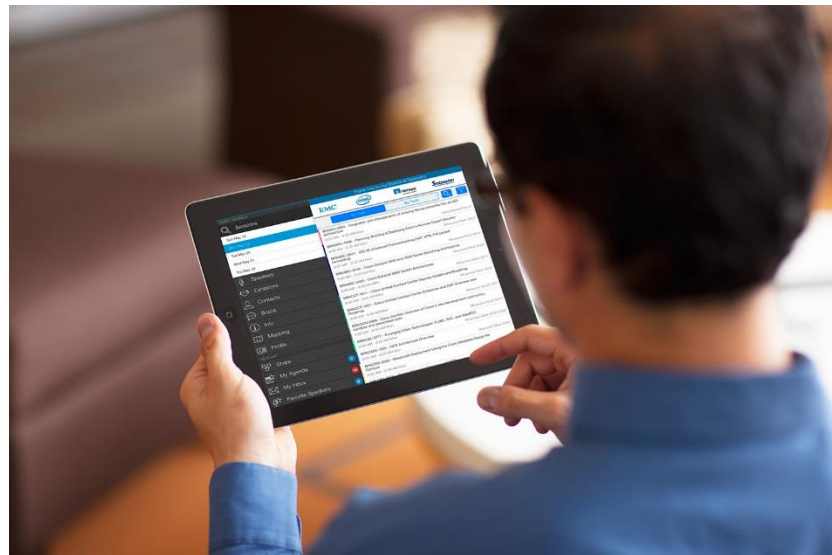
Don't forget: Cisco Live sessions will be available for viewing on-demand after the event at CiscoLive.com/Online

Q & A

CISCO

TOMORROW starts here.

Appendix – CLUS 2014 UCCE / CVP v10.5 Update

UCCE v10.5 Features

- Precision Routing Scaling & Features

- Customer-to-Agent Video

- Hardware & Endpoints

- Serviceability & Security

Precision Routing

Refresh

- ## Precision Routing enhancements
  - Option to skip (or stay) on a step in a Precision Queue
  - Dynamic Precision Queue variables within the "If node"
  - Match color of PQ node icon in script editor to other queuing nodes

- ## Doubled Capacity
  - Doubled the number of attributes per Precision Queue from 5 to 10
  - Steps per system from 5,000 to 10,000
  - Precision Queue per system from 2,000 to 4,000

Precision Routing: Dynamic If-Node Scripting

Evaluate Precision Queue Conditions prior to Offering to Precision Queue
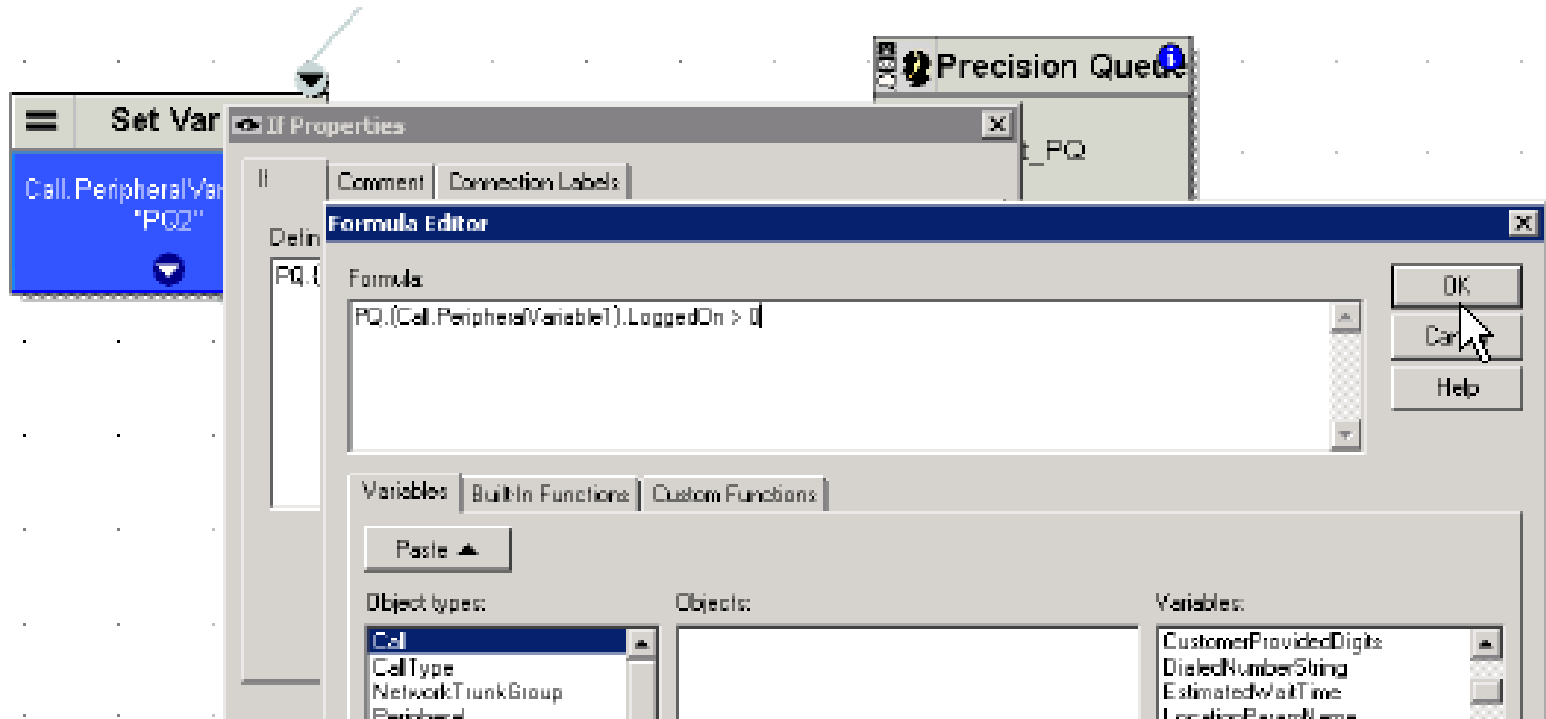
Supervisor Functions

Agent Reskilling

- Supervisor Reskilling and Re-attributing Tool (cceadmin)

Video

Customer-to-Agent video experience

- Initial: Jabber for Windows

- Following:
  - Jabber Guest
  - Video Telephones
  - TP Endpoints for CC

Hardware & Endpoints

- Virtualization Wiki:
  http://docwiki.cisco.com/wiki/Unified_Contact_Center_Enterprise

- New BE7000 HD, Storage TRC

- ESXi 5.5 Support

- 8821 / 8841 / 8861
  - Mid-line Refresh phones
  - 5" WVGA Display, WLAN
  - Variety of programmable keys

Serviceability & Security

- Serviceability Enhancements
    - Bundling Mini-Dumps & OPCcap into SystemCLI "ShowTechSupport"
    - Default set of PerfMon Counters for NodeManager
    - 64-bit SNMP ExtensionAgent
    - Prime Assurance

- Security Enhancements
    - IPSec Support – Encryption of customer sensitive data
    - Active Directory 2012 Support

Prime - Contact Center Assurance module

- To be introduced with Prime Collaboration 10.5

- Available to CCE and HCS customers

- Focus is Contact Center Enterprise   (not Express)

Provisioning
Simplified deployment and configuration

Analytics
Long term trending and analytics

Assurance
Continuous monitoring and diagnosis

- Pre-requisite: Prime Collaboration Assurance Advanced (monitoring endpoints and infrastructure)

- Joint effort of Cisco IT, BU Deployment Services team, Development

Prime Assurance Value Proposition

Robust Monitoring and Diagnostic Tool

Topology:

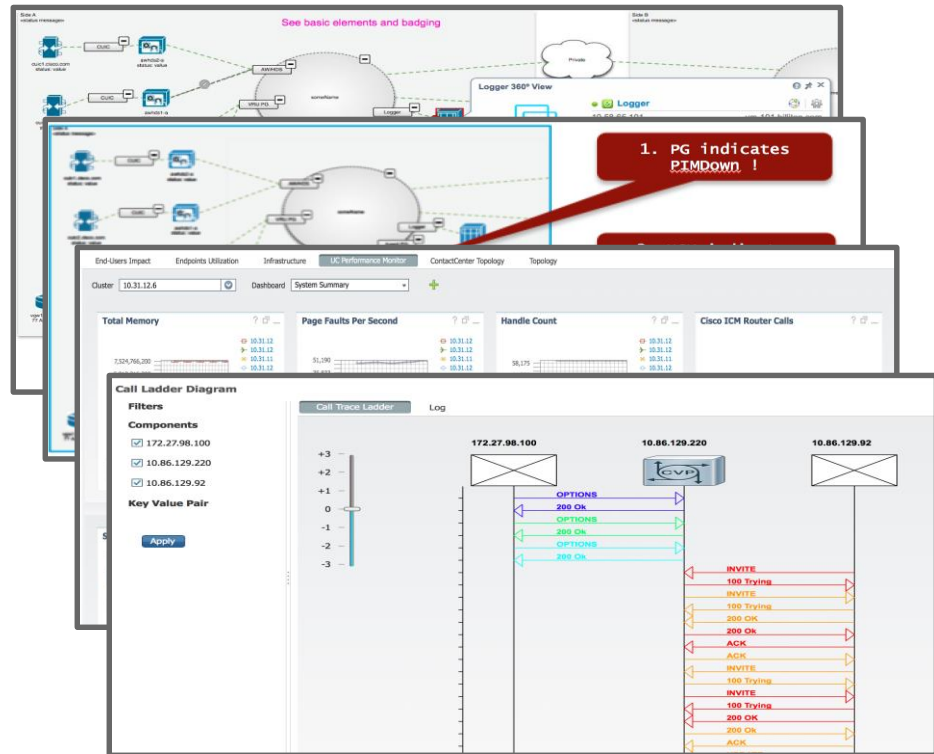RT availability and relationship status

Event Correlation:

Isolates Root Cause from Symptoms

**Performance dashboard:**

Detect and fix performance issues

Call Trace:

Identify device that breaks a call flow

CVP 10.5 New Features

- Eclipse upgrade

- Debug Breakpoints & Simulated Speech Integration

- Sub-flow reusable modules of small apps

- Better handling of "VXML, Java and custom exceptions"

- Service Assurance APIs for Cisco Prime

- Third party Load Balancers

- ESXi 5.5 support
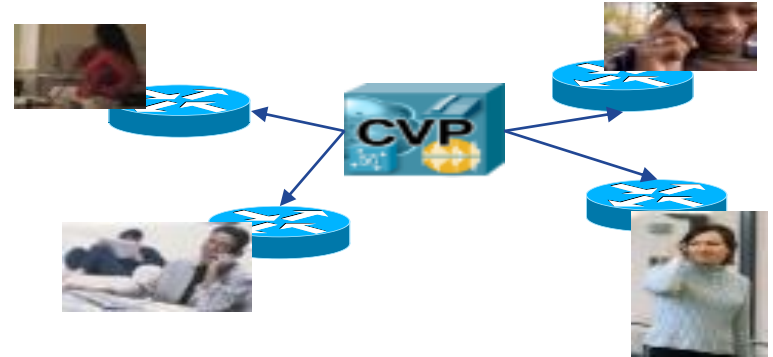
Subflow

Functionality		
Organize the Call flow in functions	Reuse the same Subflow multiple times	Call Another Subflow from one Subflow

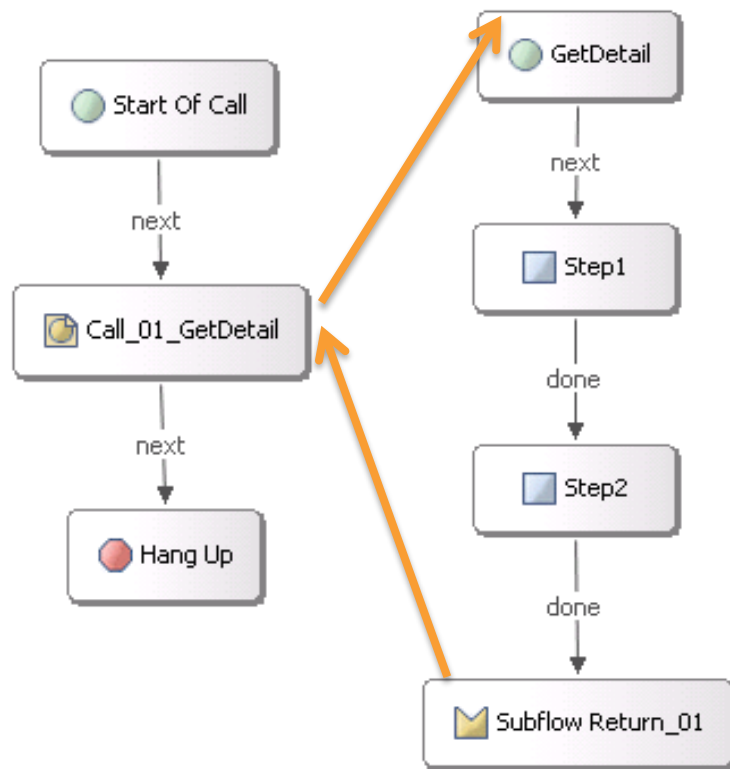| New Changes		
New Subflow	Subflow Call	Subflow Return

Subflow Design

Parameters in Subflow

Passing Parameters

• Functionality
  • Pass parameters to subflow by **value**.
  • **Multiple** parameters can be passed.
  • **Order** of parameters Preserved.
  • Variable **Substitution** is allowed
• Changes
  • Parameter Setting on Subflow Connector Element
  • Variable Declaration on Start of Subflow Element

Return Parameters

• Functionality
  • Return values from Subflow.
  • **Multiple** values can be returned.
  • **Order** of return values Preserved.
  • Variable **Substitution** is allowed
• Changes
  • Value Setting on Subflow Return Element
  • Variable Declaration on Subflow Connector

Exception Handling

Error Handling like Java Exceptions

Exception Types
- Java Exception
- VXML Exception
- Custom Exception

Exception Handling Points
- Elements
- Start of Call
- Start of Subflow
- Call Subflow Element

Exception Rollback

Exception Raise

Debugger Enhancements

Speech Integration

- Listen to the prompts in debugger mode using local TTS Engine.
- Provide the speech input by using local ASR Engine.

Breakpoints

- Put Breakpoint and break the call flow execution any where and debug the application.

Setting Breakpoints

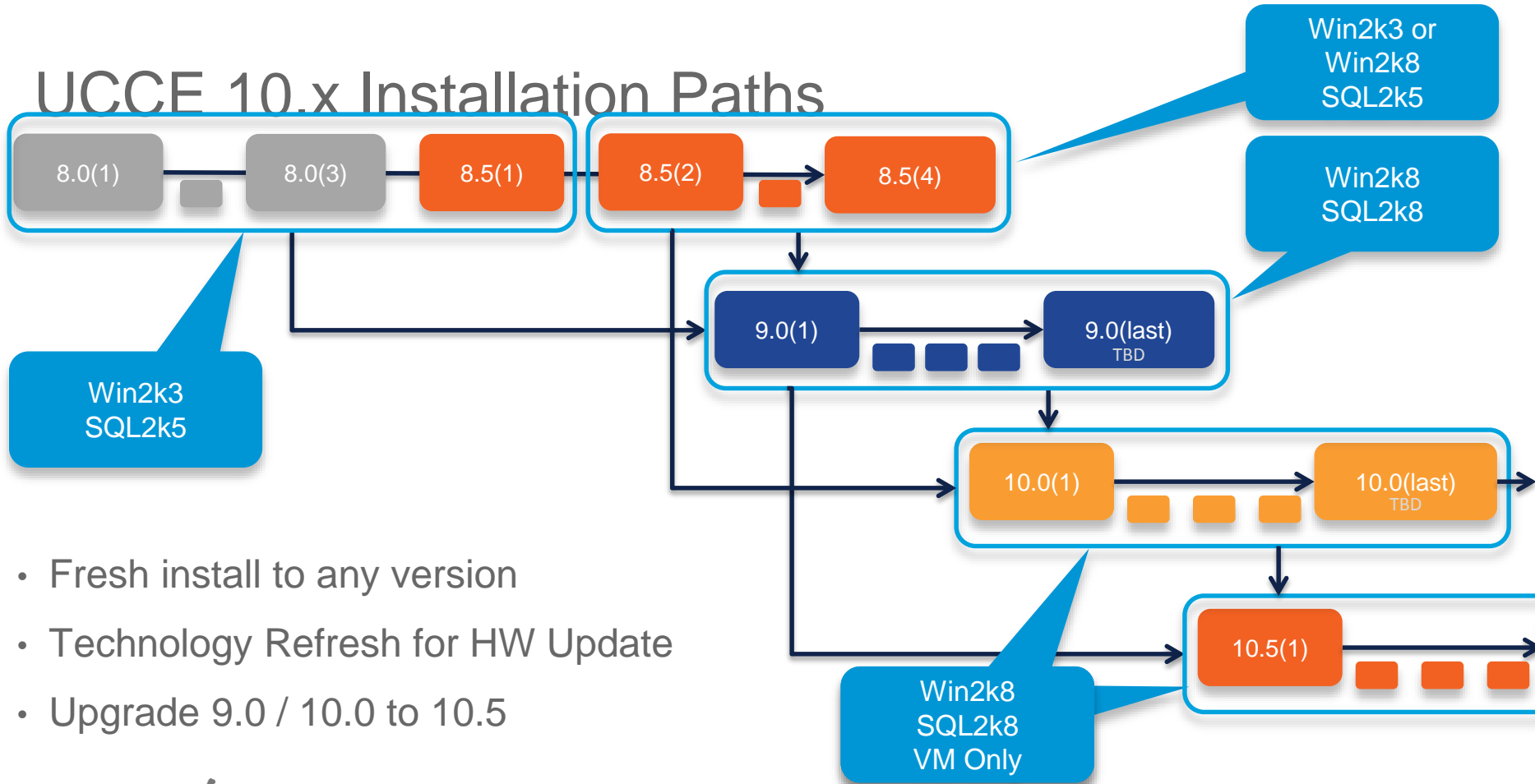- At Element, At Subflow Call, At Flow Start, At any element Inside Subflow

Debugger Features

- Step Into, Step Over, Step Out, Resume, Terminate options with Subflow during debugging.

Exception View as Session Variable

Subflow Stack

UCCE 10.x Installation Paths

8.0(1) — 8.0(3) — 8.5(1) — 8.5(2) → 8.5(4)

Win2k3 or Win2k8 SQL2k5

Win2k8 SQL2k8

Win2k3 SQL2k5

9.0(1) → 9.0(last) TBD

10.0(1) → 10.0(last) TBD

10.5(1)

Win2k8 SQL2k8 VM Only

- Fresh install to any version

- Technology Refresh for HW Update

- Upgrade 9.0 / 10.0 to 10.5

If you are upgrading to V8.5...

- 8.5(2) is an MR and must be installed on top of the 8.0 major release

- 8.0(1) Media is Windows 2003 ONLY

- 8.0(1a) Respun media is BOTH Windows 2003 and Windows 2008 capable

- Shipped for 8.0 orders after July 15, 2011

- Shipped with 8.5