



Cisco Unified Communications

Unified Contact Center Management Portal 7.2



Jeff Olson
Product Manager

July 2007

Agenda

- Contact Center Management Challenges
- Unified Contact Center Management Portal Overview
- User Interface
- Deployment Models
- Packaging and Pricing
- Roadmap

Contact Center Management Challenges

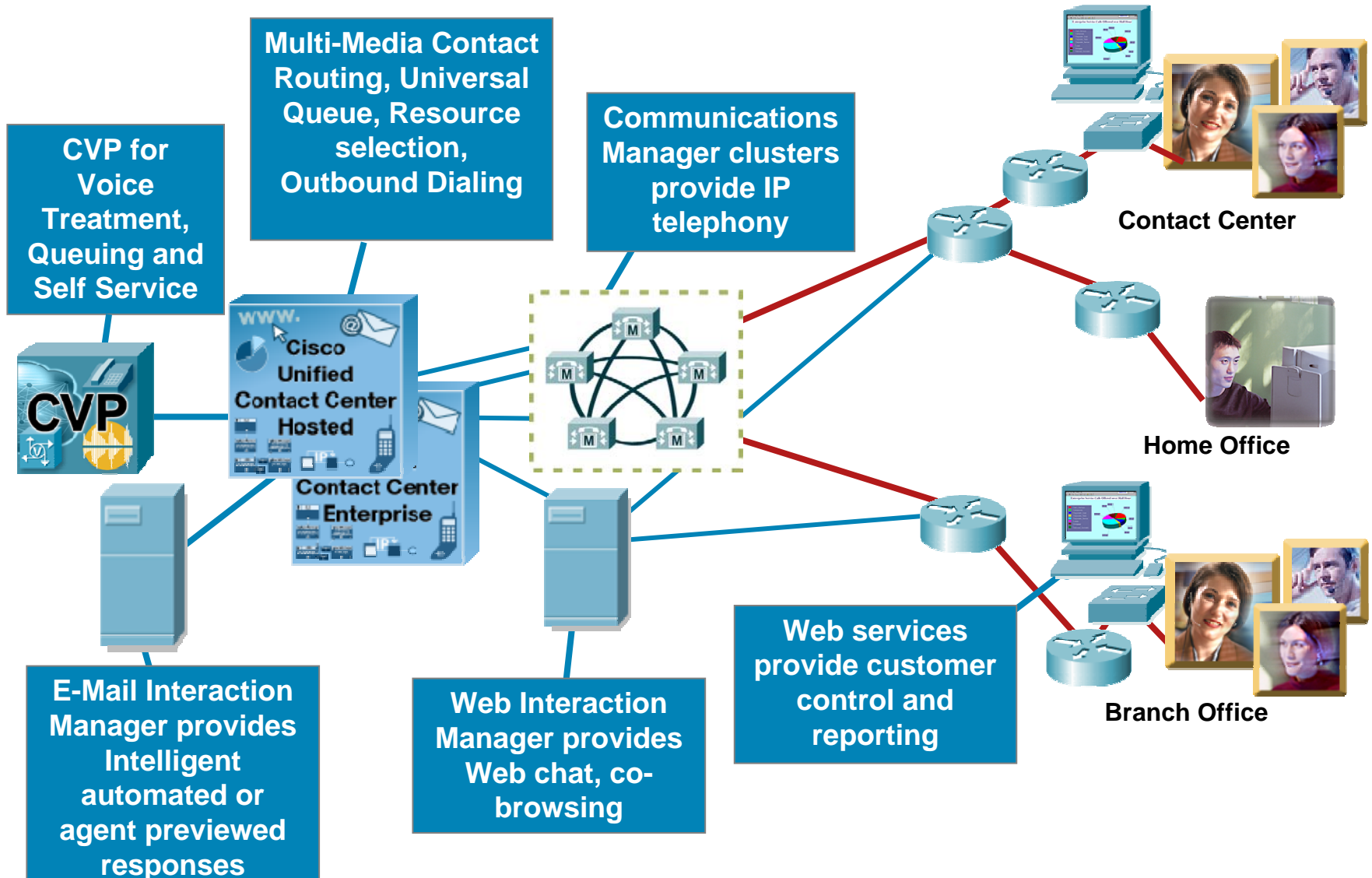
For the Enterprise or Service Provider:

- Administration of the managed service or enterprise – support for **multiple customers/business units** with a wide range of virtual ACD requirements
- **Autonomy** for the subscribing customers/business units
- Assignment and **management of global resources** across the managed service or enterprise (things like agent counts per unit, number of users, ... enforce/manage limits)
- Need to **Reduce** support costs and...
- **Minimize** operational costs (drive more capabilities to end-users)

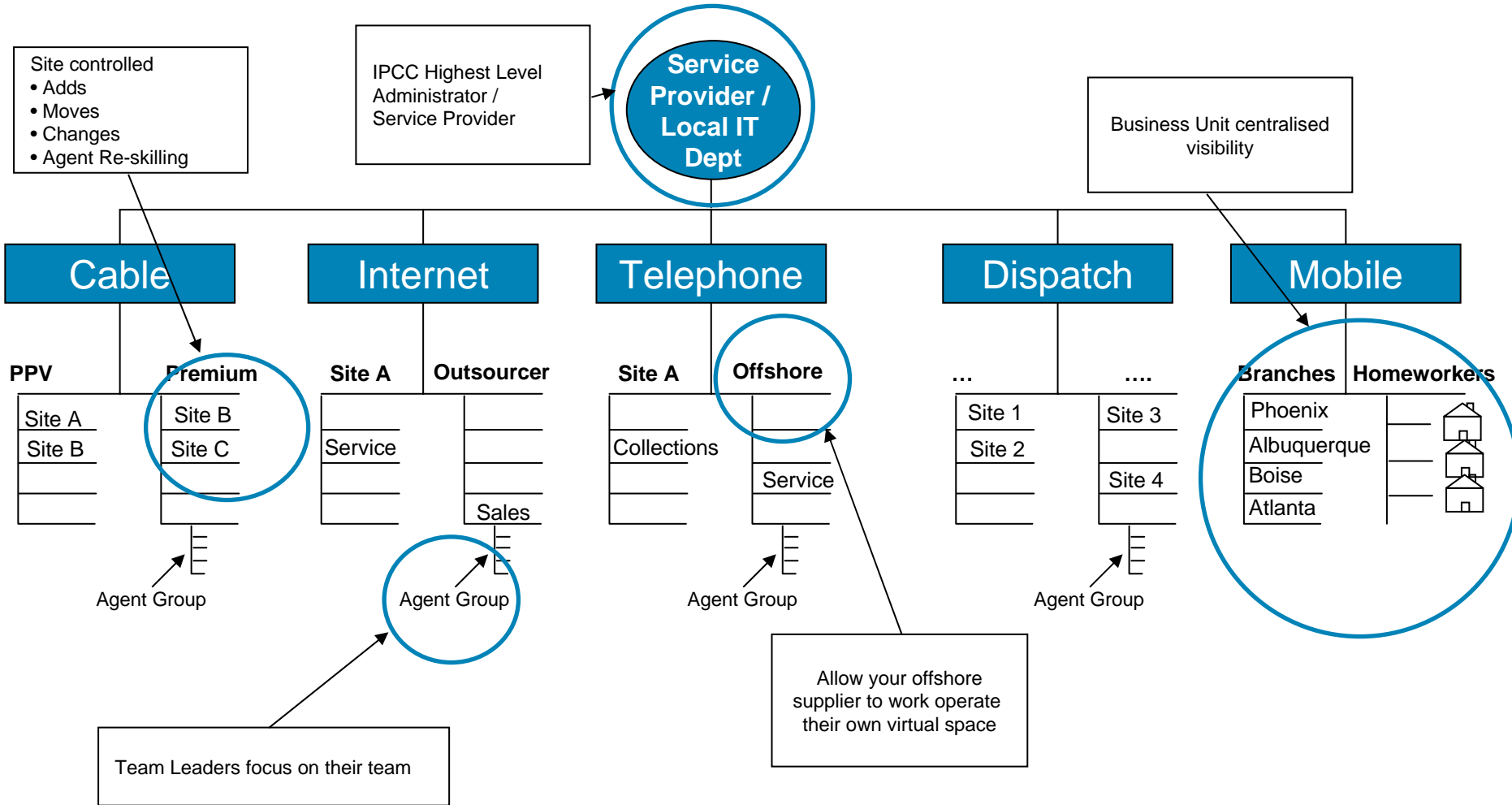
For the End User or Business Unit Manager:

- Daily **management** of their Virtual ACD
- **Multi-level administration**
- **Audit Reporting**

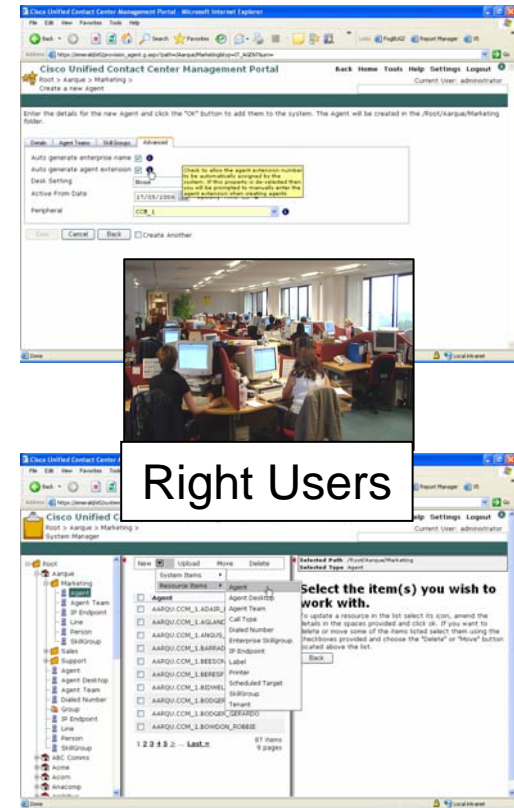
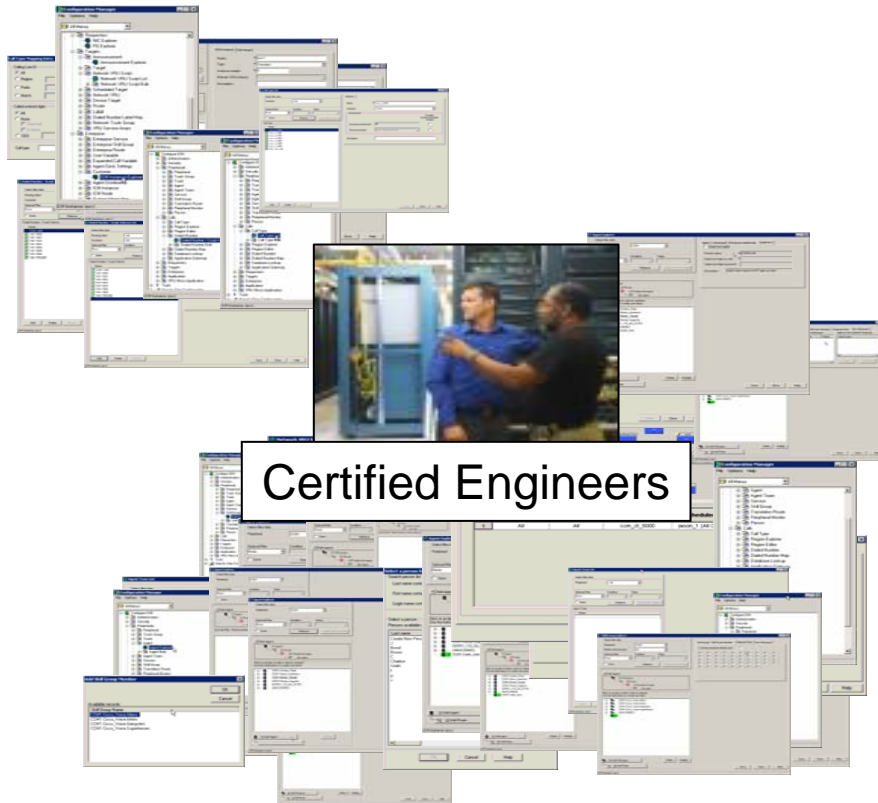
Unified Contact Center Many System Management Interfaces



The Organizational Challenge – Management of Virtualized Resources



Cisco Unified CCMP Solution – Contact Center Management Portal



Contact Center Management Portal Overview

- **Simplifies** Contact Center Operations

 - Unified provisioning of Cisco Unified Contact Center Enterprise and Hosted and Cisco Unified Communications Manager

- Web-based **Unified** User Interface

- **Partitioned** System Supporting Multiple Business Units

- **Hierarchical** Administration

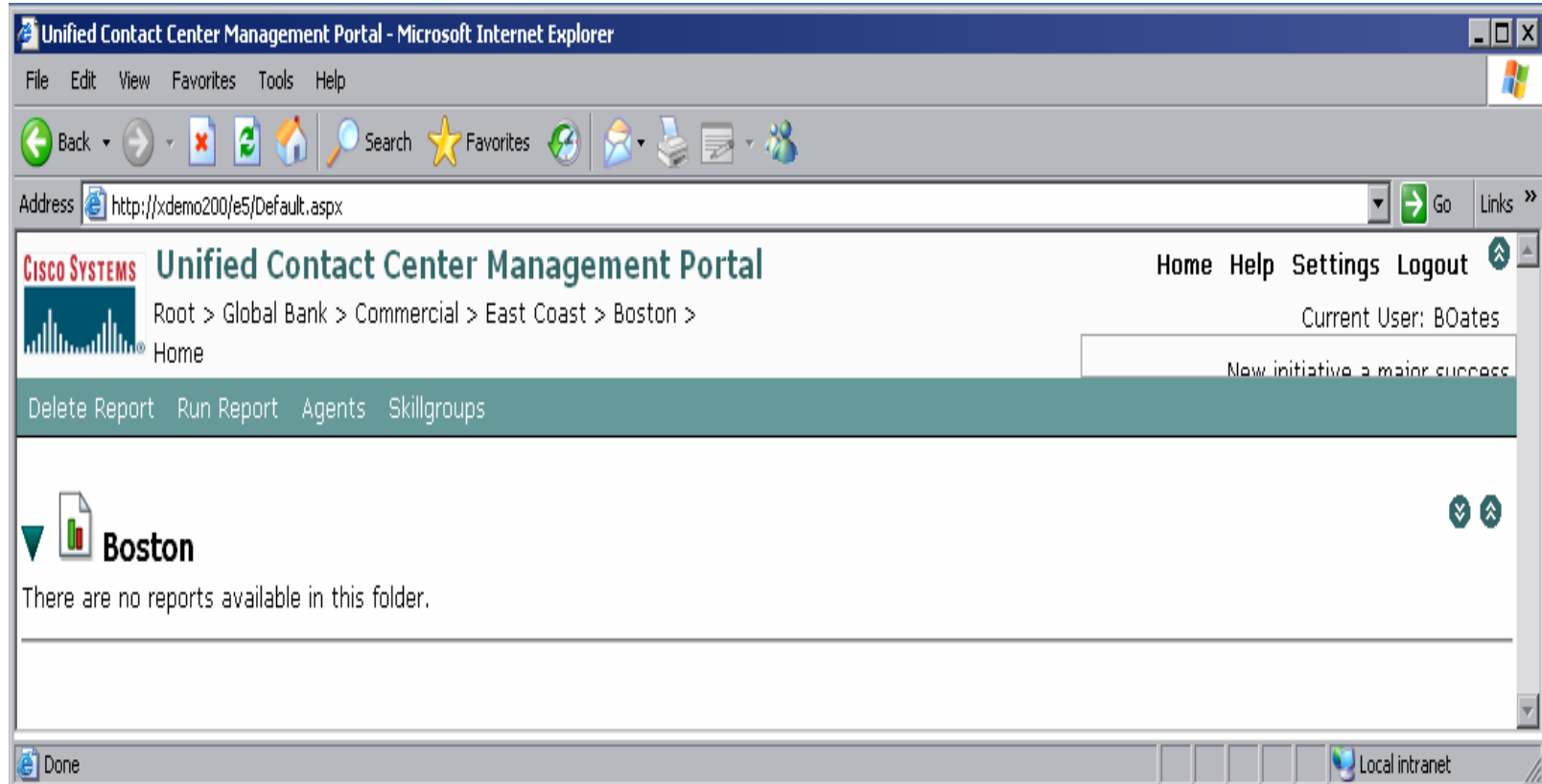
- **Audit Tracking** of Configuration Changes

- System **Metrics** and **Measures**

- Available with **Unified Contact Center Enterprise and Hosted**, Release 7.1 and higher

Basic Mode

- Basic Mode for majority of users
 - Manage Agent teams
 - Agent Reskilling



Basic Mode: Reskilling

- From the Skillgroups option
 - View skillgroups
 - Change skillgroups for agents in your teams
 - Agents not in your teams are greyed out

The screenshot shows the 'Agent Re-Skilling' page in the Unified Contact Center Management Portal. The page title is 'Agent Re-Skilling' and the current user is 'BOates'. The page contains a dropdown menu for selecting a skillgroup, currently set to 'Boston_Business_Loans'. Below this, there are two tables of agents. The first table, 'Agents in Current Skillgroup', lists two agents: Owen, Barbara and Townsend, Brad, both with a status of 'Pending Active' and active dates of '06/06/2079 00:00:00'. The second table, 'My Agents on Peripheral: CCM3_1', lists three agents: Oates, Beth (status 'Pending Active'), Oliver, Bridget (status 'Pending Active'), and O'Neill, Brenda (status 'Pending Active'), all with active dates of '06/06/2079 00:00:00'. There are 'Add' and 'Remove' buttons between the tables, and 'Save' and 'Cancel' buttons at the bottom.

Agents in Current Skillgroup

<input type="checkbox"/>	Agent Name	Status	Active Dates
<input type="checkbox"/>	Owen, Barbara	Pending Active	06/06/2079 00:00:00
<input type="checkbox"/>	Townsend, Brad	Pending Active	06/06/2079 00:00:00

My Agents on Peripheral: CCM3_1

<input type="checkbox"/>	Agent Name	Status	Active Dates
<input type="checkbox"/>	Oates, Beth	Pending Active	06/06/2079 00:00:00
<input checked="" type="checkbox"/>	Oliver, Bridget	Pending Active	06/06/2079 00:00:00
<input checked="" type="checkbox"/>	O'Neill, Brenda	Pending Active	06/06/2079 00:00:00

Basic Mode: Agent Teams

- Manage agent teams

Unified Contact Center Management Portal - Microsoft Internet Explorer

Address: http://xdemo200/e5/agent_team_manager.aspx?path=/Global%20Bank/Commercial/East%20Coast/Boston

CISCO SYSTEMS Unified Contact Center Management Portal

Home Help Settings Logout

Root > Global Bank > Commercial > East Coast > Boston > Manage the agents in my team.

Current User: BOates

New initiative a major success

New

This is the list of agents that currently exist in your team.

My Agent Team:

Agents in Team

Agent Name	Status	Active Dates
Oates, Beth	Pending Active	06/06/2079 00:00:00
Oliver, Bridget	Pending Active	06/06/2079 00:00:00
O'Neill, Brenda	Pending Active	06/06/2079 00:00:00
Owen, Barbara	Pending Active	06/06/2079 00:00:00

Back

Local intranet

Basic Mode: Agents

The screenshot shows the 'Unified Contact Center Management Portal' in Microsoft Internet Explorer. The browser address bar shows the URL: `http://xdemo200/e5/provision_agent.g.aspx?path=/global%20Bank/Commercial/East%20Coast/Boston`. The page title is 'Unified Contact Center Management Portal' and the current user is 'B.Oates'. The breadcrumb navigation is 'Root > Global Bank > Commercial > East Coast > Boston'. The main heading is 'Create a new Agent'. Below the heading are tabs for 'Details', 'Supervisor', 'Agent Teams', 'Skill Groups', and 'Advanced'. The 'Details' tab is active, showing fields for 'First Name', 'Last Name', and 'Description'. Below these are 'Peripheral Login' fields for 'Login Name', 'Password', and 'Confirm Password'. At the bottom are 'Save', 'Cancel', and 'Create Another' buttons.

- Edit agents in your team
 - Copy existing agent or create from new
 - In advance
 - Set supervisors with permissions like your own

This screenshot shows the 'Supervisor' tab of the 'Unified Contact Center Management Portal'. The 'Supervisor' checkbox is checked. Under the 'Domain Account' section, the 'Associate with Domain Account' checkbox is unchecked, and there is a 'Login Name' field with a 'Find User Account' button. Under the 'Portal Account' section, the 'Create Account' checkbox is checked, and there are fields for 'Login Name', 'Password', and 'Confirm Password'. At the bottom, under the 'Groups' section, there is a table with a 'Name' column and a checkbox for 'Global Bank Supervisors'.

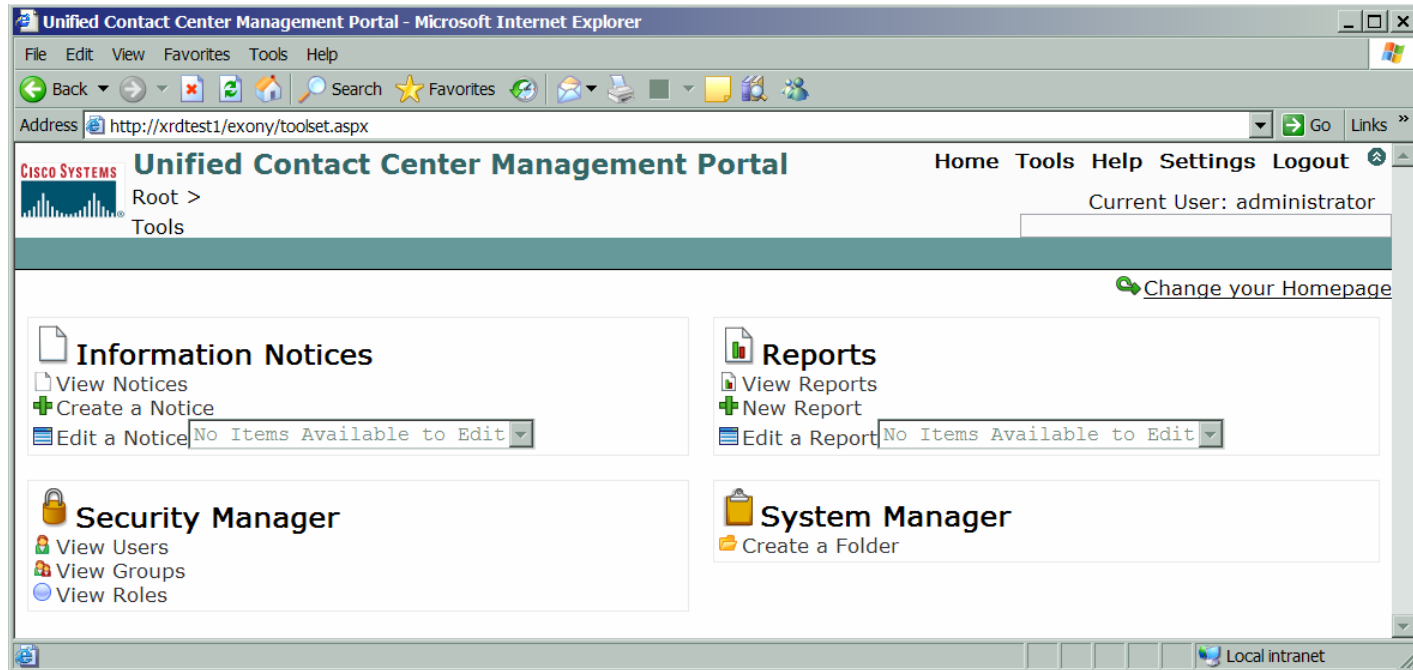
Advanced Mode

- Advanced Mode for administrators

 - View audit reports

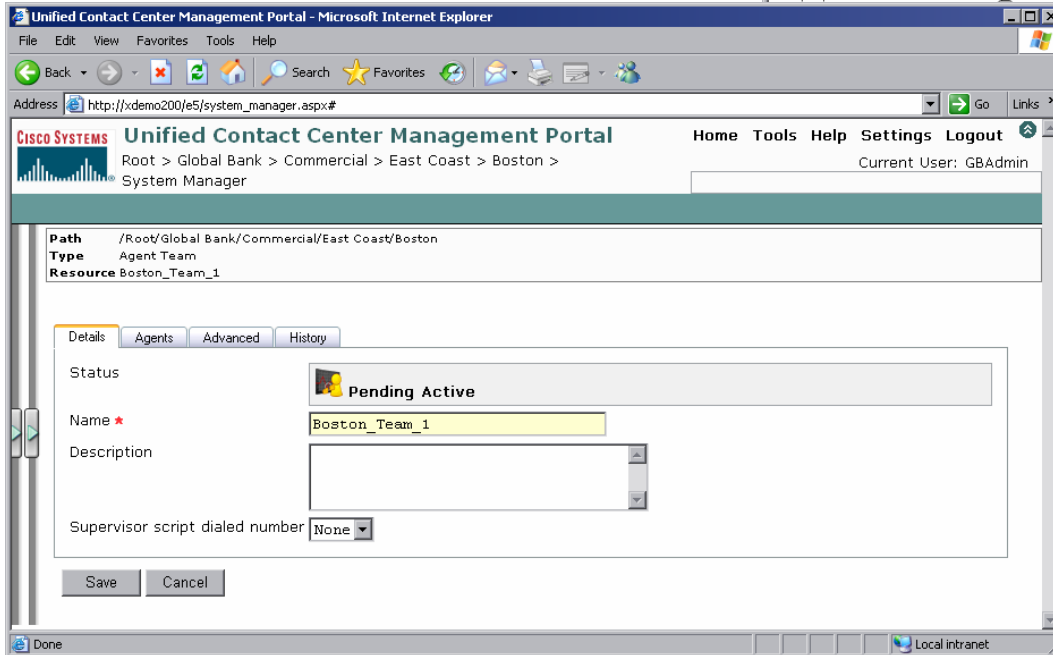
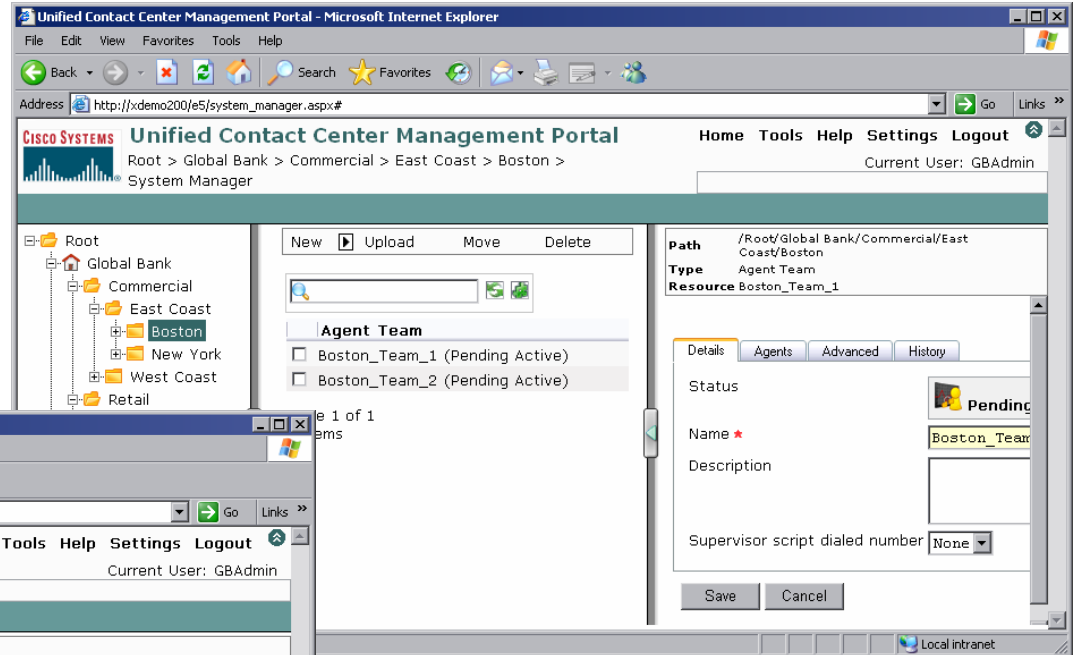
 - Create resources

 - Manage security



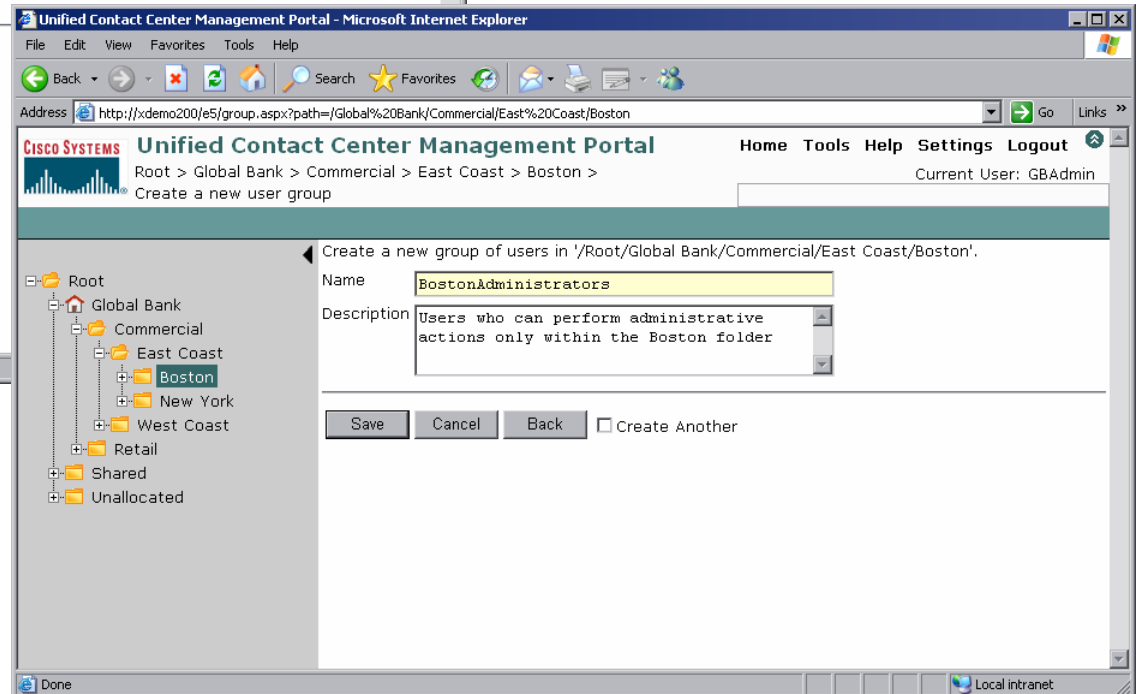
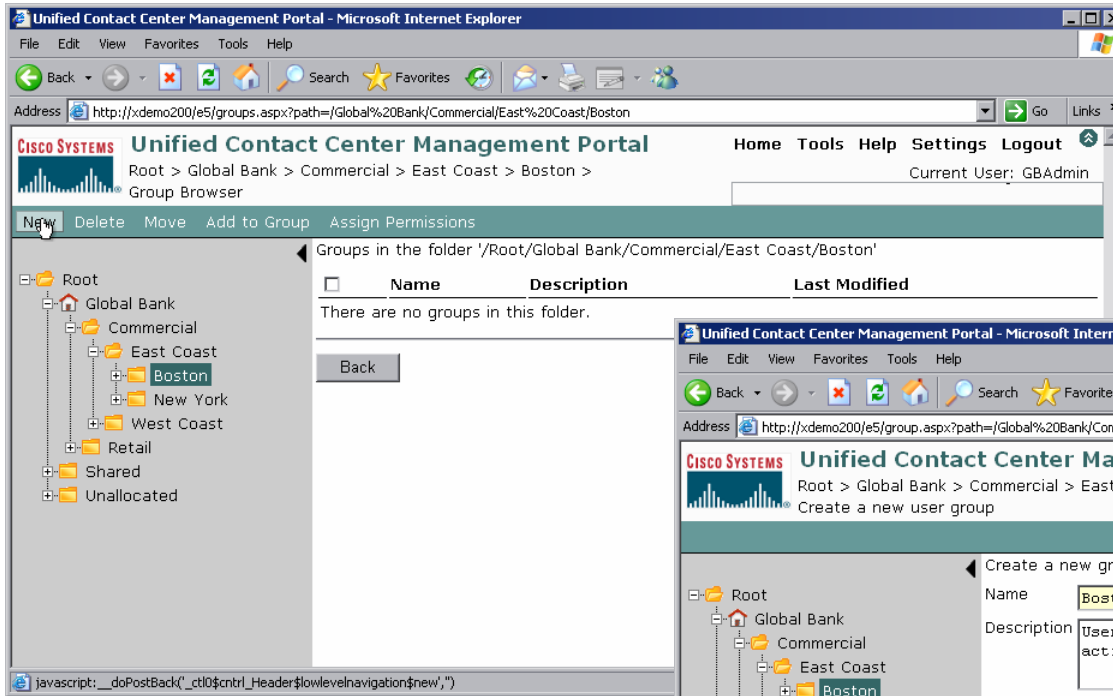
Advanced Mode: System Manager

- Resource management



Advanced Mode: Security Manager (Groups)

■ Group Creation



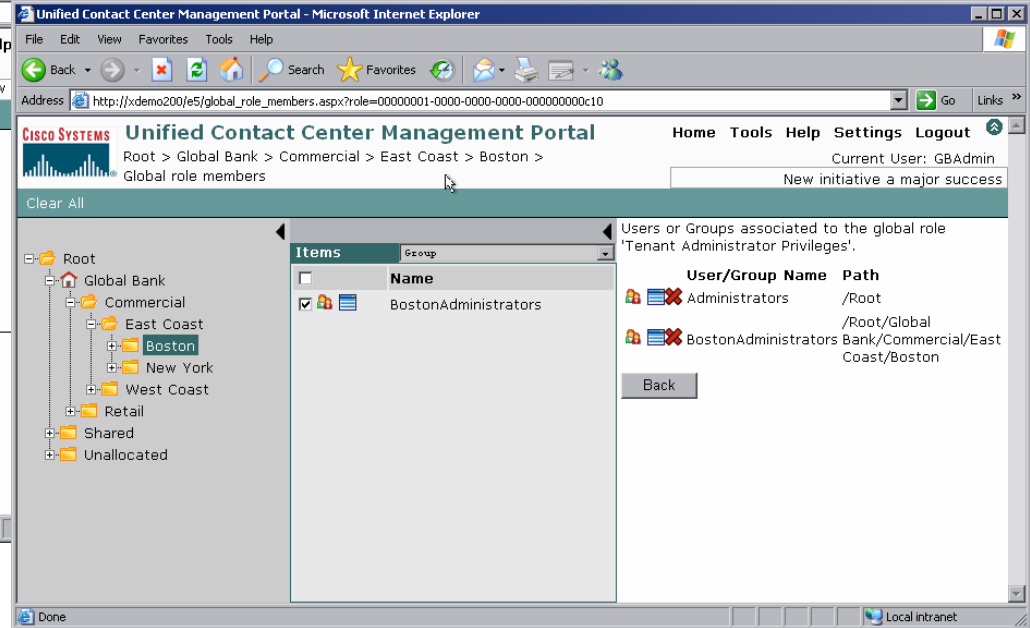
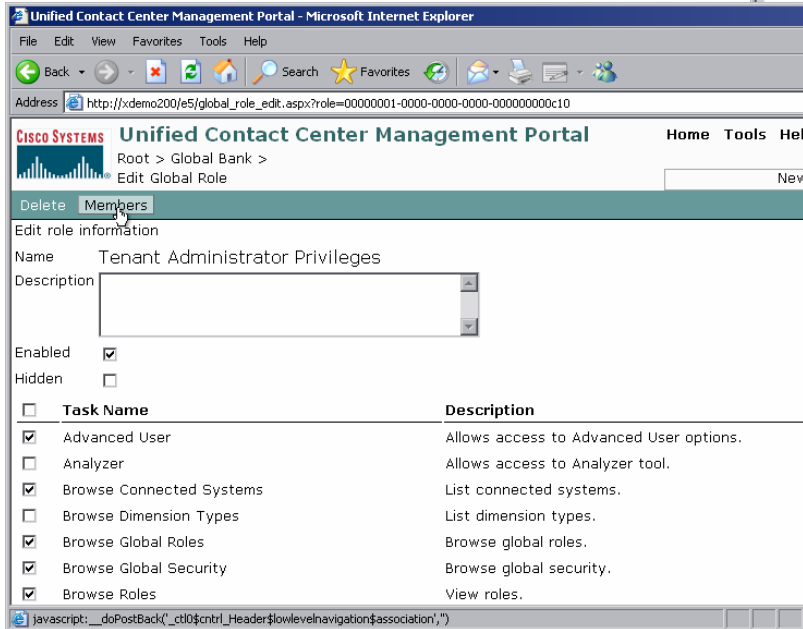
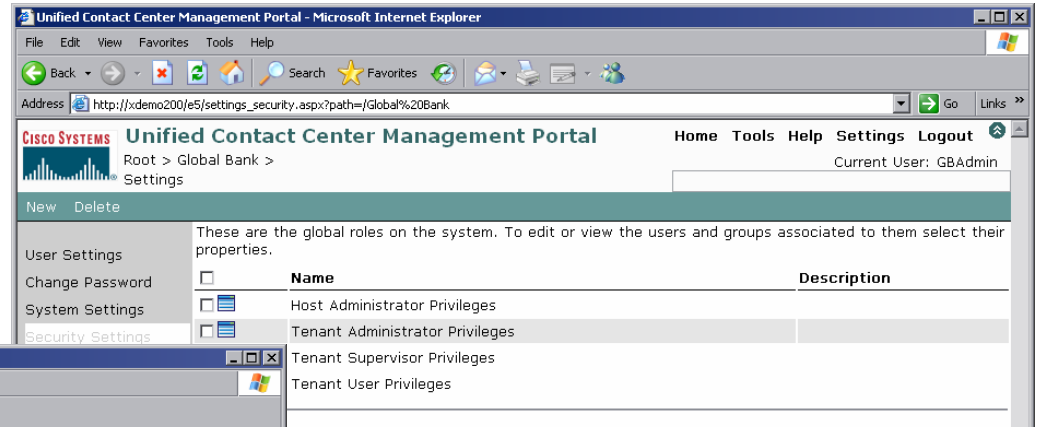
Advanced Mode: Security Manager (Folder Permissions)

- Folder Permissions
 - Set by non-global roles
 - Inherited

The image displays three overlapping screenshots of the Unified Contact Center Management Portal's Security Manager interface. The top screenshot shows the 'Assign Permissions' dialog for the folder '/Root/Global Bank/Commercial/East Coast/Boston'. It lists the 'BostonAdministrators' group with a description: 'Users who can perform administrative actions only within the Boston folder' and a last modified date of 28/07/2006 at 12:40:00. The middle screenshot shows the 'Assign Permissions' dialog for the folder '/Root/Global Bank/Commercial/East Coast/Boston' with a warning: 'You are currently un-able to change permissions on this folder as they are change this setting Click here'. It lists roles: Host Administrator, Tenant Administrator, Tenant Supervisor, and Tenant User. The bottom screenshot shows the 'Assign Permissions' dialog for the folder '/Root/Global Bank/Commercial/East Coast/Boston' with a warning: 'To assign permissions to the selected user(s)/group(s) select the folder you wish to grant access to, the roles that these users will be able to perform and click the 'OK' button.'. It lists roles: Host Administrator, Tenant Administrator, Tenant Supervisor (checked), and Tenant User. A small dialog box at the bottom left asks: 'Item security is inherited from the parent item. Do you wish to apply security settings for this item?'. The interface includes a navigation tree on the left and a breadcrumb trail at the top: 'Root > Global Bank > Commercial > East Coast > Boston >'. The current user is identified as 'GBAdmin'.

Introduction to Advanced Mode: Global Roles

- Global Permissions
 - From the Settings option
 - 'Activate' non-global roles



Product Positioning and Deployment Models

■ Enterprise and Hosted Unified Contact Centers

Deployment Models for CCMP Phase1:

Hosted Deployment with one or more customer instances

Traditional Service Provider

Public Sector

Enterprise Deployment with partitioned Business Requirements

Large Distributed Enterprise

Note:

- Reporting provided via standard Webview or 3rd party product
- Hosted model requires CTI OS per customer for security

Packaging and Pricing

- Concurrent **Agent** level licensing for Portal
- Portal is **included** with each new Unified Contact Center Enterprise Premium or Contact Center Hosted Agent License Purchased
- Existing Contact Center Enterprise and Hosted Agents can be **upgraded** for use with Portal with purchase of upgrade license
- Enter *IPCE-BUNDLE* and *HOSTED-BUNDLE* from the Cisco order tool

See the **Contact Center Solutions Order Guide** for further details

End-User Business Benefits

- Business end-users **empowered** to manage their own operations:

Business operations staff work within **safe, partitioned, user friendly** interface

Reduced Dependency on IT/Telecoms &/or 3rd party Service Providers or Enterprise IT to manage changes

Operating costs **reduced**, business agility **improved**

The Management Portal leverages the scale and power of Cisco Unified Contact Center, but removes the complexity of provisioning

For More information:

Support E-Mail Aliases

Technical Questions: ask-ccmp@external.cisco.com

Pricing Questions: ccbu-pricing@cisco.com

General IPCC: ask-ipcc@cisco.com

Contact Center Enterprise Product Information

General Information (including CCMP documentation):
<http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/index.html>

Contact Center Hosted Product Information

General Information (including CCMP documentation):
<http://www.cisco.com/en/US/products/sw/custcosw/ps5053/index.html>

