Cisco Unified Contact Center Express 8.0

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

Cisco Unified Contact Center Express meets the needs of midmarket and enterprise branch-office or departmental companies that need easy-to-deploy, easy-to-use, secure, virtual, highly available, and sophisticated customer interaction management for up to 300 agents. Cisco Unified Contact Center Express support for powerful, agent-based service as well as fully integrated self-service applications results in reduced business costs and improved customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services in a single-server, contact-center-in-a-box deployment while offering the flexibility to scale to larger, more demanding environments. Cisco Unified Contact Center Express helps ensure your business rules for inbound and outbound voice and email; and customer interaction management helps ensure that each contact is delivered to the right agent the first time.

To help companies provide efficient, effective, customer-focused service in the contact center, supervisors must have the tools they need to manage team performance. Cisco Unified Workforce Optimization for Cisco Unified Contact Center Express helps supervisors and other managers align contact center performance with business objectives by integrating workforce optimization into the team's daily workflow. 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. All Cisco Unified Contact Center Express products are tightly integrated with Cisco Unified Communications Manager.

This document applies only to Cisco Unified Contact Center Express 8.0 and later.

Features and Benefits

Routing Capabilities

Maximum return on investment (ROI) for contact centers is provided when your company's business rules can influence the behavior of the contact center. The routing capabilities of Cisco Unified Contact Center Express facilitate categorization and prioritization of customer contacts in a way that best meets your business requirements to help ensure that each contact is routed to the right agent at the right location the first time to maximize resolution on the first call. Cisco Unified Contact Center Express routing supports a wide range of routing logic that can accurately target and selectively route different classes of contacts, or even single out individual contacts for customized, prioritized routing treatment.

Cisco Unified Contact Center Express offers call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on your business rules. With Cisco Unified Contact Center Express Premium, product integration with your enterprise's customer database can help ensure that the optimal routing decisions are made. In addition, the application can give agents extensive information on a per-contact basis through a customer-relationship-management (CRM) or other application screen pop.

Email Management

Customers are turning to company websites to locate information about products and services, to seek support, and to conduct transactions. In addition, customers are seeking alternative ways, such as email, to contact customer support centers, and the volume of incoming email interactions to contact centers is growing. Cisco Unified Contact Center Express offers the Agent E-Mail feature for email management.

Agent E-Mail is a basic email queuing and response system, designed specifically for Cisco Agent Desktop for the Cisco Unified Contact Center Express platform. Agent E-Mail is a zero-footprint feature that is tightly integrated into the agent desktop embedded browser, with controls built into the toolbar and display. It enables contact centers to queue and route email messages to staff and skilled agents, helping strike a balance between email and call-handling activities.

Workforce Optimization, Quality Management, and Compliance Recording

Cisco Unified Workforce Optimization integrated with Cisco Unified Contact Center Express helps supervisors and other managers align contact center performance with business objectives by integrating workforce optimization within the team's daily workflow—combining agent and supervisor desktop tools in a composite application with workforce optimization software to unify the entire customer interaction process.

Directly integrated with Cisco Supervisor Desktop, Cisco Unified Workforce Optimization unifies the tactical tools that supervisors need to optimize team performance: Cisco Unified Workforce Optimization Workforce Management, Quality Management, and Compliance Recording software. The Workforce Management component allows contact center managers to develop schedules for multiple sites, manage critical performance indicators, and manage real-time adherence to schedules. At the same time, the Quality Management software provides a voice transaction, compliance, and evaluation solution, with optional, advanced, quality-management features such as screen recording for agent performance optimization and dispute resolution. Compliance Recording enables simplified telephony recording by using either preconfigured workflows with up to 100-percent recording or on-demand recording through the recording application programming interface (API). Recordings can also be searched for and replayed to verify compliance or resolve disputes.

For more information please refer to the Cisco Unified Workforce Optimization for Cisco Unified Contact Center Express data sheet: http://www.cisco.com/en/US/products/ps8293/products_data_sheets_list.html.

Outbound Dialing Capabilities

The Cisco Outbound Option complements the powerful inbound call-handling capability of the Cisco Unified Contact Center Express platform by offering blended preview outbound dialing capabilities. You can build campaigns to use preview dialing that is integrated with inbound calls to provide a blended inbound/outbound solution. These blended functions let agents serve both inbound calls and outbound campaign tasks when the inbound queue is empty, allowing for the most efficient use of agent resources for both inbound calls and outbound campaigns.

Computer Telephony Integration

Cisco Unified Contact Center Express can integrate with any CRM or other application that can run on the agent's Microsoft Windows desktop. Integration is achieved by using a powerful real-time programmable CTI workflow engine that invokes keystroke-macro emulation to automate the transfer of caller-entered information, or performing an external application action. Cisco Unified Contact Center Express provides powerful integration tools through support for custom Java classes and methods that can be invoked under real-time workflow control. These features facilitate the integration of Cisco Agent Desktop with other Windows and web-based applications with minimal software development.

In addition, Cisco Unified Contact Center Express Premium allows you to apply HTTP integration to provide integration and a screen pop with browser-based applications such as Salesforce.com running in the Cisco Agent Desktop embedded browser.

Finally, Cisco Unified Contact Center Express third-party CTI protocol provides for deep integration with ACD and IVR subsystems for traditional custom CTI integrations.

IVR and Self-Service Capabilities and Benefits

Unlike many competitive products, Cisco Unified Contact Center Express does not require purchase of additional IVR services, but rather provides an integrated, ready-to-use IVR solution. Every package provides an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual tone multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent.

Cisco Unified Contact Center Express Premium adds the ability to have true, sophisticated, and fully automated self-service applications integrated with your agent-assisted contact interaction management. This critical feature enables significant cost reduction on a per-contact basis and provides significant flexibility in handling customer contacts.

Two, full self-service IVR ports are packaged at no additional charge with each Cisco Unified Contact Center Express Premium seat subject to the maximum ports limit per server class. In addition, support is provided for adding advanced self-service technologies such as Automatic Speech Recognition (ASR), Text to Speech (TTS), and Voice XML (VoiceXML). The application also supports real-time notification services through email and third-party fax or paging solutions, as well as the ability to invoke custom workflow processing (for example, web-based callback) through HTTP requests.

Cisco Unified CallConnector for Microsoft Dynamics CRM

The Cisco Unified CallConnector for Microsoft Dynamics CRM, part of the Cisco Unified Communications System, is a free middleware application that integrates Cisco Unified Contact Center Express with Microsoft Dynamics CRM 3.0 (Microsoft CRM). This integration with Microsoft CRM includes productivity-enhancement features for employees, such as screen pops, click to dial, and call tracking. The call information collected by the Cisco Unified CallConnector for Microsoft Dynamics CRM allows companies to make better business decisions based on actual call metrics pertaining to employees or customers.

Cisco Agent Desktop and Cisco Unified Presence Integration

Integration of Cisco Agent Desktop with Cisco Unified Presence extends real-time collaboration into the broader enterprise by integrating the contact center desktop applications with Cisco Unified Presence. Through this integration, agents and supervisors can collaborate with relevant colleagues and subject matter experts outside the contact center. For efficiency and convenience, the contact center defines the view to show only those colleagues that are appropriate for agents to access.

Both parties use familiar applications. Contact center personnel use the Cisco Agent Desktop and Cisco Supervisor Desktop, and subject matter experts outside of the contact center use the Cisco Unified Personal Communicator or Cisco IP Phone Messenger. This feature helps agents connect with experts on the first try by knowing beforehand whether they are available and how they prefer to be reached.

Video and Cisco Unified Contact Center Express

Cisco Unified Contact Center Express can connect callers and agents through video in a couple of ways: through integration with Cisco TelePresence™ and Cisco Unified Video Advantage applications.

Using Cisco TelePresence conferencing in combination with Cisco Unified Contact Center Express, virtual agents can be connected to callers through the skills-based routing and integrated queuing of Cisco Unified Contact Center Express. When connected, the agent and customer appear in life size on video displays for a highly effective, face-to-face customer service interaction. This feature is ideal for applications in finance, such as branch-office experts, retail for high-end electronics sales, healthcare for remote consultations, and interpretive services, as well as for administrative services such as lobby personnel. It creates the intimacy of a one-on-one meeting and at the same time allows the agent to be in multiple places quickly and easily.

Also, agents and customers can add a level of intimacy to calls by employing video through the Cisco Unified Video Advantage camera. Each of the video-enabled endpoints can take advantage of video among all parties on the call, adding a level of connectedness between the parties that can lead to a more complete and better overall interaction between agents and customers.

Agent Capabilities and Benefits

Each Cisco Unified Contact Center Express seat provides optimal flexibility in your contact center by providing full licensing to use the seat as either an agent or a supervisor seat. Enhanced and Premium agent seats can be either PC- or Cisco Unified IP Phone-based agent stations. Standard seats provide a Cisco Unified IP Phone Agent IP Phone-based agent station. Each seat provides full licensing for Cisco Agent Desktop or Cisco IP Phone Agent, Cisco Supervisor Desktop, Cisco Desktop Administrator, and Cisco Historical Reporting Client; for the Enhanced and Premium versions, Cisco Supervisor and Agent Desktop include on-demand recording in addition to full licensing. With the Enhanced and Premium versions, even if a PC failure occurs, an agent is fully licensed to continue working through the Cisco IP Phone Agent.

Cisco Unified Contact Center Express keeps the agent in touch with every call through critical data and call-state information by providing the ability to present a screen pop to the agent for each call. Information presented to the agent includes customer-entered data as well as call-state information describing how long the call has been connected to the ACD, how long the call has been in queue, and how long the agent has been talking with the caller.

Cisco Agent Desktop gives agents tools to access information and respond rapidly to customer requests. Voice contact workflows, the enterprise data pane, and the integrated browser display (screen pop) show agents customer data as calls are presented, preventing redirection of calls and the necessity for customers to repeat information. Task automation buttons and the personal phone directory allow agents to instantly activate frequently performed functions that shorten response time and automate after-call work to follow up on a customer inquiry. Collaboration tools such as chat and transfer of caller data help keep responses accurate.

Additionally, Cisco Agent Desktop offers the ability to provide workflows that process business rules based on critical call-state events, the ability to invoke any CRM or other application able to run on the agent's Microsoft Windows desktop, and the ability to display information in the form of a screen pop from the ACD or IVR subsystem to that application.

When the Premium Cisco Outbound Option with preview dialing is enabled, the Cisco Agent Desktop provides all the controls necessary for agents to participate in outbound campaigns. The Premium Outbound option enables either dedicated outbound or transparent blended inbound and outbound call handling for agents.

Note: For complete details regarding Cisco Agent Desktop and Cisco Supervisor Desktop for Cisco Unified Contact Center Express 8.0, including options available for Standard, Enhanced, and Premium versions, please refer to the Cisco Agent Desktop for Cisco Unified Contact Center Express 8.0 data sheet:
http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html.

Management Capabilities and Benefits

Supervisory Features

The ability of Cisco Supervisor Desktop to monitor critical performance metrics and actively chat, monitor, record, and send team messages allows managers to coach, train, and encourage agent behavior so that agents consistently perform their job function and process calls efficiently. The ability to send agents scrolling team messages and chat with individual members or the entire team allows supervisors to coach agents, resolve problems, and instantly communicate business changes. Supervisors can coach agents unobtrusively on cross-sell and up-sell opportunities and help agents resolve customer situations.

Within the supervisor desktop, contact center managers can see team performance, agent statistics, and status at a glance by using easy-to-navigate tabbed pages and graphical reports. To coach agents, they can silently monitor calls and offer encouragement using chat. They can also initiate call recording for later review and training.

Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.

Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when they are away from their workstation for an extended period. With Cisco Supervisor Desktop, supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls. This function is critical to highly distributed contact center deployments. Supervisors can also change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

Note: For complete details regarding Cisco Agent Desktop and Cisco Supervisor Desktop for Cisco Unified Contact Center Express 8.0, including options available for Standard, Enhanced, and Premium versions, please refer to the Cisco Agent Desktop for Cisco Unified Contact Center Express 8.0 data sheet: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html.

For mobile supervisors or supervisors who want to be more in tune with their team in the contact center, there is Cisco Mobile Supervisor, which allows supervisors to remain connected to real-time reporting information and monitor their teams from their mobile devices. Supervisors can view a subset of Cisco Supervisor Desktop reports, including a list of queues belonging to a selected team, the queue summary report for a selected queue, and agents belonging to a selected team or a queue, along with their current agent state. If a problem arises, the supervisor is connected, sees the problem, and can communicate with the team to adjust resources appropriately to meet or exceed customer satisfaction requirements.

To learn more about Cisco Mobile Supervisor, visit: http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/ciscomobile_vds.html.

Cisco Agent Desktop Browser Edition for Enhanced and Premium Versions

The Cisco Agent Desktop Browser Edition executes as a thin client from within a commercial web browser, making it easy to deploy and maintain. The Cisco Agent Desktop Browser Edition also includes an agent toolbar, contact data, enterprise data, and agent status information, making it an ideal solution in thin-client applications.

Administration

The Cisco Unified Contact Center Express web-based administration provides a run-anywhere, enterprisewide point of control for single- or multisite contact centers. Cisco Unified Contact Center Express transparently integrates

information from Cisco Unified Communications Manager and integrates with the Cisco Unified Communications Manager web-based administration to provide cross access and a common interface. Cisco Unified Contact Center Express Administration allows a wide range of real-time reporting statistics across all activity within the contact center, regardless of agent or supervisor location and for all calls in process. In addition, supervisors can use administrative capabilities to dynamically re-skill agents.

Reporting

The Cisco Unified Contact Center Express solution provides the real-time and historical data necessary for mission-critical contact center reporting. Real-time reports are provided at the supervisor level (integrated with the Cisco Supervisor Desktop) on a per-agent or per-team basis and also at the administration level, across the entire contact center.

The reporting function provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels, contact-handling procedures, and technology investments. Standard reporting templates provide automatically operational functions for common reporting needs. Custom reports can extend the standard reporting package to meet specific reporting needs. Furthermore, the open software architecture of Cisco Unified Contact Center Express allows for export of reporting data in a variety of formats.

Cluster Management

When Cisco Unified Contact Center Express is deployed with high availability, all servers are members of the Cisco Unified Contact Center Express cluster and can be viewed, monitored, and taken in and out of service. Using open Internet standards and the inherent capabilities of Cisco devices, Cisco Unified Communications Management Suite helps network managers oversee their converged networks while maintaining confidence that their IP telephony environments, including Cisco Unified Contact Center Express, are performing as expected.

Cisco Unified Communications Management Suite provides real-time, detailed fault analysis designed specifically for Cisco devices in the IP telephony environment. This focus on Cisco devices facilitates monitoring of Cisco Unified IP Telephony technology-based networks for a variety of fault conditions, analysis of these conditions, and notification of network managers through intelligent traps that detail the problem that has occurred. Functions supporting Cisco Unified Contact Center Express include server discovery, health statistics, subsystem process checks, application run-time status, and other critical network management capabilities.

System Capabilities and Benefits

Open Systems

Cisco Unified Contact Center Express software takes full advantage of industry-standard hardware platforms, giving you the benefits of many software functions at a modest hardware cost. The open architecture of the system, which includes an Open Database Connectivity (ODBC)-compliant database as well as Java interfaces for CTI applications, can integrate with existing contact center solutions, preserving investments in traditional systems and providing a platform for future applications.

Redundant High Availability

Cisco Unified Contact Center Express offers high-availability redundancy for dual server cluster deployments, including support for automatic failover of inbound voice ACD, IVR, and desktop services, as well as database replication and failover and load-balanced redundancy for historical reporting and on-demand recording.

Cisco Unified Contact Center Express 8.0 supports high availability over the WAN (HAoWAN). It also supports switching between Cisco Unified Contact Center Express 8.0 HAoWAN and high availability over the LAN (HAoLAN).

Note: Cisco Unified Contact Center Express 8.0 and later releases no longer support cold standby.

Appliance Model

You can deploy Cisco Unified Contact Center Express 8.0 exclusively in an appliance model on Linux-based operating systems. The appliance model is a secure, resilient, and robust model that is less complex and provides for faster installs, easier upgrades, and less-frequent patching.

Remote deployment, operation, and support reduces the need for onsite support, potentially shortening maintenance cycles and reducing overall downtime. For example, through a command-line interface (CLI) to the server, you can perform upgrades to the inactive partition at the customer's convenience and switch to active mode quickly and easily when the updates are complete. This process can reduce overall downtime for upgrades by 50 percent or more—lowering the overall total cost of ownership (TCO) for a Cisco Unified Contact Center Express solution.

Integrated Service-Creation Environments

The Cisco Unified Contact Center Express Workflow Editor is the service-creation and scripting environment for mapping business rules to call-flow behavior and call treatments. It can operate from any location on the enterprise WAN, and workflows can be uploaded and run on the Cisco Unified Contact Center Express server. This environment is a visual editor that provides a simple, drag-and-drop, easy-to-understand interface for building powerful, custom, business-communication applications.

Scalability

Cisco Unified Contact Center Express can provide a contact-center-in-a-box for inbound and outbound voice on a single server for 1 to 300 agents. Dual server clusters provide a redundant, high-availability option across a virtual contact center. Cisco Unified Contact Center Express supports a Cisco Customer Interaction Network based on the Cisco Unified Intelligent Contact Management and Cisco IP Contact Center (IPCC) Peripheral Gateway, enabling prerouting, postrouting, and centralized reporting for multiple Cisco Unified Contact Center Express systems across a Cisco Unified Communications WAN.

Security

To help maintain network security in the contact center and throughout the enterprise, Cisco Unified Contact Center Express supports Cisco Security Agent, as well as virus-detection software from the major antivirus software vendors. Cisco Security Agent is a host-based intrusion detection system that provides security to mission-critical enterprise servers and hosts. It provides benefits beyond conventional endpoint security solutions, such as virus-scanning software and firewalls, by identifying and preventing malicious behavior before it can occur. This process helps remove potential known and unknown security risks that threaten enterprise networks and applications. By analyzing behavior rather than relying on signature matching, Cisco Security Agent complements the capabilities of the antivirus software; together, they provide a robust solution to protect your network and reduce operational costs.

Cisco Unified Contact Center Express 8.0 Features and Specifications

Cisco Unified Contact Center Express 8.0 is available for Cisco Unified Communications Manager 7.1(3) and 8.0 as well as for Cisco Unified Communications Manager Express 7.1 and 8.0 on integrated services routers and Cisco Unified Communications 500 Series for Small Business platforms.

Note: Cisco Unified Contact Center Express does not support Cisco Unified Communications Manager Express in Cisco Unified Survivable Remote Site Telephony (SRST) mode.

Note: All capacities stated in this document are system maximums. Actual maximums are a function of the hardware server(s) and mix of features deployed on those servers.

Note: This document applies only to Cisco Unified Contact Center Express 8.0 and later versions.

Cisco Unified Contact Center Express supports all critical functional areas of today's contact centers, including:

- Inbound voice features

- Blended Preview Outbound Dialer

- Blended Agent E-Mail

- Integration with Cisco Unified Presence Server to enable agents and supervisors to determine availability of and to interact with subject matter experts

- Cisco Unified Workforce Optimization (including Compliance Recording, Quality Manager, Advanced Quality Manager, and Workforce Manager)

- Third-party integration (for example, with CRM applications)

- Customer database integration with Java Database Connectivity (JDBC) or Structured Query Language (SQL)

- Read-only access to Cisco Unified Contact Center Express database (Informix) with JDBC, ODBC, or Structured Query Language (SQL)

- IVR for both Automated-Attendant and self-service applications

- Real-time and historical reporting

- Cisco Agent Desktop and Cisco Supervisor Desktop

Tables 1 through 8 provide further information about Cisco Unified Contact Center Express. Following is a summary of what each of these tables describes:

- Table 1 describes Cisco Unified Communications Manager products supported by the Premium, Enhanced, and Standard versions of Cisco Unified Contact Center Express 8.0 and later.

- Table 2 describes the feature availability for Cisco Unified Contact Center Express 8.0 in the Premium, Enhanced, and Standard versions when it is deployed with Cisco Unified Communications Manager 7.1(3) and 8.0. It also describes the features for Cisco Unified Communications Express 7.1 and 8.0 when it is deployed with Cisco integrated services routers or with the Cisco Unified Communications 500 Series for Small Business.

- Table 3 describes licensing for Cisco Unified Contact Center Express 8.0.

- Table 4 describes the inbound voice features available for Cisco Unified Contact Center Express 8.0 in the Premium, Enhanced, and Standard versions.

- Table 5 describes the outbound voice features available for Cisco Unified Contact Center Express 8.0. Outbound voice features are available in the Premium version only.

- Table 6 describes the maximum system capacities for inbound and blended inbound and outbound systems with Cisco Unified Contact Center Express 8.0.

- Table 7 describes the Quality Manager, Advanced Quality Manager, and Compliance Recording features available in the three versions of Cisco Unified Contact Center Express 8.0.

- Table 8 describes the Workforce Manager features available in the three versions of Cisco Unified Contact Center Express 8.0.

Platform Support and Compatibility

Tables 1 and 2 list information about Cisco Unified Contact Center Express platform support and compatibility.

Table 1.   Cisco Unified Communications Manager Products Supported by Cisco Unified Contact Center Express 8.0 and Later

Cisco Unified Communications Manager Product			Cisco Unified Contact Center Express				
Product	Platform	Release	Platform	Premium	Enhanced	Standard	Release
Cisco Unified Communications Manager	Cisco Media Convergence Servers Cisco Unified Computing Server B (Q2 CY 2010) and C Series (Q2 CY 2010)	7.1(3) and 8.0	Cisco Media Convergence Servers Cisco Unified Computing Server B (Q2 CY 2010) and C Series (Q2 CY 2010)	Yes	Yes	Yes	8.0.1 and later versions
Cisco Unified Communications Manager Express	Cisco Integrated Services Routers	7.1 and 8.0	Cisco Media Convergence Servers Cisco Unified Computing Server B (Q2 CY 2010) and C Series (Q2 CY 2010)	Yes	Yes	Yes	8.0.1 and later versions
Cisco Unified Communications Manager Express	Cisco Unified Communications 500 Series for Small Business	7.1 and 8.0	Cisco Media Convergence Servers Cisco Unified Computing Server B (Q2 CY 2010) and C Series (Q2 CY 2010)	No	No	Yes	8.0.1 and later versions

Table 2.   Feature Availability for Cisco Unified Contact Center Express 8.0 with Cisco Unified Communications Manager 7.1(3) and 8.0

Feature	Premium	Enhanced	Standard	Optional
Cisco Unified Contact Center Express 8.0 Feature Availability with Cisco Unified Communications Manager 7.1(3) and 8.0				
Inbound Voice	Yes	Yes	Yes	No
Integration with Cisco Unified Presence Server	Yes Included	Yes Included	Yes Included	Yes
Blended Preview Outbound Dialer	Yes Included	No	No	Yes
Agent E-Mail	Yes Included	No	No	Yes
Inbound Voice High-Availability Option	Yes	Yes	No	Yes
Compliance Recording	Yes	Yes	Yes	Yes
Quality Manager Option	Yes	No	No	Yes
Advanced Quality Manager Option	Yes	No	No	Yes
Workforce Manager Option	Yes	No	No	Yes
Cisco Unified Contact Center Express 8.0 Feature Availability with Cisco Unified Communications Manager Express 7.1 and 8.0 for Integrated Services Routers				
Inbound Voice Non-High Availability	Yes	Yes	Yes	No
Integration with Cisco Unified Presence Server	No	No	No	–

Feature	Premium	Enhanced	Standard	Optional
Blended Preview Outbound Dialer	No	No	No	–
Agent E-Mail	Yes	No	No	Yes
Inbound Voice High Availability	No	No	No	–
Blended Preview Outbound Dialer	No	No	No	–
Remote Monitoring	No	No	No	–
Compliance Recording	No	No	No	–
Quality Manager	No	No	No	–
Advanced Quality Manager	No	No	No	–
Workforce Manager	No	No	No	–
Cisco Unified Contact Center Express 8.0 Feature Availability with Cisco Unified Communications Manager Express 7.1 and 8.0 for Cisco Unified Communications 500 Series for Small Business				
Inbound Voice Non-High Availability	No	No	Yes	No
Integration with Cisco Unified Presence Server	No	No	No	–
Blended Preview Outbound Dialer	No	No	No	–
Basic Agent E-Mail	No	No	No	–
Inbound Voice High Availability	No	No	No	–
Blended Preview Outbound Dialer	No	No	No	–
Remote Monitoring	No	No	No	–
Compliance Recording	No	No	No	–
Quality Manager	No	No	No	–
Advanced Quality Manager	No	No	No	–
Workforce Manager	No	No	No	–

Note: The following features are not available with Cisco Unified Contact Center Express 8.0 when deployed with Cisco Unified Communications Manager Express 8.0 for Integrated Services Routers or Cisco Unified Communications 500 Series for Small Business:

- Call control on Cisco Agent Desktop
- Barge-In and Intercept on Cisco Agent Desktop
- Consult Transfer Step in scripts

Additionally, Cisco Unified Contact Center Express 8.0 does not support Cisco Unified Communications Manager Express in SRST mode.

Licensing

Licensing for Cisco Unified Contact Center Express 8.0 varies by feature, as indicated by Table 3. Licenses are either concurrent or named user licenses. All packaging is per user with the exception of the Inbound Voice High Availability server software option.

Concurrent licensing example: Customer has three shifts each of 100 users for a total of 300 unique users. Customer needs to purchase 100 licenses.

Named user licensing example: Customer has three shifts of 100 users for a total of 300 unique users. Customer needs to purchase 300 licenses.

Table 3.   Cisco Unified Contact Center Express 8.0 Licensing and Packaging

Feature	Licensing and Packaging
Inbound Voice Non-High Availability	Concurrent license
Inbound Voice High Availability	Server software option
Compliance Recording	Named user license
Quality Manager	Named user license
Advanced Quality Manager	Named user license
Workforce Management	Named user license

Inbound Voice Features

Table 4 lists inbound voice features available in the different versions of Cisco Unified Contact Center Express 8.0 when it is deployed with Cisco Unified Communications Manager. Please note that not all these features are available when Cisco Unified Contact Center Express is deployed with Cisco Unified Communications Manager Express.

Table 4.   Cisco Unified Contact Center Express 8.0 Inbound Voice Features

Feature	Premium	Enhanced	Standard
General System Features with Server Software			
Hardware configuration	Cisco Media Convergence Servers and Cisco approved partner servers Cisco Unified Computing System B (Q2 CY 2010) and C Series (Q2 CY 2010) Cisco Media Convergence Server Appliance	Cisco Media Convergence Servers and Cisco approved partner servers Cisco Unified Computing System B (Q2 CY 2010) and C Series (Q2 CY 2010) Cisco Media Convergence Server Appliance	Cisco Media Convergence Servers and Cisco approved partner servers Cisco Unified Computing System B (Q2 CY 2010) and C Series (Q2 CY 2010) Cisco Media Convergence Server Appliance
System software configuration	Cisco Media Convergence Appliance software Microsoft Windows XP, Vista, and Windows 7 desktop client software Browser-based client software (Cisco Agent Desktop and Workforce Management) Web 2.0-based client software (Quality Manager and Advanced Quality Manager) (Q2 CY 2010)	Cisco Media Convergence Appliance software Microsoft Windows XP, Vista, and Windows 7 desktop client software	Cisco Media Convergence Appliance software Microsoft Windows XP, Vista, and Windows 7 desktop client software
Cisco Unified Communications Managers supported	Cisco Unified Communications Manager 7.1(3) and 8.0 Cisco Unified Communications Manager Express 7.1 and 8.0	Cisco Unified Communications Manager 7.1(3) and 8.0 Cisco Unified Communications Manager Express 7.1 and 8.0	Cisco Unified Communications Manager 7.1(3) and 8.0 Cisco Unified Communications Manager Express 7.1 and 8.0
Operating system(s) supported	Cisco Voice Operating System	Cisco Voice Operating System	Cisco Voice Operating System
Inbound voice redundancy support	High-availability cluster over the WAN with automatic failover Note: Not available for Cisco Unified Communications Manager Express	High-availability cluster over the WAN with automatic failover Note: Not available for Cisco Unified Communications Manager Express	Not available
Maximum number of analog trunks supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Maximum number of digital trunks supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Maximum number of IP trunks supported	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, Session Initiation Protocol (SIP) trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.

Feature	Premium	Enhanced	Standard
Maximum number of SIP trunks supported	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.	Unlimited (no software limitations) Note: For Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments, SIP trunk calls are supported only from other Cisco Unified Communications Manager Express deployments.
Maximum number of trunk groups supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Maximum number of ACD lines	1	1	1
Maximum number of secondary lines (with support for historical reporting)	3	3	3
Call conferencing	Included	Included	Included
Agent interdialing support	Included	Included	Included
Direct-outward-dialing (DOD) support	Included	Included	Included
Inbound Voice Seats			
Maximum number of configurable inbound agents supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Maximum number of active inbound agents supported	300	300	300
Maximum number of inbound supervisor positions supported	32	32	32
Inbound seat license type	Concurrent user	Concurrent user	Concurrent user
Integrated ACD Features with Server Software			
Custom scripting with Cisco Unified Contact Center Express Drag and Drop Editor	Included	Included	Included
Maximum number of agent groups supported	150	150	150
Maximum number of agents per group	300	300	300
Automatic Number Identification (ANI) support	Included	Included	Included
Dialed Number Identification Service (DNIS) support	Included	Included	Included
Route on Skill	Included	Included	Included
Route on Skill competency	Included	Included	Included
Conditional routing (time of day, day of week, custom variables, etc.)	Included	Included	Included
Overflow, interflow, and intraflow routing	Included	Included	Included
Custom routing based on data from database access (for example, data-directed priority routing)	Included	Not available	Not available
Dynamic priority queuing	Included	Included	Not available
Maximum number of definable skills groups	150	150	150
Maximum number of skills per agent	50	50	50
Maximum number of routing programs	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)

Feature	Premium	Enhanced	Standard
Integrated IVR Features with Server Software			
Play messages to callers: Music	Included through Cisco Unified Communications Manager Music On Hold server or .wav file	Included through Cisco Unified Communications Manager Music On Hold server or .wav file	Included through Cisco Unified Communications Manager Music On Hold server or .wav file
Play messages to callers: Prompts	Included through .wav file	Included through .wav file	Included through .wav file
Play messages to callers: Combine prompts, music, and messages	Included and fully customizable	Included and fully customizable	Included and fully customizable
Capture and process caller DTMF input	Included	Included	Included
Automated-Attendant support	Included and fully customizable	Included and fully customizable	Included and fully customizable
Database integration	Included	Not available	Not available
Automatic Speech Recognition (ASR)	Optional through Media Resource Control Protocol (MRCP): Order from Nuance or IBM	Not available	Not available
Text to Speech (TTS)	Optional through MRCP: Order from Nuance or IBM	Not available	Not available
Real-time notification services (email; support for paging and fax)	Included (paging and fax require integration with third-party services)	Not available	Not available
VoiceXML for ASR, TTS, and DTMF	Included	Not available	Not available
Read data from HTTP and XML pages	Included	Included	Included
Run workflows through HTTP request	Included	Not available	Not available
Integrated self-service application support	Included	Not available	Not available
Integration with Cisco Unified Presence Server with Cisco Unified Contact Center Express Seat License			
Support for Cisco Unified Presence Server Releases 7.0 and 8.0	Included	Included	Included
Support for Cisco Unified Presence Server fault tolerance	Included	Included	Included
Support for intercluster and foreign domains as supported by Cisco Unified Presence Server	Included	Included	Included
Contact ("buddy") lists under administrator control; contact lists assigned to workflow groups; agents have visibility to appropriate contacts only	Included	Included	Included
Persistent, independent presence popup window continuously updated with agent state and subject-matter-expert presence state	Included	Included	Not available with Cisco IP Phone Agent (Agent may use nonintegrated Cisco IP Phone Messenger only.)
Integrated CTI and Screen Pop Features with Cisco Unified Contact Center Express Seat License			
Populate ANI or DNIS and customer-defined workflow data	Included	Included	Included
Automatically start any Microsoft Windows-compatible application: Pass initialization parameters	Included	Included	Not available
Populate data to any Microsoft Windows-compatible application	Included	Included	Not available
Populate data to any browser-based application	Included	Not available	Not available
Customer database integration (ODBC or SQL)	Included	Not available	Not available

Feature	Premium	Enhanced	Standard
Integrated PC-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License			
Workflow Automation and Task buttons	Included	Included	Not available Note: As of Cisco Unified Contact Center Express 5.0.2, Cisco Agent Desktop is no longer included in the Standard version.
Populate third-party applications on events	Included	Included	
"Record" and archive calls	Included	Included	
"Work" agent state for after-call wrap-up activity	Included	Included	
Wrap-up codes	Included	Included	
Chat with supervisor or agents using Instant Messaging	Included	Included	
Call log tracks call activity of incoming and outgoing calls	Included	Included	
Agent log tracks agent state changes and other information	Included	Included	
Soft phone with phone directory	Included	Included	
Support for Cisco IP Communicator: No Cisco IP Phone required for agent phone	Included	Included	
Agent State buttons	Included	Included	
Integrated browser: Integrated support for browser-based applications; browsing to administratively approved websites	Included	Not available	
Integrated Agent E-Mail General System Features with Cisco Unified Contact Center Express Cisco Agent Desktop			
Microsoft Exchange 2003 or Microsoft Exchange 2007	Not included; must be purchased from Microsoft vendor	Not available	Not available
Assign one or more email addresses to a single CSQ	Included	Not available	Not available
Blended voice and email agents	Included and configurable	Not available	Not available
Dedicated email agents	Included and configurable	Not available	Not available
Fully integrated with Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator	Included	Not available	Not available
Email contact detail records saved to Cisco Unified Contact Center Express historical database	Included	Not available	Not available
Shared global response templates	Included	Not available	Not available
Separate voice and email state model	Included	Not available	Not available
Automatic change of focus for desktop to voice call handling for agents also in voice CSQ	Included	Not available	Not available
Spell checker (excluding double-byte languages)	Included	Not available	Not available
Agent can save email draft response and resume at a later time	Included	Not available	Not available
Agent can requeue email	Included	Not available	Not available
Agent email contacts included in agent CSQ, Agent ACD State, Agent E-mail Log, and Agent E-mail Detail real-time reports	Included	Not available	Not available

Feature	Premium	Enhanced	Standard
Integrated IP Phone-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License **Note: Please refer to Cisco Unified Contact Center Express Software and Hardware Compatibility Guide** **http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/crscomtx.pdf for list of** **supported Cisco Unified IP Phones.**			
Log in or out	Included	Included	Included
Ready or not ready	Included	Included	Included
Shows agent phone state	Included	Included	Included
Real-time reports	Included	Included	Included
Agent may initiate on-demand recording	Included	Included	Not available
Supervisor can use Silent Monitor, Barge In, and Intercept	Included	Included	Not available
Integrated PC-Based Supervisor Desktop Features with Cisco Unified Contact Center Express Seat License			
View agent activity in real time	Included	Included	Included
View agent and skill group statistics in tabular and graphical views	Included	Included	Included
Chat: Send text messages to any or all agents	Included	Included	Not available
Marquee: Broadcast scrolling messages to agents	Included	Included	Not available
Support for Cisco IP Communicator: No Cisco IP Phone required for agent phone	Included	Included	Included
Log out agent	Included	Included	Included
Make agent ready	Included	Included	Included
Coaching: Provide agent guidance through chat	Included	Included	Not available
Silent Monitor: Listen in on an agent's call	Included	Included	Not available
Ability for supervisor to use Silent Monitor remotely from any phone through a dial-in IVR session	Included	Not available	Not available
Barge-In: Join in on an agent's conversation	Included	Included	Not available
Intercept: Take a call from an agent	Included	Included	Not available
Record: Capture and archive call audio	Included	Included	Not available
Integrated browser: Integrated support for browser-based applications; browsing to administratively approved websites	Included	Not available	Not available
Support for supervisors to take calls using included Cisco Agent Desktop	Included	Included	Not available (Cisco Agent Desktop not included)
Support for supervisors to take calls using included Cisco IP Phone Agent	Included	Included	Included
Integrated Agent E-Mail for Supervisors with Cisco Unified Contact Center Express Seat License			
Supervisor real-time reporting for Agent E-Mail mail volume by CSQ and for agent detail email volume by CSQ	Included	Not available	Not available

Feature	Premium	Enhanced	Standard
Integrated ACD Historical Reporting with Cisco Unified Contact Center Express Seat License			
Abandoned Call Detail Activity report	Included	Included	Included
Aborted and Rejected Call Detail report	Included	Included	Included
Agent Call Summary report	Included	Included	Included
Agent Detail report	Included	Included	Included
Agent Login Logout Activity report	Included	Included	Included
Agent Not Ready Reason Code Summary report	Included	Included	Included
Agent State Detail report	Included	Included	Included
Agent State Summary report (by agent)	Included	Included	Included
Agent State Summary report (by interval)	Included	Included	Included
Agent Wrap-up Data Summary report	Included	Included	Included
Agent Wrap-up Data Summary Detail report	Not Available	Included	Included
Application Summary report	Included	Included	Included
Call Custom Variables report	Included	Included	Included
Called Number Summary Activity report	Included	Included	Included
Common Skill Contact Service Queue Activity report	Included	Included	Included
Contact Service Queue Activity report (by CSQ)	Included	Included	Included
Contact Service Queue Activity report (by interval)	Included	Included	Included
Contact Service Queue Activity report	Included	Included	Included
Contact Service Queue Call Distribution Summary report	Included	Included	Included
Contact Service Queue Priority Summary report	Included	Included	Included
Contact Service Queue Service Level report	Included	Included	Included
CSQ Agent Summary report	Included	Included	Included
Detailed Call, CSQ, Agent report	Included	Included	Included
Priority Summary Activity report	Included	Included	Not available
Remote Monitoring Detail report	Included	Not available	Not available
Integrated Self-Service Historical Reporting with Cisco Unified Contact Center Express Seat License			
Application Performance Analysis report	Included	Included	Included
Call-by-Call Contact Call Detail Record (CCDR) report	Included	Included	Included
Traffic Analysis report	Included	Included	Included
Integrated Multichannel Historical Reporting with Cisco Unified Contact Center Express Seat License			
Outbound Agent Detail Summary report	Included	Not available	Not available
Outbound Campaign Summary report	Included	Not available	Not available
Agent E-Mail Inbox Traffic	Included	Not available	Not available

Feature	Premium	Enhanced	Standard
Analysis report			
Agent E-Mail CSQ Activity Summary report	Included	Not available	Not available
Agent E-Mail Agent Summary Activity report	Included	Not available	Not available
Agent E-Mail CSQ Agent Summary Activity report	Included	Not available	Not available
Integrated Recording with Cisco Unified Contact Center Express Seat License			
On-demand agent recording	Included	Included	Not available
On-demand supervisor recording	Included	Included	Not available
Integrated Administration			
Browser-based: Administer from anywhere on Cisco Unified Communications WAN	Included	Included	Included
Web-enabled real-time reporting client	Included	Included	Included
Full integration with Cisco Unified Operations Manager, Cisco Unified Campus Manager, and Cisco Unified Resource Manager Essentials, including support for Simple Network Management Protocol (SNMP) support and alarm service	Included	Included	Included
Support for third-party MIBs	Included	Included	Included
Tracing and local logging	Included	Included	Included
Voicemail Integration			
Voice messaging interface	Optional (Cisco Unity® messaging or Cisco Unity Express)	Optional (Cisco Unity messaging or Cisco Unity Express)	Optional (Cisco Unity messaging or Cisco Unity Express)
Maximum number of voice mailboxes supported	Please consult product documentation	Please consult product documentation	Please consult product documentation
Maximum number of voice storage hours	Unlimited (storage limitation hard disk-dependent)	Unlimited (storage limitation hard disk-dependent)	Unlimited (storage limitation hard disk-dependent)
Support for other vendor voicemail	Yes (through call transfer to voicemail system)	Yes (through call transfer to voicemail system)	Yes (through call transfer to voicemail system)

Outbound Voice Features

As Table 5 shows, outbound voice features are available only in the Premium version of Cisco Unified Contact Center Express 8.0. Note also that these features are available only when Cisco Unified Contact Center Express 8.0 is deployed with Cisco Unified Communications Manager. They are not available when Cisco Unified Contact Center Express is deployed with Cisco Unified Communications Manager Express.

Please note that as of Cisco Unified Contact Center Express 7.0.1, the Blended Preview Outbound Dialer is no longer sold as a separate option but rather is included at no additional charge in the Premium version. Each Premium version agent may be either an inbound only, outbound only, or a blended inbound and outbound voice agent.

Note: The seat maximums shown in Table 5 for Blended Preview Outbound Dialer are inclusive of inbound voice seats also deployed.

Table 5.   Cisco Unified Contact Center Express 8.0 Outbound Voice Features

Feature	Premium	Enhanced	Standard
General System Features with Server Software **Note: These features are the same as for inbound voice with the exception of redundancy.**			
Hardware configuration	Deploys and executes co-resident	Not available	Not available

Feature	Premium	Enhanced	Standard
	on inbound voice server		
Outbound Voice Seats			
Maximum number of configurable outbound agents supported	Unlimited (no software limitations)	Not available	Not available
Maximum number of active outbound agents supported	300	Not available	Not available
Maximum number of outbound supervisor positions supported	32	Not available	Not available
Outbound license type	Concurrent user	Not available	Not available
Outbound Preview Dialer Features			
Maximum number of active outbound campaigns	15	Not available	Not available
Maximum number of CSQs per outbound campaign	10	Not available	Not available
Maximum number of active contacts per outbound campaign	10,000	Not available	Not available
Integrated CTI and Screen Pop Features with Cisco Unified Contact Center Express Seat License			
Populates customer's name, account number, and phone number dialed	Included	Not available	Not available
Start any Microsoft Windows compatible application	Using CAD task button	Not available	Not available
Send information to any Microsoft Windows-compatible application	Using CAD task button	Not available	Not available
Integrated PC-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License			
Ability for agent to initiate on-demand recording	Included	Not available	Not available
Ability for supervisor to use Silent Monitor, Barge-In, and Intercept	Included	Not available	Not available
Ability for agent to accept, reject, or skip outbound contact	Included	Not available	Not available
Ability for agent to mark a contact as "Do not call" for a particular campaign	Included	Not available	Not available
Integrated IP Phone-Based Agent Desktop Features with Cisco Unified Contact Center Express Seat License			
VoiceXML for ASR, TTS, and DTMF	Included	Not available	Not available
Integrated PC-Based Supervisor Desktop Features with Cisco Unified Contact Center Express Seat License			
View agent activity in real time	Included	Not available	Not available
Support for Cisco IP Communicator: No Cisco IP Phone required for agent phone	Included	Not available	Not available
Coaching: Provide agent guidance through chat	Included	Not available	Not available
Silent Monitor: Listen in on an agent's call	Included	Not available	Not available
Ability for supervisor to use Silent Monitor remotely from any phone through a dial-in IVR session	Included	Not available	Not available
Barge-In: Join in on an agent's conversation	Included	Not available	Not available
Intercept: Take a call from an agent	Included	Not available	Not available

Feature	Premium	Enhanced	Standard
Record: Capture and archive call audio	Included	Not available	Not available
Integrated Historical Reporting with Cisco Unified Contact Center Express Seat License			
Outbound Campaign Summary report	Included	Not available	Not available
Outbound Agent Detail Performance report	Included	Not available	Not available
Administration			
Ability for administrator to create and configure campaigns	Included	Not available	Not available
Ability for administrator to create non-North American area code to time-zone mappings	Included	Not available	Not available
Ability for administrator to mark "Do not call" contacts as "Do not call" across all campaigns	Included	Not available	Not available

The summary overview of system maximums for inbound and outbound voice shown in Table 6 is for reference only. All system configurations are required to use the Cisco Contact Center Express Configuration and Ordering Tool to pass required Cisco Assessment to Quality (A2Q) bid assurance.

Please note that all deployments containing outbound seats are by definition blended inbound/outbound deployments. In addition, the system maximums listed in Table 6 apply only to Cisco MCS 7816-H3 and MCS 7816-I3, MCS 7825-H3 and MCS 7825-I3, MCS 7835-H2 and MCS 7835-I2, and MCS 7845-H2 and 7845-I2 and later versions of these servers. Older versions of these servers have lower scalability limits, which you can determine by using the Cisco Unified Contact Center Express Configuration and Ordering Tool.

Table 6.   Reference Capacities for Inbound and Blended Inbound and Outbound Systems

Critical Inbound-Only Voice System Maximum Capacities when Deployed with Cisco Unified Communications								
	Standalone Server				Two-Server Cluster			
Server	Cisco MCS 7845	Cisco MCS 7835	Cisco MCS 7825	Cisco MCS 7816	Cisco MCS 7845	Cisco MCS 7835	Cisco MCS 7825	Cisco MCS 7816
Agents	300	150	100	75	300	150	100	75
Supervisors	32	15	10	8	32	15	10	8
Agent E-Mail	120	120	30	30	120	120	30	30
Monitoring*	32	15	10	8	32	15	10	8
Recording and Playback**	64**	32	24	16	64**	32	24	16
Customer Service Queues	150	100	25	25	150	100	25	25
Historical reporting sessions	5	5	3	3	16	10	10	10
Skills	150	150	150	150	150	150	150	159
IVR ports***	300	150	100	75	300	150	100	75
ASR ports	100	50	50	50	100	50	50	50
TTS ports	160	40	40	40	160	40	40	40
VoiceXML ports	80	40	40	40	80	40	40	40
Remote Monitoring	32	15	10	8	32	15	10	8
Busy Hour Call Completions (BHCC)	5000	2600	2000	1800	5000	2600	2000	1800
Number of skills with which an agent can associate	50	50	50	50	50	50	50	50
Number of CSQs with which an agent can associate (Includes total combined email CSQs	25	25	25	25	25	25	25	25

and voice CSQs)								
Number of skills with which a CSQ can associate	50	50	50	50	50	50	50	50
Number of CSQs for which a call can queue	25	25	25	25	25	25	25	25

Critical Blended Inbound and Outbound Voice System Maximum Capacities when Deployed with Cisco Unified Communications								
	Standalone Server				Two-Server Cluster			
Agents	300	75	75	50	300	75	75	50
Supervisors	32	10	10	5	32	10	10	5
Monitoring*	32	10	10	5	32	10	10	5
Recording and Playback*	32	10	10	8	32	10	10	8
HR Sessions	2	2	2	2	8	4	4	4
CSQs	150	100	25	25	150	100	25	25
Skills	150	150	150	150	150	150	150	150
IVR ports	300	150	100	75	300	150	100	75
ASR ports	100	50	50	50	100	50	50	50
TTS ports	160	40	40	40	160	40	40	40
VoiceXML ports	80	40	40	40	80	40	40	40
Agent E-Mail	120	120	30	30	120	120	30	30
Remote Monitoring	32	10	10	5	32	10	10	5
BHCC***	5000	2600	2000	1800	5000	2600	2000	1800
Number of skills with which an agent can associate	50	50	50	50	50	50	50	50
Number of CSQs with which an agent can associate	25	25	25	25	25	25	25	25
Number of skills with which a CSQ can associate	50	50	50	50	50	50	50	50
Number of CSQs for which a call can queue	25	25	25	25	25	25	25	25

Critical Inbound Voice System Maximum Capacities when Deployed with Cisco Unified Communications Manager Express		
	Cisco Unified Communications Manager Express on Integrated Services Router	Cisco Unified Communications Manager Express on Cisco Unified Communications 500 Series for Small Business
Server	All	All
Agents	50	48
Supervisors	10	5
Monitoring	10	–
Recording and Playback	10	–
HR sessions	2	2
CSQs	50	50
Skills	150	150
IVR ports	50	48
ASR ports	25	–
TTS ports	25	–
VoiceXML ports	25	–
Agent E-Mail	N/A	–
BHCC	1000	1000
Number of skills with which an agent can associate	50	50
Number of CSQs with which an agent can associate	25	25
Number of skills with which a CSQ can associate	50	50

Number of CSQs for which a call can queue	25	25

* Refer to Solution Reference Network Design (SRND) for additional limitations for Switched Port Analyzer (SPAN)-based recording and monitoring.
** 64 for Premium; 32 for Enhanced
*** For WAN deployments, BHCC is limited to 750.
**** The number of IVR ports is also limited by the maximum number supported for a given server platform. In case of virtualized deployment, the maximum number of IVR ports is limited by the maximum number supported for a given virtual machine template.

Cisco Unified Workforce Optimization

Cisco Unified Workforce Optimization suite assists contact centers in efficiently managing their personnel to deliver consistent customer service that matches their business goals. The suite consists of the following components:

- Compliance Recording: This user license bundle enables audio telephony recording either by preconfigured workflows with up to 100-percent recording, or on-demand recording through the recording API. In addition, the Compliance Recording license provides the browser-based user interface to search for and replay recorded contacts within the scope of the user's defined role.

- Quality Manager: This user licensing bundle includes all of the functions listed within the Compliance Recording bundle plus customized contact quality evaluation and reporting on aggregate quality scores for agents, teams, or groups.

- Advanced Quality Manager: This user license bundle includes all of the functions listed within the Quality Manager bundle plus synchronized agent screen recording.

- Workforce Manager: This system efficiently manages contact center staff and resources to meet customer service-level objectives. The Workforce Manager process includes forecasting contact volume based upon historical trends, and scheduling personnel based upon their work rules to help ensure that target service-level goals are achieved. Agent and supervisor dashboards are available for tracking schedules and managing service levels on an intra-day basis.

Note that Quality Manager, Advanced Quality Manager, and Workforce Manager are available only with the Premium version of Cisco Unified Contact Center Express 8.0.

Table 7 lists important information about Quality Manager, Advanced Quality Manager, and Compliance Recording.

Table 7. Cisco Unified Contact Center Express 8.0 Quality Manager, Advanced Quality Manager, and Compliance Recording

Feature	Quality Manager (Available with Premium only)	Advanced Quality Manager (Available with Premium only)	Compliance Recording (Available with Standard, Enhanced, and Premium)
General System Features with Server Software			
Hardware configuration	A single Cisco MCS 7816, MCS 7825, MCS 7835, or MCS 7845 Media Convergence Server and Cisco approved partner servers	A single Cisco MCS 7816, MCS 7825, MCS 7835, or MCS 7845 Media Convergence Server and Cisco approved partner servers	A single Cisco MCS 7816, MCS 7825, MCS 7835, or MCS 7845 Media Convergence Server and Cisco approved partner servers
System software configuration	Microsoft Windows server software and browser-based client compatible with Microsoft Windows XP and Vista client OS	Microsoft Windows server software and browser-based client compatible with Microsoft Windows XP and Vista client OS	Microsoft Windows server software and browser-based client compatible with Microsoft Windows XP and Vista client OS
Operating system(s) supported	Microsoft Windows Server 2003 from Microsoft reseller	Microsoft Windows Server 2003 from Microsoft reseller	Microsoft Windows Server 2003 from Microsoft reseller
Database supported	Microsoft SQL 2005 from Microsoft reseller	Microsoft SQL 2005 from Microsoft reseller	Microsoft SQL 2005 from Microsoft reseller
Redundancy support	Not available	Not available	Not available
Maximum number of configurable named users supported (agents, supervisors, or others)	900	900	3600
Maximum number of	300	300	1200

concurrently active users supported (total number of agents, supervisors, or other users)			
License type	Named user	Named user	Named user
Features with Server Software			
Voice contact recording	Included	Included	Included
Synchronized agent screen recording	Not available	Included	Not available
Extended screen recording for after-call work	Not available	Included	Not available
Customizable evaluation forms	Included	Included	Not available
Agent quality assessment	Included	Included	Not available
Evaluation approvals	Included	Included	Not available
100-percent call logging, archival search tools, and reporting	Included	Included	Included
Role-specific graphical dashboards	Included	Included	Not available
On-demand recording	Included	Included	Included
Knowledge worker (non-ACD user) recording	Included	Included	Included
Agent quality reporting	Included	Included	Not available
Ten fields for user-defined call metadata	Included	Included	Included

Table 8 lists information about Cisco Unified Contact Center Express 8.0 Workforce Manager.

Table 8. Cisco Unified Contact Center Express 8.0 Workforce Manager

Feature	Premium	Enhanced	Standard
Hardware configuration	Cisco MCS 7835 or MCS 7845 Media Convergence Servers and Cisco approved partner servers	Not available	Not available
System software configuration	Browser-based client-user access, Microsoft Internet Explorer 6 or 7	Not available	Not available
Operating system(s) supported	Microsoft Windows Server 2003 from Microsoft reseller	Not available	Not available
Database supported	Microsoft SQL 2005 from Microsoft reseller	Not available	Not available
Redundancy support	Not available	Not available	Not available
Maximum number of named Workforce Manager users supported (agents, supervisors, or others)	900	Not available	Not available
Maximum number of concurrent Workforce Manager users supported (total agent, supervisor, or other seats)	300	Not available	Not available
Workforce Manager license type	Included	Not available	Not available
Contact forecasting	Included	Not available	Not available
Agent scheduling	Included	Not available	Not available
Role-based user interfaces	Included	Not available	Not available
Real-time and historical adherence	Included	Not available	Not available
Standard performance reports, including agent report card	Included	Not available	Not available

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 Cisco Unified Communications deployment. Cisco Unified Contact Center Express delivers sophisticated call routing, management, and administration features for departmental, enterprise branch, or small to medium-sized enterprise customer-care needs.

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. With all these features, Cisco Unified Contact Center Express continues the evolution toward a true Customer Interaction Network.

Cisco Services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich-media experience across any workspace.

The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Cisco Unified Contact Center Services, please visit www.cisco.com/go/uccservices.

For More Information

For more information about the Cisco Unified Contact Center Express, visit www.cisco.com/go/uccx or contact your local Cisco account representative.