

CC Portal for Cisco Contact Center

Easy Control for Day-to-Day Operations

No doubt about it: the Cisco Contact Center Solution is powerful - and very complex. As a result, it is difficult to have your contact center effectively respond to an ever changing business environment. Today, managing contact centers requires multiple tool sets and several manual operations. From multi-track call flow and script management to manual scheduling and prompt administration, optimizing your contact center operation is no simple task. Until now. The Speech-Soft CC Portal is designed to simplify contact center management. It empowers business users to take control of the customer experience without ever having to learn or use the Cisco native scripting tools.

Speech-Soft's CC Portal lets **you** control **your** contact center with easy to use tools to manage your schedule and holidays, prompts and messages, customer experience workflows and system configuration from secure web page. The Speech-Soft CCPortal:

empowers business users to maintain customer experience flows with automatic "guard rails" to ensure smooth operations;
automates the open/close and holiday scripting and administration with straight forward calendar and emergency close buttons;



enables powerful features in call flows by just clicking a button in the workflow.

CC Portal is secure, allowing you to configure your users with their own rights and permissions to ensure users can only see and manage their specific organization. CC Portal leverages the power of Cisco Configuration Application Programming Interfaces (APIs) to directly access, control and manage system configuration according to the security rules built into the Cisco platform. CC Portal supports connections to multiple tenants or UCCE systems in large scale hosted environments as well as for customers who need to manage both a production and lab system from a single tool.

What can CC Portal do?

CC Portal works with the family of Cisco Contact Center systems, including: Cisco Hosted Collaboration System – Contact Center (HCS-CC) for large and small contact centers, the Cisco Unified Contact Center Enterprise (UCCE), and the Cisco Packaged Contact Center Enterprise (PCCE) solutions.

CC Portal comes with a set of template customer call flows for the Script Editor and CVP Studio that are designed to work with the CC Portal Workflow tool. These template scripts work with these options and settings to provide

callers with multi-level menus, agent selection with Skill Groups and Precision Queues, Dynamic real-time messaging, transfer to voice mail or external numbers and hand-off to advanced self-service CVP Applications.

The CC Portal Workflow allows you to easily enable such advanced call flow features as:

- Welcome Message
- Dynamic Menus
- Queue Type (SG or PQ)
- Info Messages in Queue
- Queue Music
- Agent Greeting
- Queue Whisper
- Play Estimated Wait Time
- Courtesy Call Back
- High Call Limit Messaging
- Emergency Close Messaging
- Weather Messaging
- Holiday Messaging
- After Hours Messaging

Selecting any of these advanced features is as simple as clicking a button. Related messages and prompts are selected from a list of .wav files uploaded to the system to ensure all required elements are properly configured.

Once a change is saved to a workflow, the next call into that workflow will get the updated customer experience. All changes are automatically tracked in the CC Portal Audit Log.

CC Portal Features

Manage calendar schedules for open/close/ holiday hours and automatically apply them to menus and queues for call flow administration

Manage prompts and messaging with the ability to upload and automatically push out new prompts

Manage contact center configuration elements such as agents, attributes, precision queues, skill groups, teams etc. from a single tool

Create and update customer call flows using the Workflow Editor tool without having to learn or use any of the native Cisco scripting tools

Manage Menus, Queue Treatments, Messaging and Advanced Features within the Workflow tool with real-time changes for the next call

Track changes from the CC Portal Audit Log which identifies the type of change made, date/time and the user as well as the success or failure of the change

CC Portal provides user access with a built-in hierarchy based security profile. Corporate administrators can view everything while each call center or application manager sees only its own areas of interest and control.

User Controls who sees and can change what by business hierarchy

- Company
- Call Center
- Business Unit
- Line of business

Assignable User Capabilities

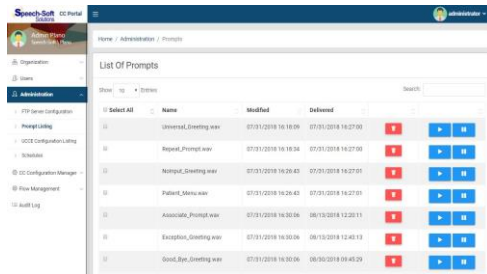
- Calendar
- Prompt Management
- Contact Center Configuration
- Workflow Management

Enables your users and tenants to see only their assigned CC Portal Functions

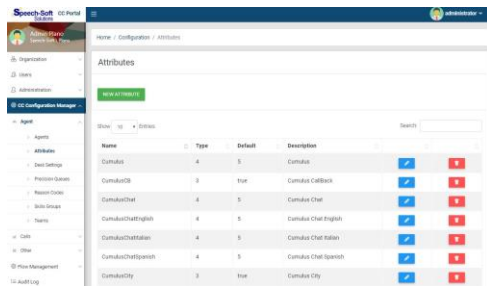
Provides complete control for hosted operations based on authorized access

Creates audit logs of who changed or created elements by customer and login ID

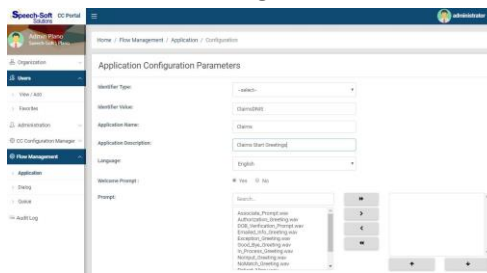
CC Portal provides a simple yet comprehensive set of tools to manage one or multiple contact center systems. It allows you to manage and control the customer experience and configurations centrally or by empowering your call center teams to make their own changes.



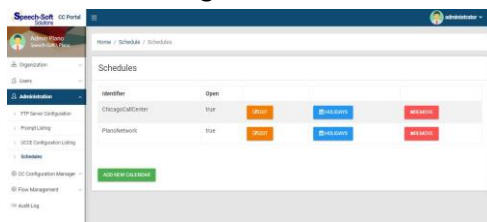
Prompt Management



Contact Center Configuration



Workflow Management



Calendar Administration

