

PRODUCT GUIDE

The power of information



CCinfo

Wallboard application for
Cisco Unified Contact Center Express



Innovative IP Telephony and Contact Center Solutions

The Power of Information

- Having difficulty measuring call center performance?
- Is it cumbersome to obtain the proper information by reviewing many screens, logs, and reports?
- Spending too much time monitoring what agents are doing at any given moment?
- Stepped away for lunch and a crisis situation developed?

If you experienced any of these: You need CCinfo!

CCinfo is a powerful wallboard application for customer contact centers to visually aid supervisors and agents with real-time statistics on call traffic and handling.

The CCinfo application collects real-time information from the Cisco Unified Contact Center (UCC) Express environment and can display it on large wall displays or on any desktop either in a web browser or within the Cisco UCC Express Agent Desktop.

Create many wallboard layouts tailored to your organization's need. The easy and flexible configuration allows group, queue, or even agent level display of key performance indicators (KPIs) and metrics (e.g. clock, banner, CSQ). In CCinfo you can set thresholds with automatic alarms like color change or audible alarm. Many wallboards can be defined and configured for even individual agents if needed.

Boost Contact Center performance: stay informed and motivate!

The CCinfo wallboard application can boost the performance of your Customer Contact Center:

- Provide a powerful visual aid to both supervisors and agents. The wallboard can be configured to the needs of your organization.
- Increase productivity by freeing up valuable time for your supervisors: they will manage by exception instead of spending time constantly monitoring.

- Motivate the team with a physical wallboard that displays the key statistics, broadcast messages, thresholds and alerts.
- Improve teamwork by keeping remote agents informed so they feel part of the team.

Manage by exception any time, anywhere!

No need for constant monitoring of everything:

- Define only those KPIs that you need to monitor.
- Define the success or failure conditions. Set your own thresholds and get notified only when certain thresholds are exceeded.
- Configure audible alerts (sound or audio messages)
- Access the wallboard remotely from your PC via a web browser.

Consolidated view

With CCinfo you can pool together information from many CSQs onto a single wallboard to provide a consolidated view of the entire contact center's performance. CCinfo is a scalable solution that makes it easy to add additional wallboards.

The right information to the right place at the right time

With CCinfo many wallboards can be created with personalized information for a given queue or even for each individual agent. When an agent logs onto CCinfo using their web browser their specific wallboard information is displayed. Special events can pop-up the wallboard or play audible alerts (sound or message) e.g. when a banner message is changed or certain threshold reached. Remote agents will have visibility to the performance of the entire group and can be kept informed all the time.

Authorized users can add/modify/schedule broadcast messages quickly and easily.

Agent status can be displayed on an XML capable Cisco IP phones as idle message.

Features

Main functions

- Display Cisco UCC Express real-time statistics from the standard real-time report tables in the system
- Display-type wallboard interface accessible via a Web-browser or also can be used in UCC Express Agent Desktop version 4.x.
- Customized Wallboards can be built using screen elements, called infolets including:

Clock: displays the current system time

Banner: scrolling text, with optional alarm sound when content changes; fully customizable text format (font type, size, color, background) and scroll speed;

CSQ metrics: UCC Express real-time data element; many thresholds can be defined with fully customizable format/look, and automatic alarm type;

Derived Metrics: derived from many CSQ metrics of similar type (e.g. sum of total calls from 3 different CSQs)

Group: many infolets can be positioned in a group with a frame, title and formatting

Agent: ability to display agent level status information

- Secured access to display or configure the wallboard(s) or administer the system and users.
- Assign wallboards to groups or individual users so every user can have different wallboard layouts and settings if needed.
- Support for displaying UCC agent status and viewing CSQ statistics on XML capable Cisco IP phones



Available queue statistic fields

Available statistic fields to display for each individual queues (all built-in Cisco UCC Express fields are supported):

- Name of the contact service queue.
- Number agents who are logged in.
- Number of agents who are in the talking state.
- Number of agents who are in the working state.
- Number of agents who are in the reserved state.
- Number of available (idle) agents.
- Number of unavailable agents.
- Total number of calls.
- Oldest contact in the queue.
- Number of calls handled.
- Number of calls abandoned.
- Number of calls dequeued.
- Average talk and wait duration.
- Longest talk and wait duration.
- Number of calls waiting.

A screenshot of a Cisco UCC Express wallboard interface. The interface has a menu bar at the top with icons for Clock, Banner, Text, Group, CSQ Field, Remove, Configure, Format, Grid, Load Wallboard, Save Wallboard, Dispatch, and Test. The main content area is divided into several sections. The 'HelpDesk' section shows a table with columns: Calls Waiting (23), Available (3), Talking (4), and Longest Waiting (00:16:27). The 'Public' section shows a similar table with: Calls Waiting (0), Available (3), Talking (1), and Longest Waiting (00:03:36). To the right, there is a 'Priority #1: Service Excellence' section with a red and white lifebuoy icon containing a question mark. Below that is a 'Current Time' section displaying '16:40:42'. At the bottom, a 'Customer Communication' section displays a red banner: 'Network in the Northern region is DOWN.... ETA: 2 PM to'.

Technical specification

Supported Cisco UCC Express versions	3.x 4.x 5.x
Server Operating System	Windows XP Professional Windows 2003 Server
Application Server	Apache Tomcat 5.5
Database Server	MySQL 5.0
Supported Client Browsers	Internet Explorer 6.x or later Mozilla Firefox 1.x or later Embedded Internet Explorer in Cisco Agent Desktop 4.x is also supported
Supported Language	English Hungarian Other languages optionally supported.



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