



Possibilities

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Taking Cisco's Contact Center resiliency to the Next Level

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Agenda

- The power of the platform
- Managing change
- Primed for the future

Unified Contact Center Enterprise (UCCE) Resiliency

Unified Contact Center Enterprise

Fully redundant
platform architecture



SIP enabled
infrastructure



Toolbox for agents – web-
based agent desktop,
softphone, VPN access



Toolbox for contact – chat,
click to callback from queue &
web, voice

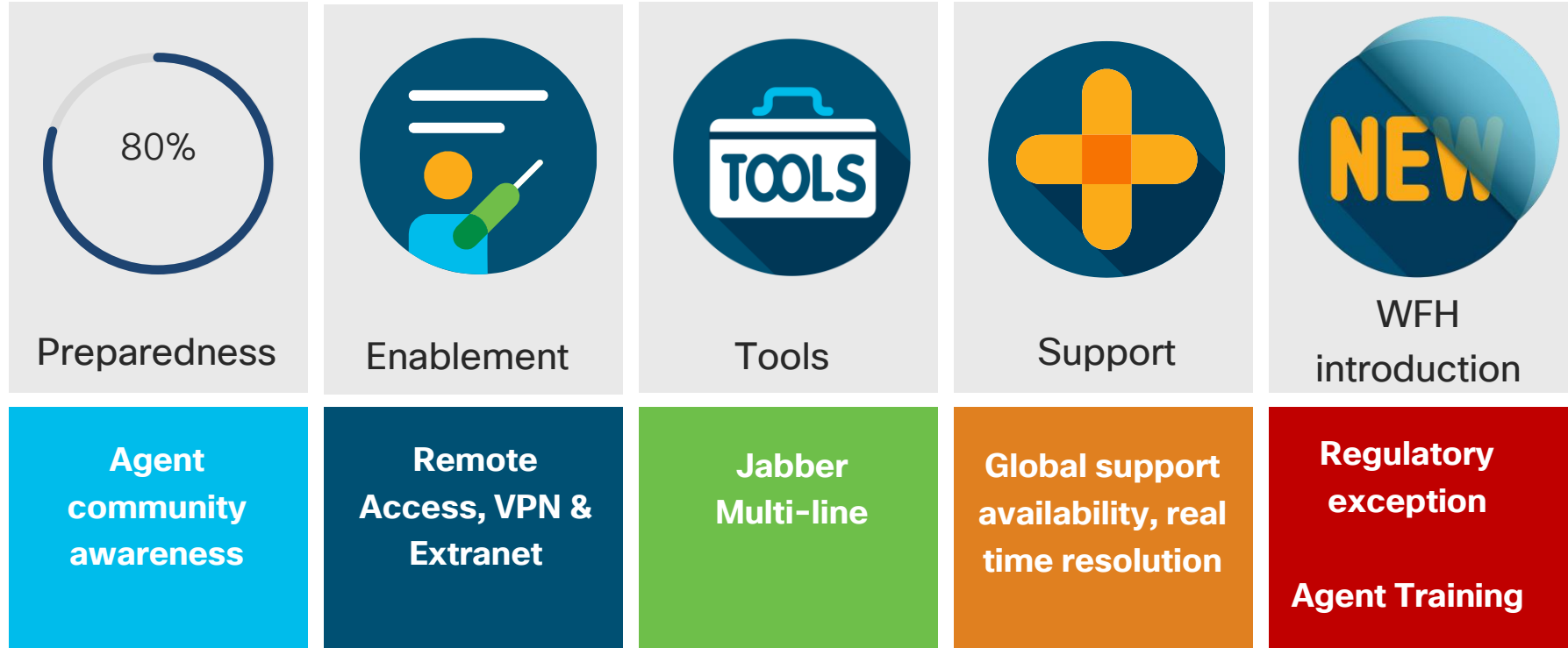
Additional environment considerations

- VoIP Regulations – India, Jordan
- Cisco vendor partner interconnects
- Agent remote working environment (shared space)



Managing Change

Managing Change across a global environment





Primed for the future

What about...



Are you using desktops?

Response:

- Desktop as a Service
- Virtual Desktop infrastructure (VDI)
- Availability of laptop devices



Employee transition to WFH

Response: Employee best practices web page:

- Monitor timing of PC backups
- No streaming services
- Use only essential software



Employee Remote Location

Response: Employee home location:

- Speed Test
- Home use (other family members use of ISP)
- Availability of keyboard, monitor, etc



Speed to deliver

Response: Service delivery

- Corp Network access
- Client requirements
- New agent on-boarding



Business Continuity planning

Response:

- What's next
- Future alternatives
- Fully defined client requirements

Questions?

We welcome any questions or opportunities for further dialogue

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Taking Cisco's Contact Centers to the Next Level

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Thank you



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