



Parcial

Muestra de Resolución General.

Cisco Unified Contact Center Express

- Es una appliance basado en Linux
- Se hace un deploy junto al CUCM
- Provee múltiples funcionabilidades de Contact Center e IVR
- Se encuentra disponible en tres formas
 - Standard
 - Enhanced
 - Premium



UCCX Features

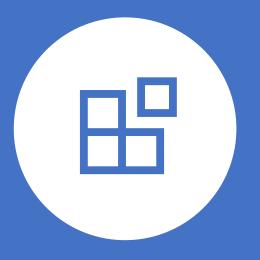
Inbound Voice

- A las personas que llaman al Contact Center, se les provee diferentes funcionabilidades
 - Reproducción de mensajes al usuario
 - Recolección de datos mediante keypad
 - Selección del Agente
 - Anuncio de tiempo de espera o posicionamiento en la cola
 - ASR (Agent skill and competency based routing)
 - TTS (Automated Speech Recognition Text To Speech)
- Agent and Supervisor Desktop
- Real time and Historical Reporting
- Deployed en un único Server o en una HA (High Availability)

UCCX Features

Outbound Voice

- Le permite al Agente Participar en "campañas" de llamadas salientes
- Puede configurase para que un agente que este libre de llamadas entrantes participe de llamadas salientes
- 3 modos de llamadas salientes
 - Preview Dialing
 - Ve el contacto y puede tomar una decisión
 - Predictive Dialing
 - Debe si o si tomar la llamada
 - Progressvie Dialing
 - Se pone un limite a la cantidad de llamadas



UCCX Terminología

UCCX – Terminología

Unified CM Telephony Subsystem.

- Provee un mecanismo para que CCX pueda comunicarse con el CUCM
- Un "Application user" con permisos de CTI (Computer Telephony integration) se define en el CUCM.
- Unified CCX usa mensajes JTAPI (Java Telephony API)

UCCX – Terminología

CTI PORT

- Es un puerto virtual.
- Es análogo a una línea troncal en una configuración tradicional de PBX.
- Permite el acceso a las capacidades de ruteo de las llamadas.

CTI ROUTE POINT

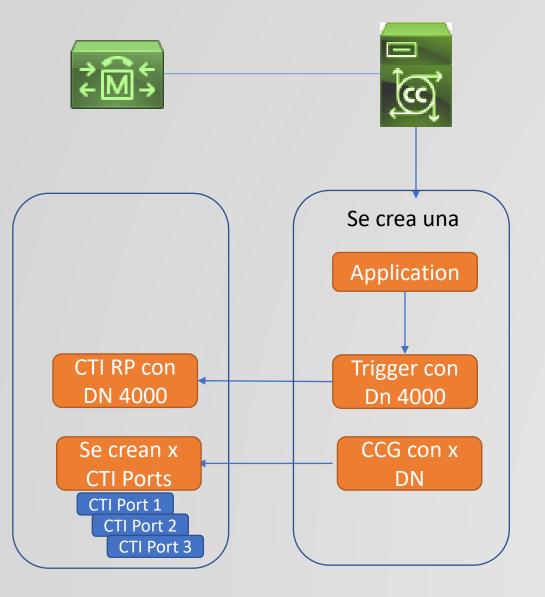
- Es un dispositivo virtual que puede recibir múltiples llamadas simultáneas con el propósito de lograr una redirección controlada para la aplicación
- Una vez que se ha creado, se pueden agregar y configurar la línea(DN).
- Las llamadas se dirigen a los CTI route point, que posteriormente rutean la llamada a un puerto CTI disponible
- Es el número que marca la persona que llama para acceder a la aplicación.
- Se debe configurar un para cada aplicación.

UCCX - Routing





UCCX – Flujo





¿Cómo ruteo la llamada?

El Call Control Group (CCG):

- es un grupo de puertos de IVR en UCCX
- un grupo de puertos CTI en el CUCM
- Establece cantidad máxima de puertos que puede usar la aplicación contra el CUCM

¿Que implica entonces tener un CCG con 10 DN?

UCCX – Terminologia

Unified Call Manager	Unified CCX
CTI Route Point	Trigger
CTI Port	Call Control Group

- Un sistema UCCX puede proveer hasta 400 IVR ports (también conocidos como CTI Ports)
 - Depende de su capacidad
- Cada CTI Port y CTI Route Point tiene asignados un numero DN único, como si fueran un teléfono.
- La creación de los puertos CTI y CTIRP en el CUCM se hace automáticamente al configurar la aplicación en el UCCX

UCCX – Terminología

Resource Manager Subsystem

• Es responsable de monitorear el estado de los agentes y seleccionar agentes basados en los skills y el requerimiento del skill de la cola.

Resource (Recurso)

Es lo que se conoce como Agente

Resource Group (Grupo de Recursos)

• Se usa para enviar una llamada a un grupo de Agentes

Skill (Habilidad)

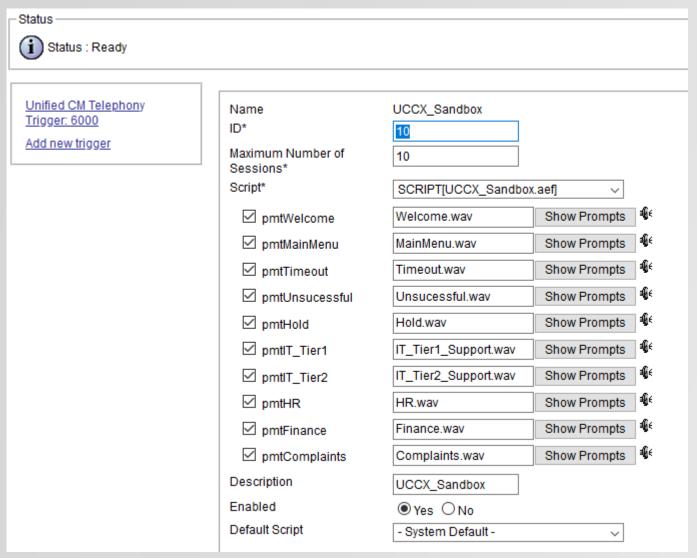
- Nombre Descriptivo (Ventas, Socios, Información, Soporte)
- Al recurso se le asocia un skill y un skill level

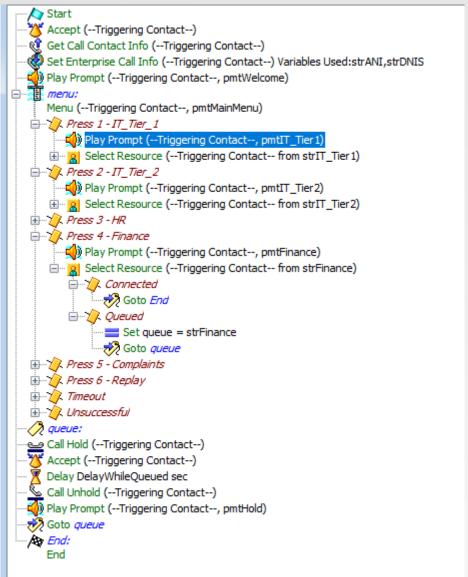
Contact Service Queue (Cola)

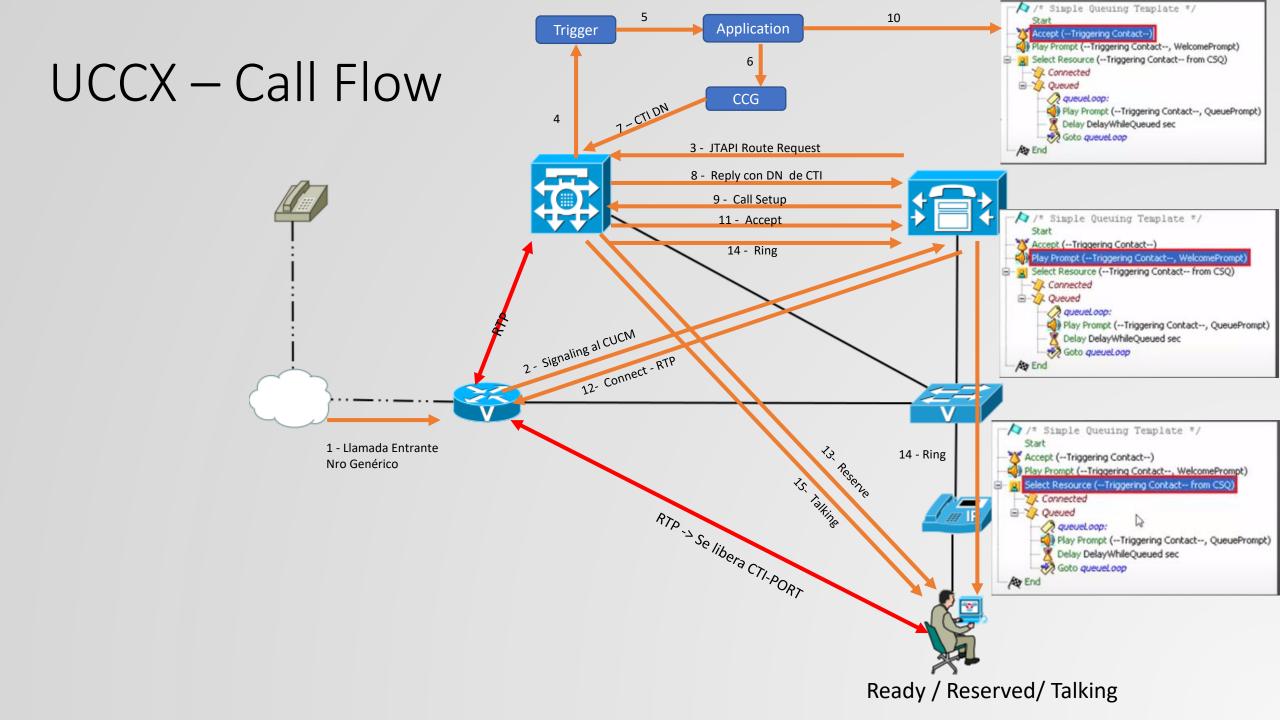
- Indica como rutear la llamada al Agente, si es basado en el Resource group o el resoure skill.
- Se puede enviar al agente:
 - que ha estado disponible mas tiempo
 - Linear
 - round robin
 - Mas skill

UCCX – Terminologia

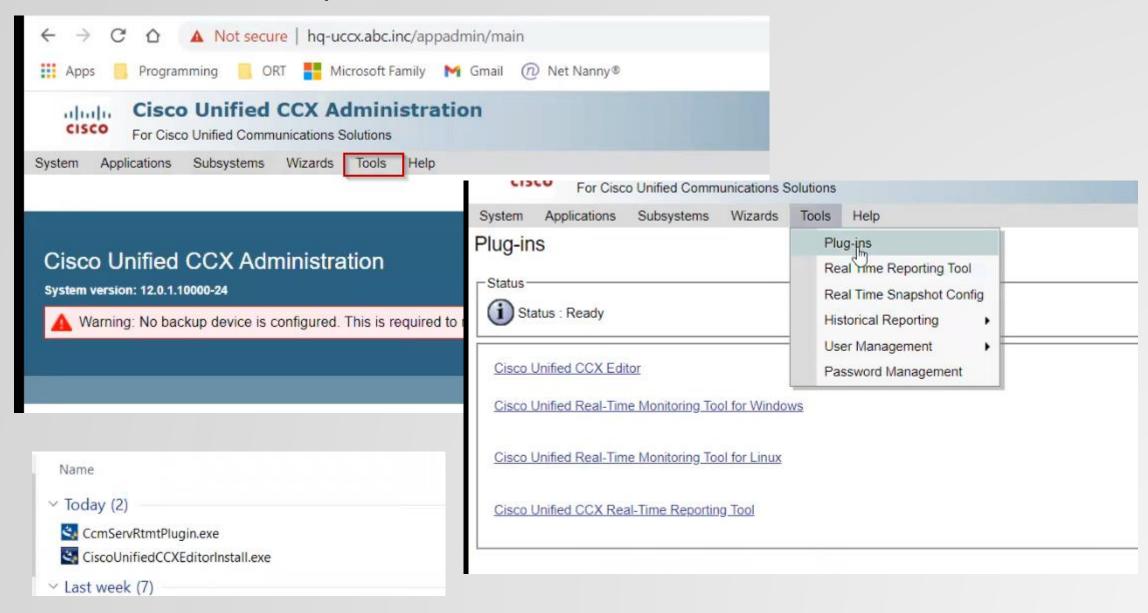
Una Application es una instancia de un Script



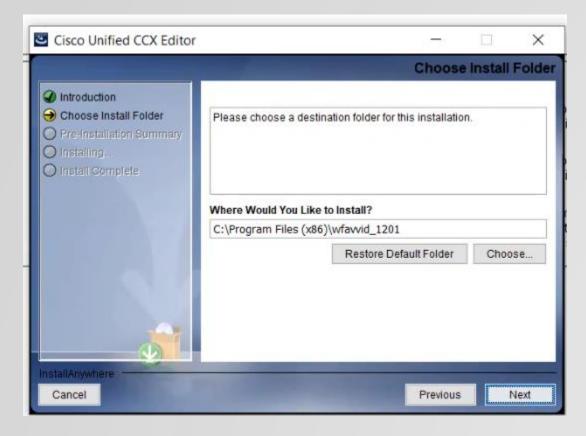




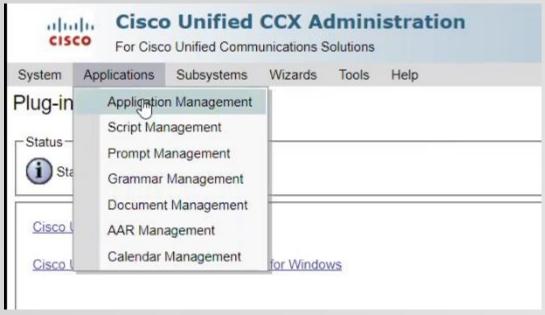
UCCX – Script Editor

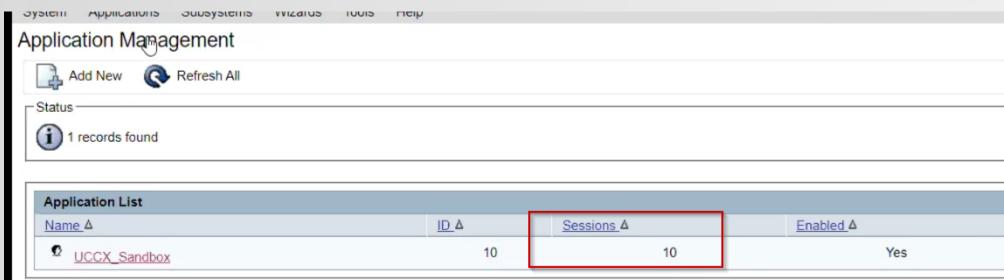


UCCX – Script Editor

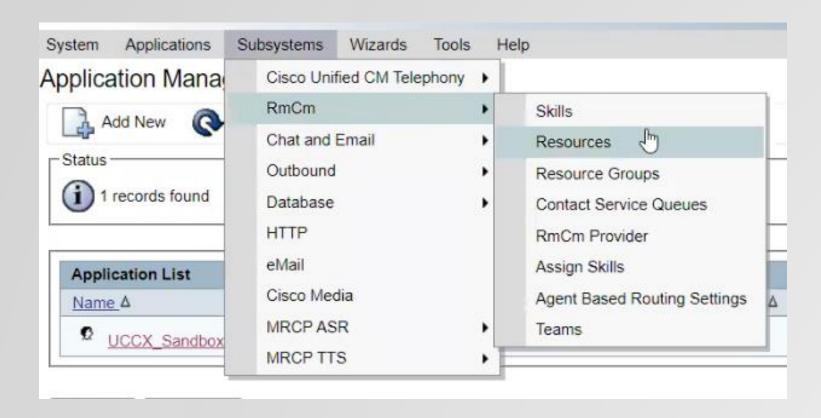


UCCX – Application



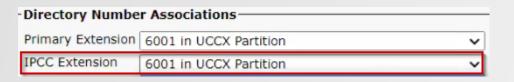


UCCX – Subsytem

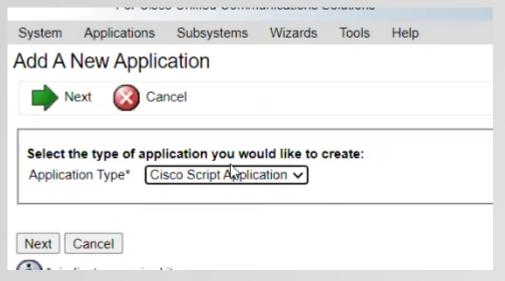


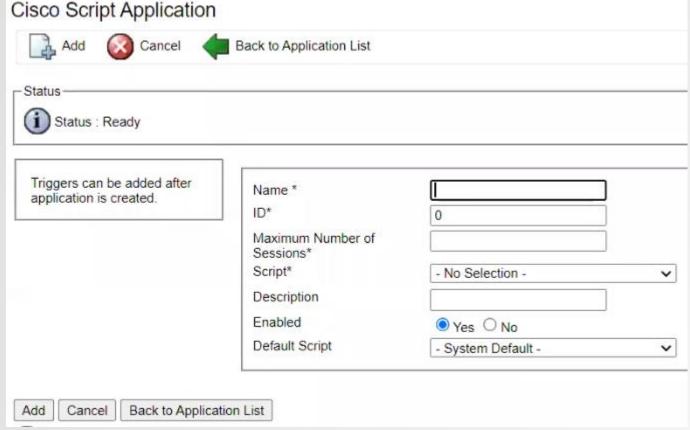
Como se configuran los recursos?

En el EndUser del CUCM

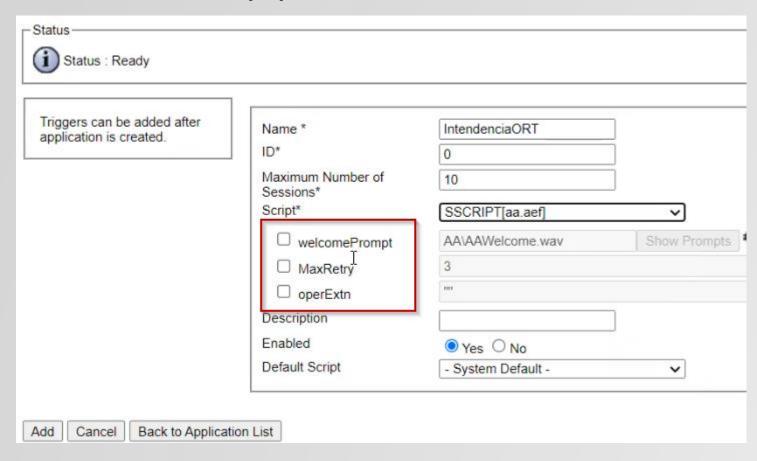


UCCX – Application



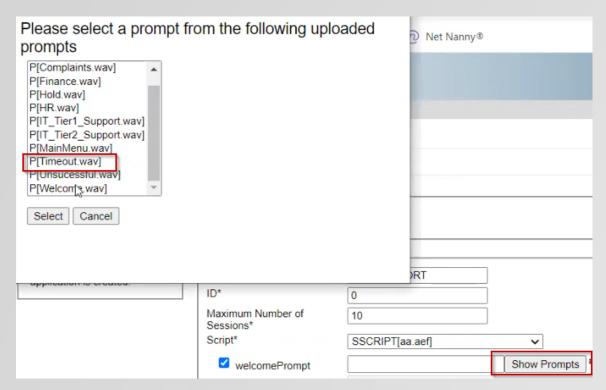


UCCX – Application

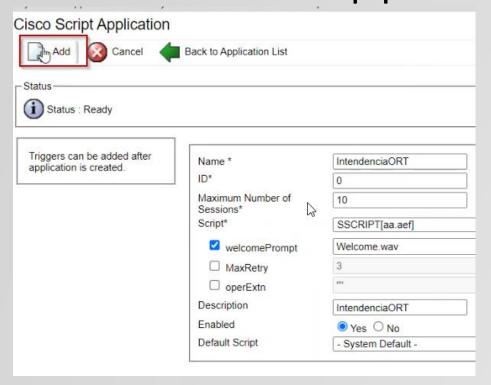


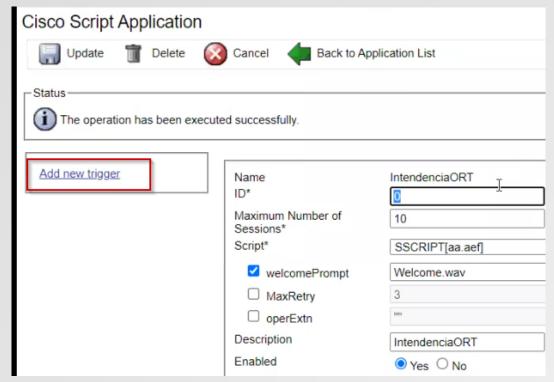
- Los parámetros marcado en rojo, son variables puestas por nosotros al crear el script.
- De esta forma pueden modificarse sin necesidad de cambiar el script
- Se evita el "Hardcode"

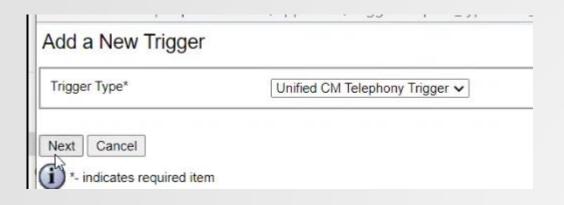
UCCX – Modifcación Prompt



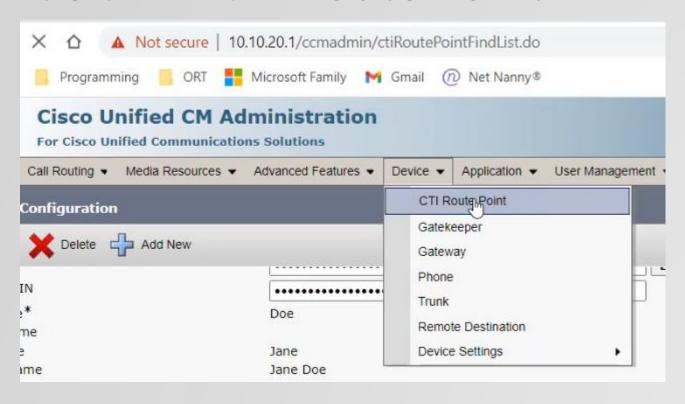
UCCX – Add Application

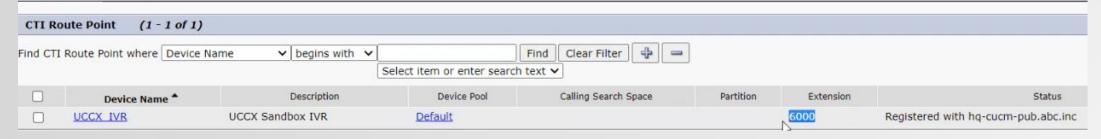




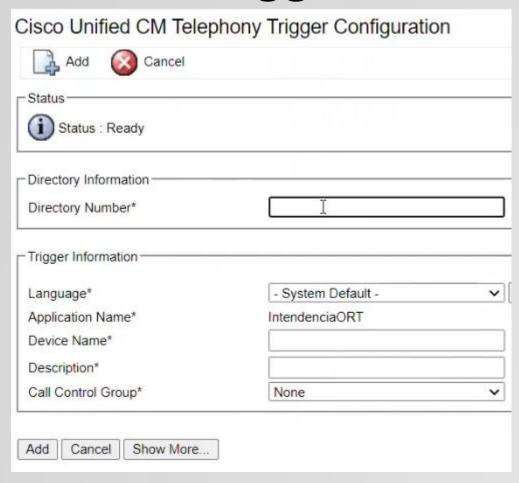


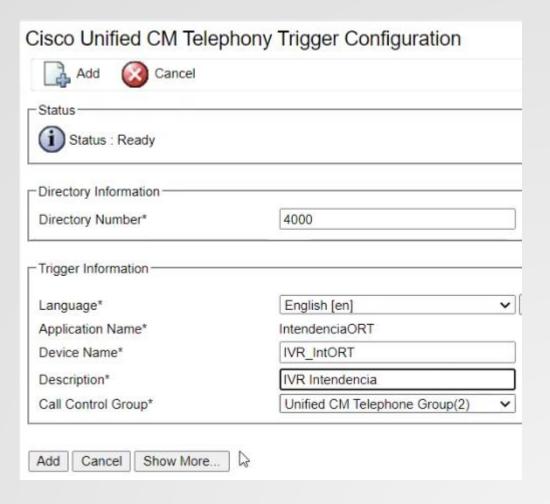
CUCM – CTI Route Point





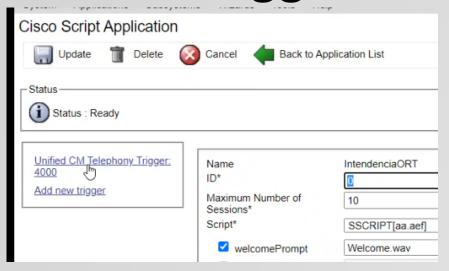
UCCX – Trigger



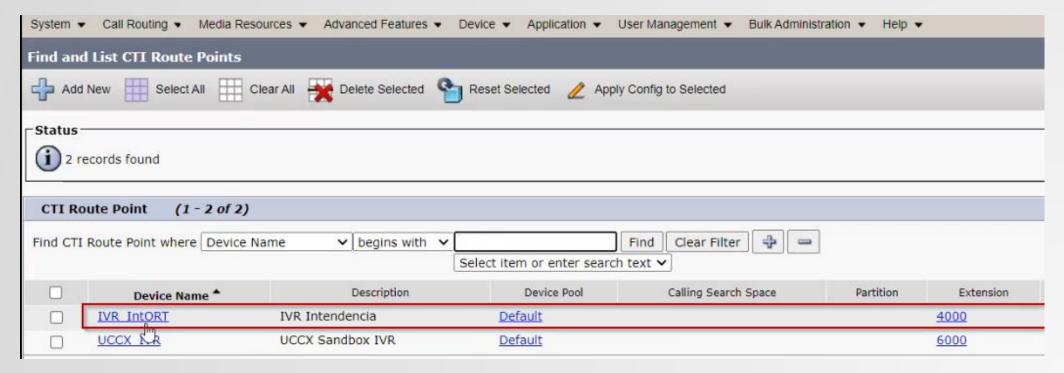


• El Call Control Group tiene que ser configurado previamente.

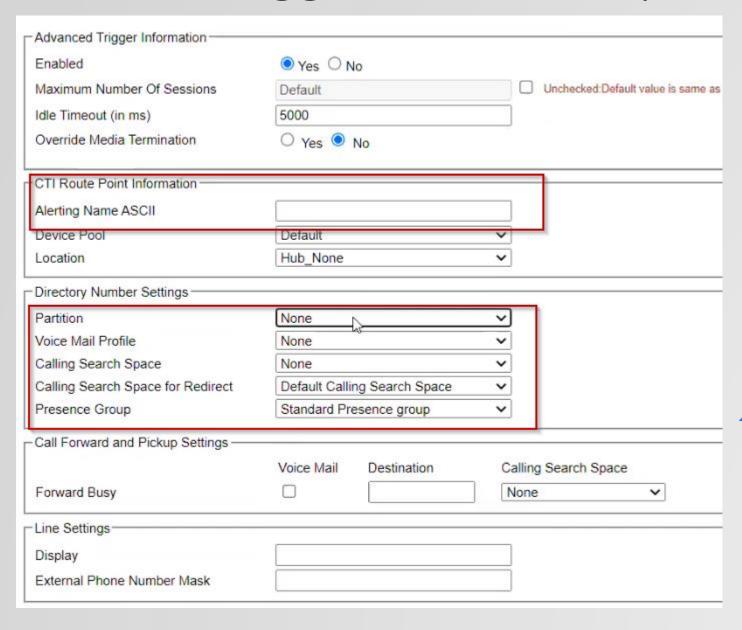
UCCX – Trigger

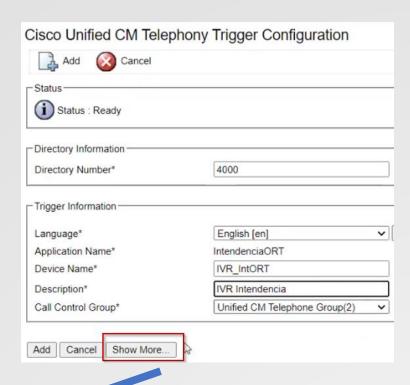


• Vemos que se creo automáticamente el CTI Route Point

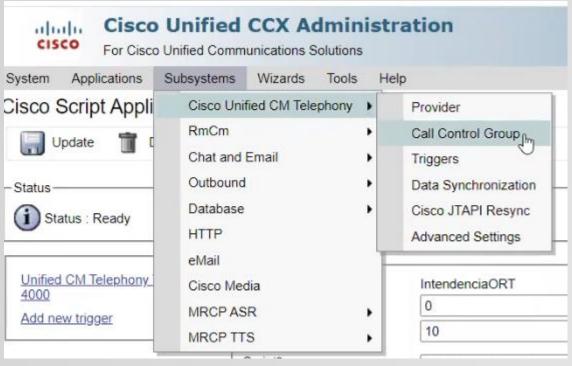


UCCX – Trigger Advance Options





UCCX – Call Control Group



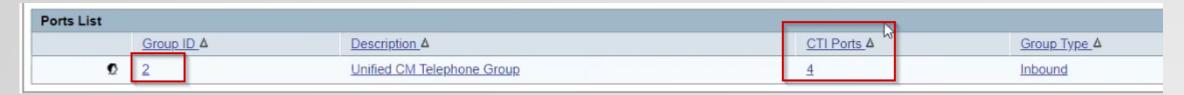
Cisco Unified CM Telephony Call Control Group Configuration



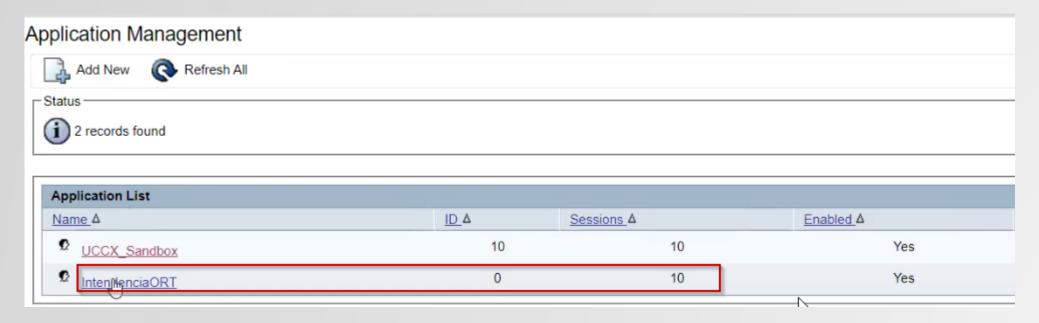


UCCX – Call Control Group

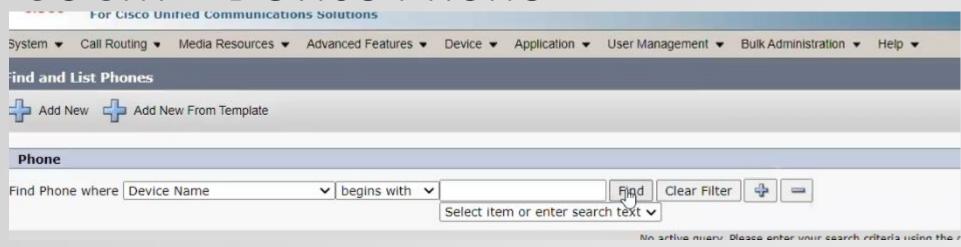
Unico Call Control Group Definido



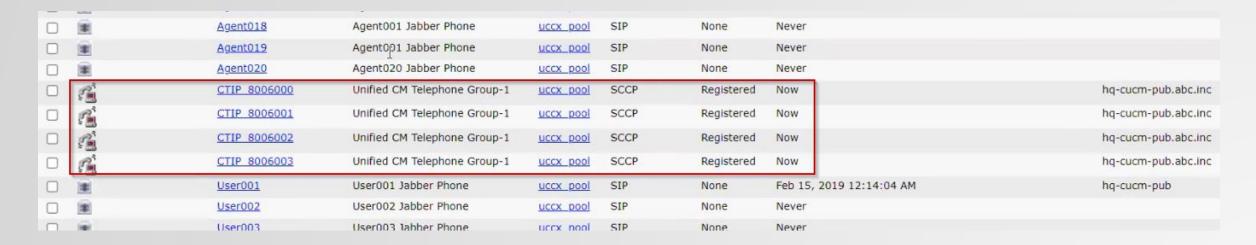
Que problema se presenta?



CUCM – Device Phone

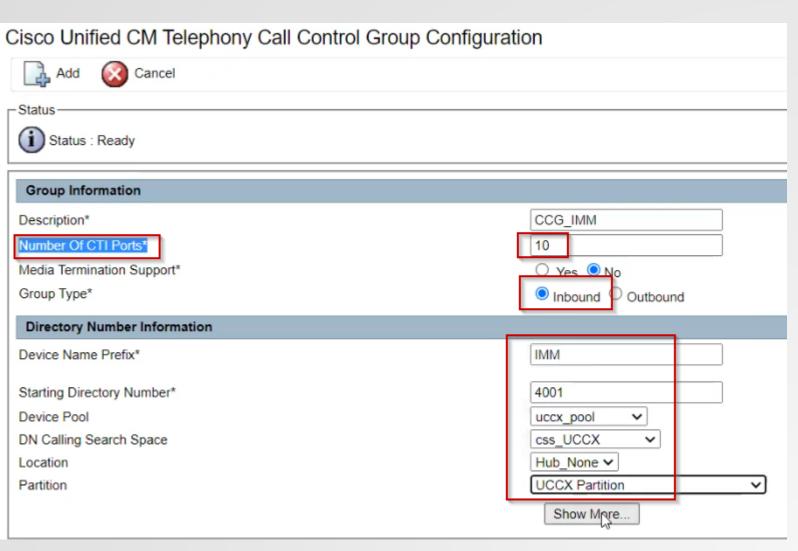


Aca estoy viendo los CTI Ports que tengo disponibles

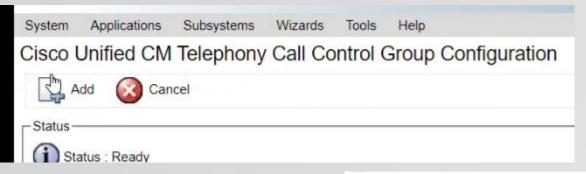


UCCX – Creacion Call Control Group





UCCX — Creacion CTI-Ports



 Crea automaticamente los CTI Ports



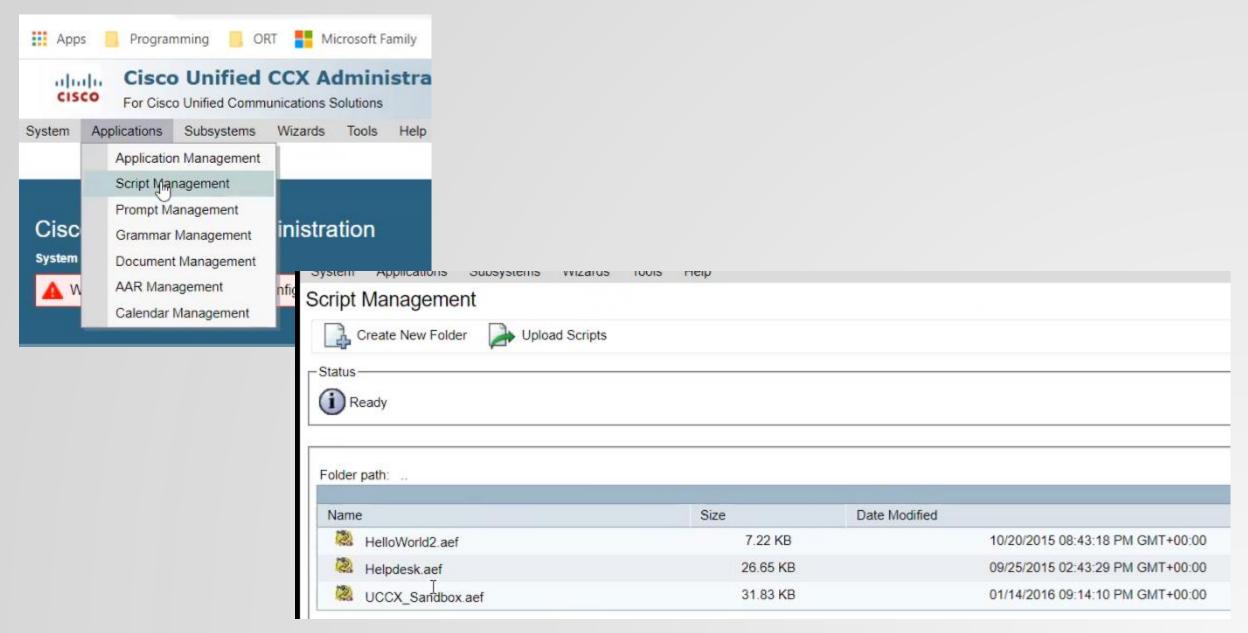


CUCM - Confirmacion CTI

Busco en Device-Phone en el CUCM y puedo verlos

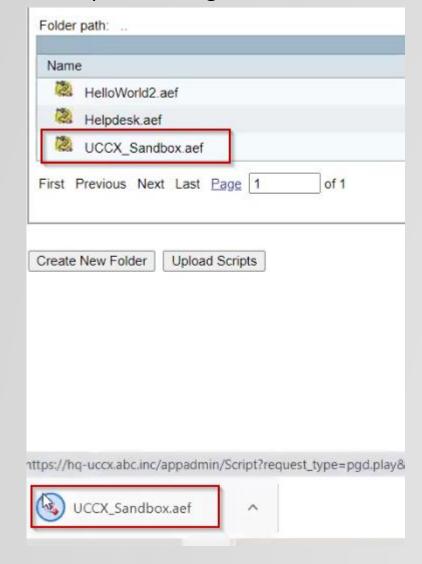
	Name of the last o						
	1	CTIP 8006000	Unified CM Telephone Group-1	uccx pool	SCCP	Registered	Now
		CTIP 8006001	Unified CM Telephone Group-1	uccx pool	SCCP	Registered	Now
	1	CTIP 8006002	Unified CM Telephone Group-1	uccx pool	SCCP	Registered	Now
	6	CTIP 8006003	Unified CM Telephone Group-1	uccx pool	SCCP	Registered	Now
3	(IMM 4001	CCG_IMM-1	uccx pool	SCCP	Registered	Now
	(IMM 4002	CCG_IMM-1	uccx pool	SCCP	Registered	Now
	(IMM 4003	CCG_IMM-1	uccx_pool	SCCP	Registered	Now
	1	IMM 4004	CCG_IMM-1	uccx pool	SCCP	Registered	Now
	1	IMM 4005	CCG_IMM-1	uccx_pool	SCCP	Registered	Now
	<u></u>	IMM 4006	CCG_IMM-1	uccx pool	SCCP	Registered	Now
	(IMM 4007	CCG_IMM-1	uccx_pool	SCCP	Registered	Now
	C.	IMM 4008	CCG_IMM-1	uccx pool	SCCP	Registered	Now
	6	IMM 4009	CCG_IMM-1	uccx pool	SCCP	Registered	Now
	1	IMM 4010	CCG_IMM-1	uccx pool	SCCP	Registered	Now

UCCX – Script Managment

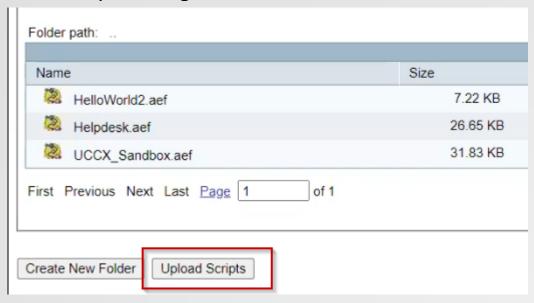


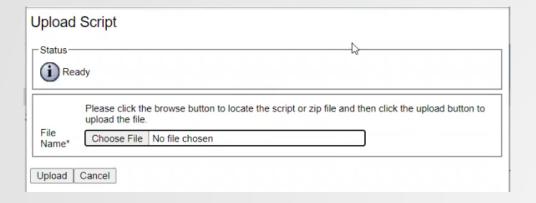
UCCX – Script

Click para Descarga



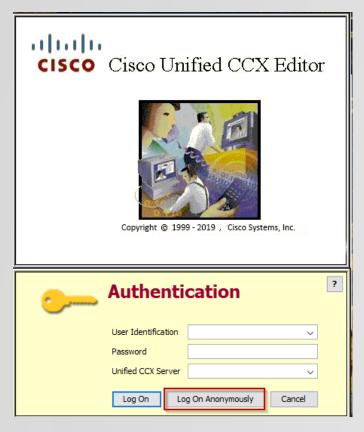
Click para Cargar

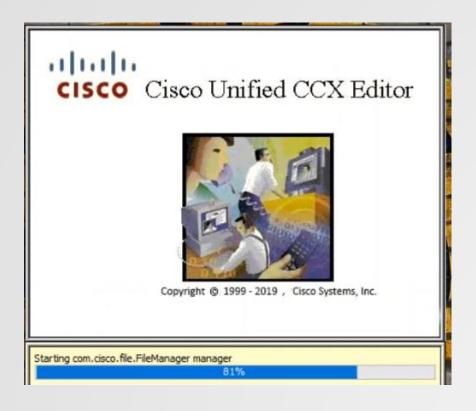


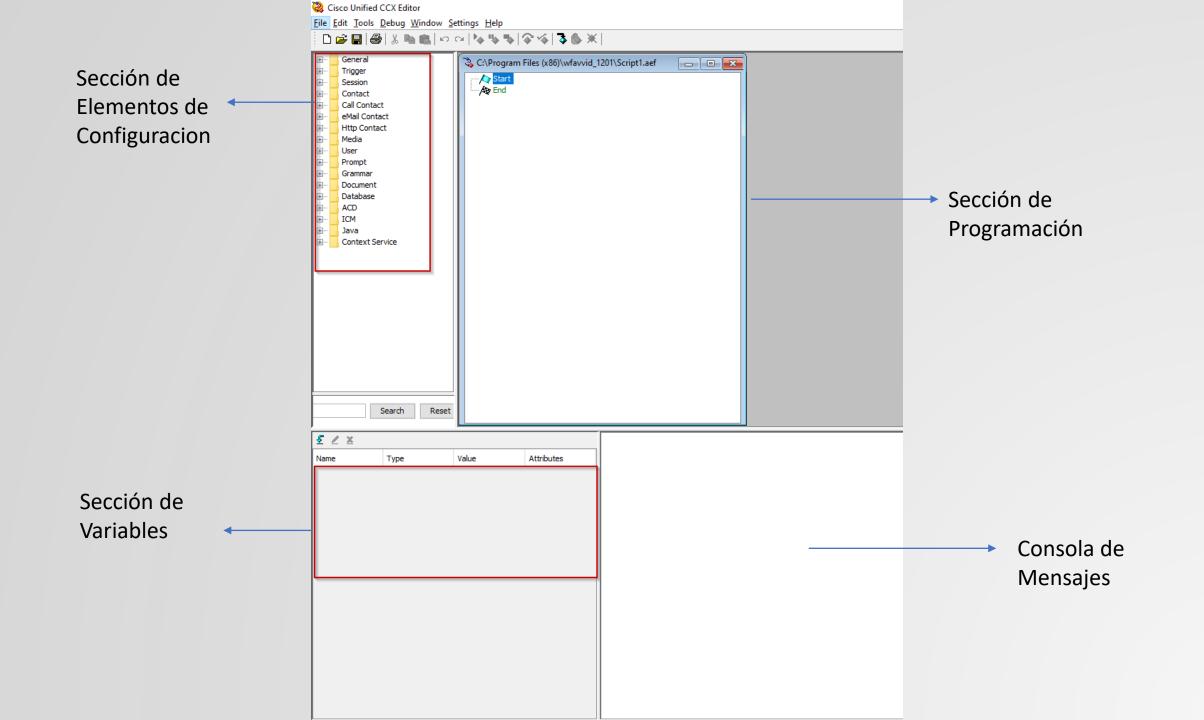


UCCX – Editor de Script

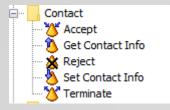
- Software para generar los Scripts
- Permite login Anónimo, no se necesita estar conectado al Contact Center

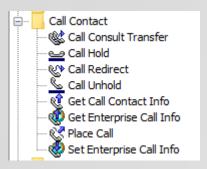


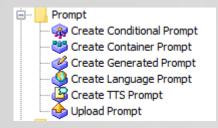


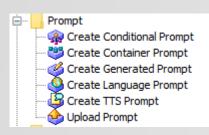


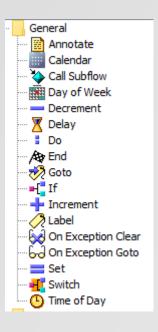
UCCX – Elementos

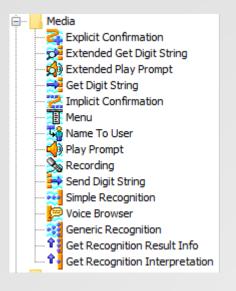




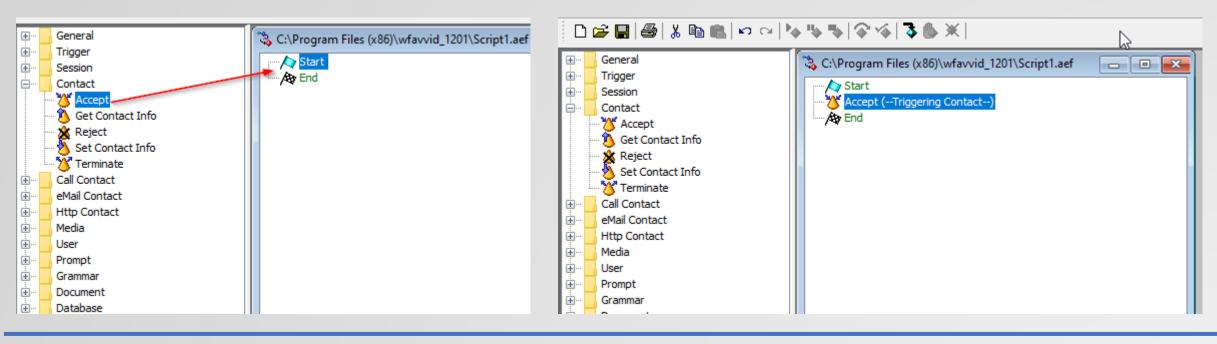


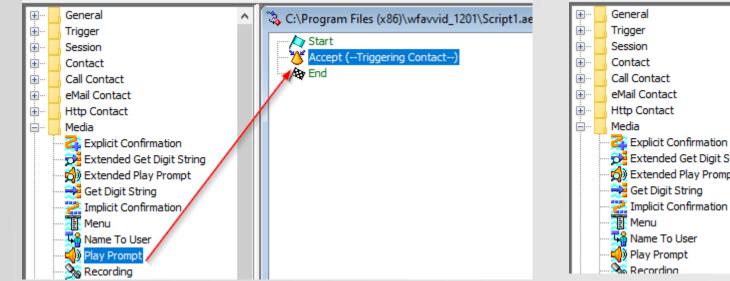


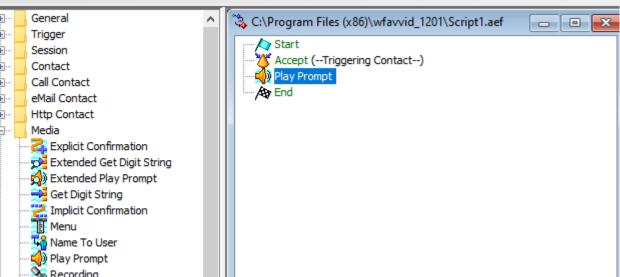




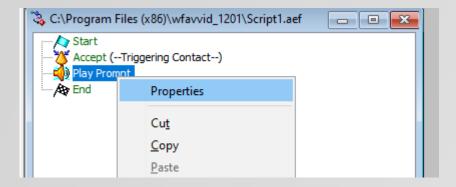
UCCX - Creacion







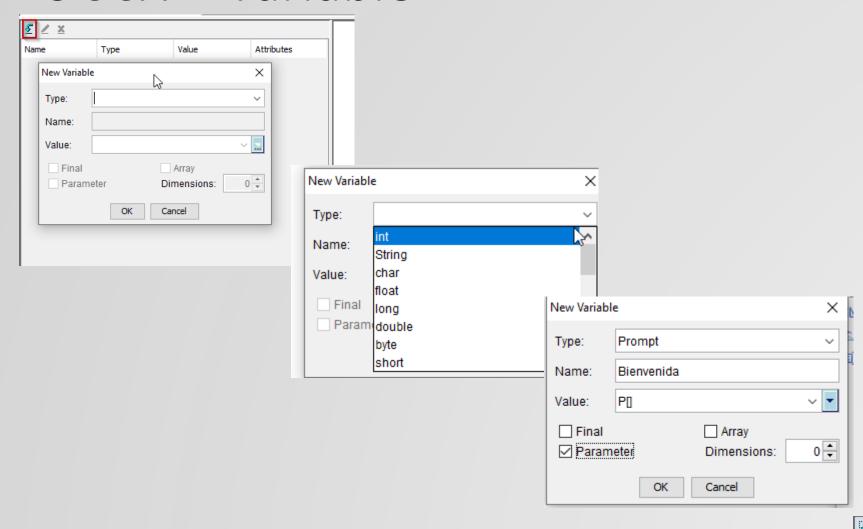
UCCX - Prompt

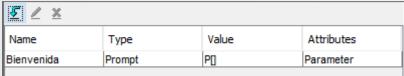


 No tengo ninguna variable creada para que actue como prompt

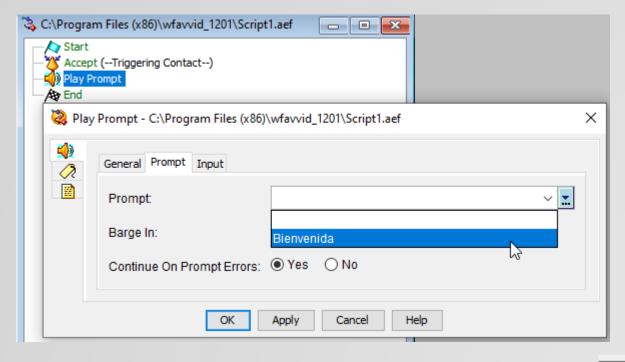


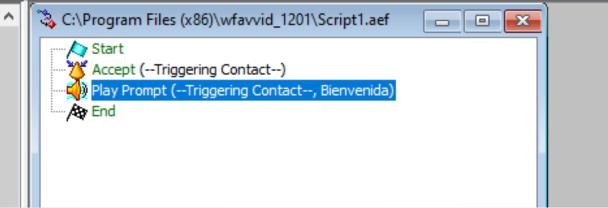
UCCX - Variable



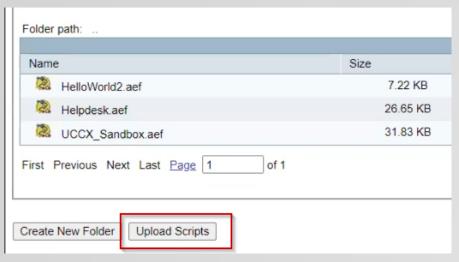


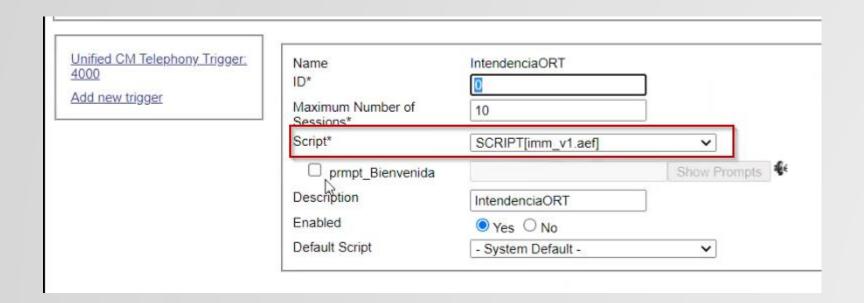
UCCX - Seleccion



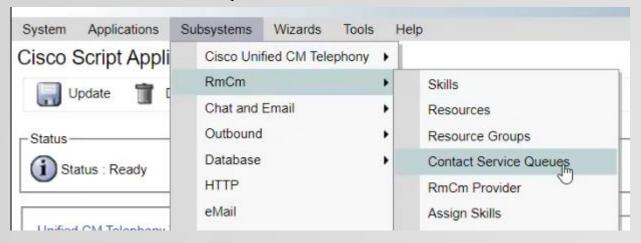


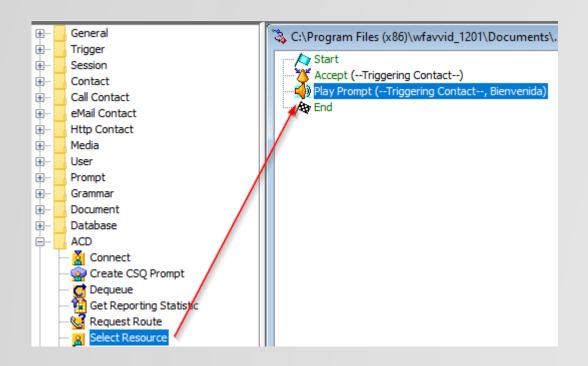
UCCX – Subo el script creado

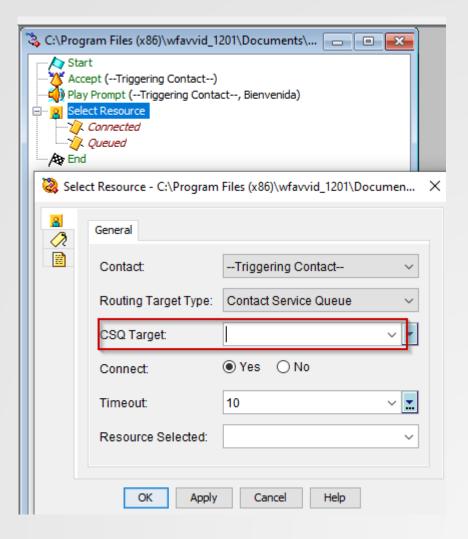




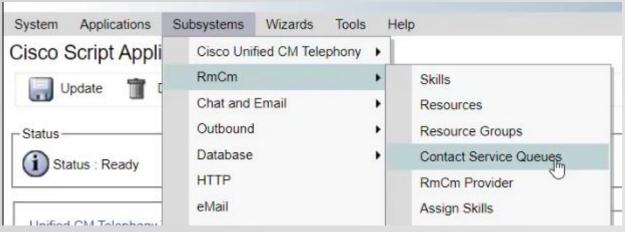
UCCX – Queue

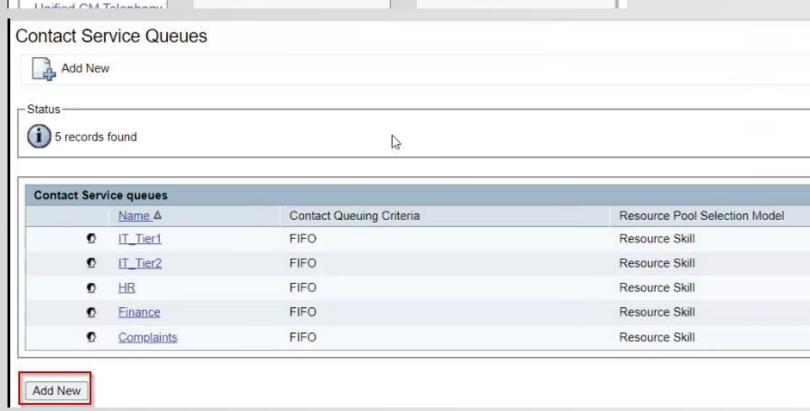




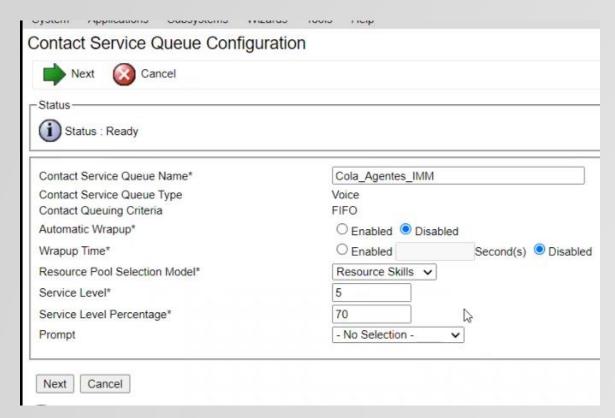


UCCX – Definir una Queue

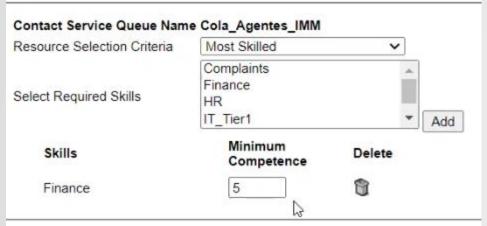




UCCX – Queue



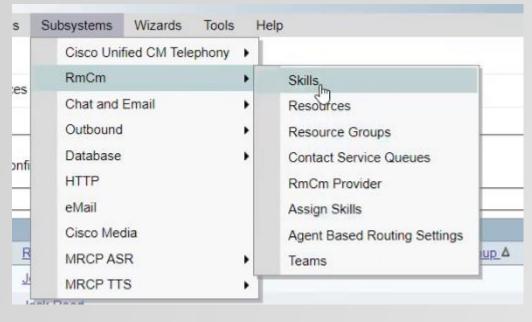


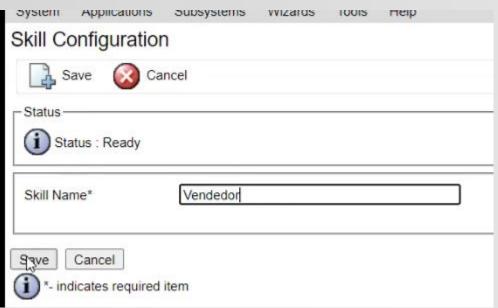


UCCX – Queue

	Name A	Contact Queuing Criteria	Resource Pool Selection Model
O	IT_Tier1	FIFO	Resource Skill
O	IT_Tier2	FIFO	Resource Skill
O	HR	FIFO	Resource Skill
O	Finance	FIFO	Resource Skill
Ð	Complaints	FIFO	Resource Skill
Ð	Cola Agentes IMM	FIFO	Resource Skill

UCCX - Skills

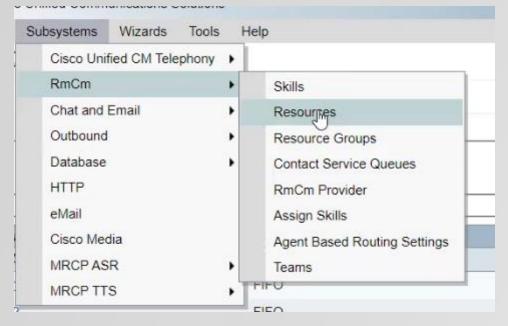




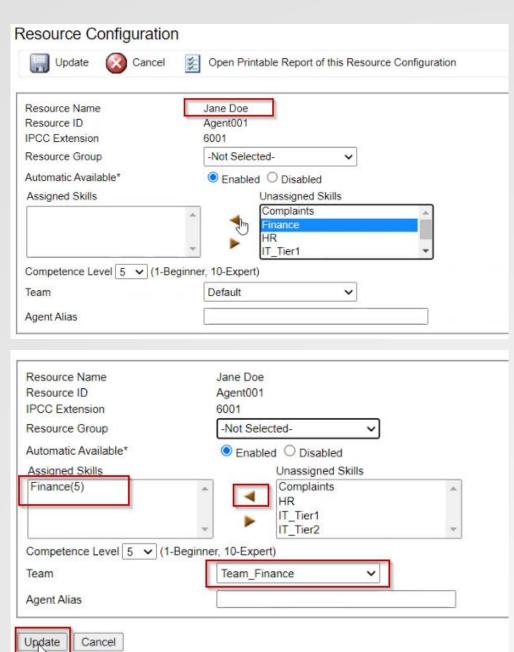




UCCX – Resource

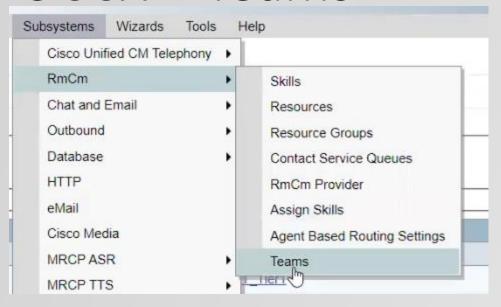






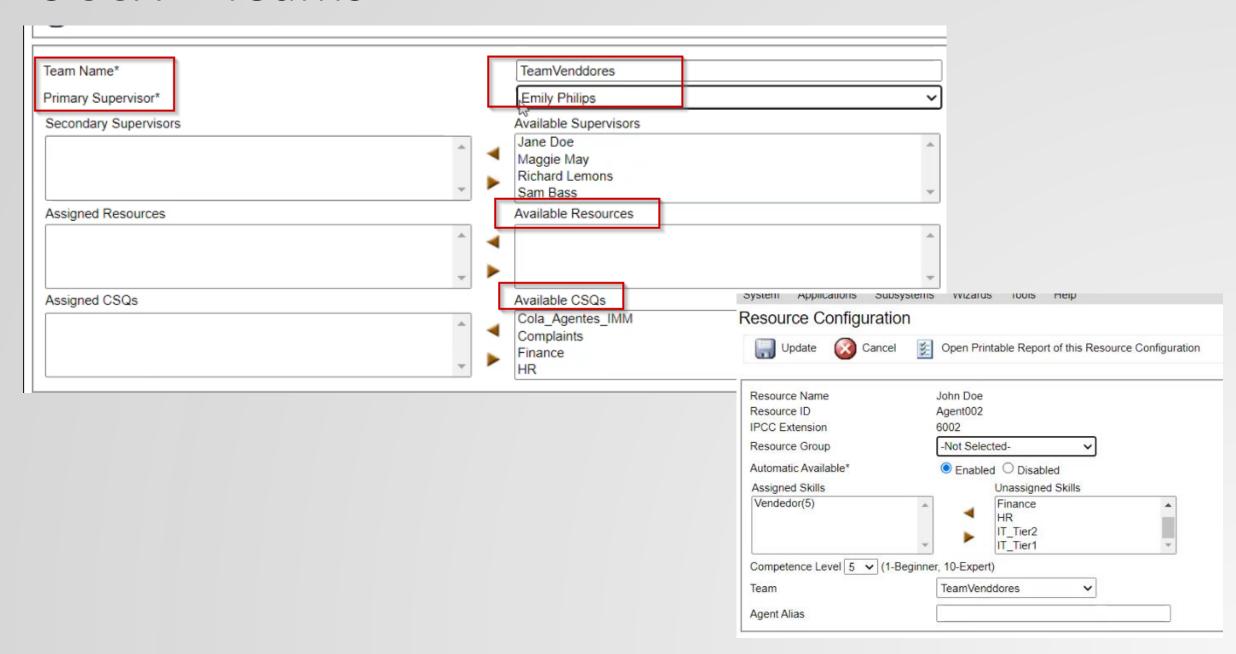
UCCX – Teams

Add New

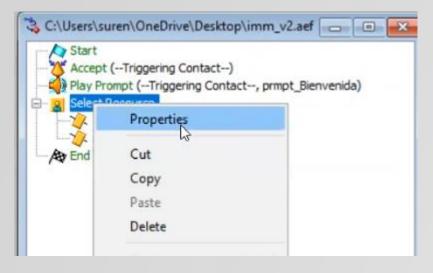


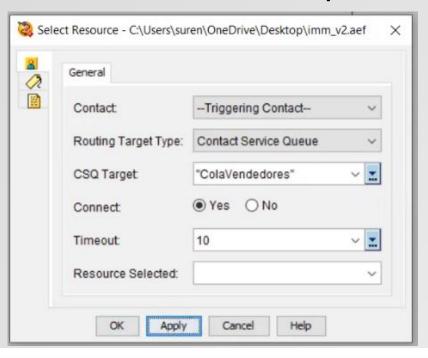
Team Name △	Primary Supervisor∆
	None
	None
<u>Team_HR</u>	Richard Lemons
	Emily Philips
<u>Team_Complaints</u>	Richard Lemons
	Maggie May

UCCX – Teams



UCCX – Vinculacion Queue con Script





	Name A	Contact Queuing Criteria	Resource Pool Selection Model
O	IT_Tier1	FIFO	Resource Skill
O	IT_Tier2	FIFO	Resource Skill
Ð	HR	FIFO	Resource Skill
0	<u>Finance</u>	FIFO	Resource Skill
Ð	Complaints	FIFO	Resource Skill
0	Cola_Agentes_IMM	FIFO	Resource Skill
0	ColaVendedores	FIFO	Resource Skill