

## Cisco Collaboration Optimization Service for UCCOS, formerly known as Unified Contact Center Optimization Service

Is your contact center meeting its performance goals?

Do your contact center solutions align to evolving business needs?

The Cisco Collaboration Optimization Service for UCCOS takes a comprehensive approach to keeping your contact center operations responsive to your evolving business goals. No matter what the challenge, you can be confident that your contact center will deliver outstanding performance.

### **Evolving Market Demands Require an Agile, Efficient Contact Center**

Customer needs and service expectations are continuously changing. IT departments and customer care management are under constant pressure to help ensure maximum performance of contact center operations to keep up with new business and service goals. A truly dynamic contact center is constantly being evaluated to improve operations efficiency and effectiveness. The Cisco Collaboration Optimization Service for UCCOS helps identify the right changes to optimize new or existing contact center solutions.

### **Enhance Operations for Increased Return on your Contact Center Investment**

The contact center is a cornerstone of successful customer interactions. Operation can affect every metric from revenue to retention. The Cisco Collaboration Optimization Service for UCCOS reviews the important aspects of your contact center to achieve the highest possible value to your company. This service will help you:

- Align business requirements and adapt your contact center solution to meet evolving business needs
- Prepare for new capabilities and upgrades by identifying software releases or revisions that might improve contact center operations
- Improve availability by assisting with change management and escalation of contact center issues to determine resolution and prevent similar issues in the future
- Enhance operational efficiency by taking advantage of knowledge transfer and mentoring to help your IT staff better manage and maintain your Cisco Unified Contact Center system

### **Align Your Contact Center Business Strategies with Your Customers Needs**

- **Architecture design review:** As business objectives change to keep pace with customer demands and new market initiatives, your contact center's underlying architecture must also adapt. Assessing your contact center architecture design allows you to identify gaps in capabilities and recommend the changes required to realign your contact center architecture.



#### Achieve Business Agility

- **Architecture design review:** Fine-tune your architecture to meet customers evolving business strategy
- **Scripting design review:** Maintain quality through efficient customer self-service and agent responsive call flows
- **Contact Center reports development:** Make more informed decisions on call center changes based on custom reports analyzing quality and productivity
- **Business management transformation evaluation:** Identify ways to hit critical business targets, from operational efficiency to agent productivity

- **Scripting design review:** Takes a fresh look at select call flows and scripts, compare them against industry leading practices, and recommend design changes. Script design workshops help your team improve script development and consistency.
- **Contact Center reports development:** Business changes will require the creation of new reports or changes to existing reports on agent productivity, the quality of contact center operations, and system performance. This service will help design and develop reports based on leading practices and train your team to prepare and support these reports.
- **Business management transformation evaluation:** Gain an accurate view of your contact center using a baseline maturity model. A baseline evaluation highlights the goals and measurements to transform your contact center to enhance customer interactions and business performance. The evaluation encompasses a wide variety of attributes, including agent capabilities, customer self-service, and your business operation management model.

#### Fine-Tune Operations to Meet Performance and Efficiency Goals

- **System Audit:** Examines your contact center solution and identify issues that can adversely affect agent productivity or the customer experience. Based on assessment and discovery of your needs, recommendations are provided to bring performance in line with service expectations.
- **Software recommendation review:** A review of your software strategy will identify gaps and confirm whether or not you have the appropriate software and features to support your needs. This service will review your support team's software upgrade implementation plan prior to deployment.
- **Software Risk Analysis:** Review of software alerts to determine which software changes are pertinent to your contact center based on proven Cisco leading practices and recommendations to help your support implement those changes.
- **Capacity planning:** Analyzing call volumes, licensing levels, and other business and system details can help bring capacity into alignment with the corporate agenda.
- **Operations support review:** Assess and improve processes, tools, and resource skills to determine areas for improvement in operational support.
- **Change support:** Prior to performing upcoming contact center solution change management requests, Cisco engineers can assist your support staff by providing an objective review of the changes and identify method of procedures (MOP) gaps, and risks.
- **Incident Management:** Review outstanding selected open-events cases with the Cisco Technical Assistance Center and support your team in tracking issues to resolution. Most importantly, we will recommend and document measures for preventing similar problems in the future.

**Optimize Operational Excellence**

- **System audit:** Understand the effects of past or proposed changes and whether your applications and systems are keeping up with demands
- **Software recommendation review:** Gain understanding of new software releases to make informed decisions on upgrades
- **Software Risk Analysis:** Continuous due diligence to identify related software alerts impacting the running of contact center system
- **Capacity planning:** Keep capacities in line with business growth as you enter new markets and introduce new products or services
- **Operations support review:** Fortify service availability by identifying gaps in operational support resources and processes
- **Incident Management Support:** Review the status of outstanding problems and assess how problems are being identified and resolved
- **Change support:** Minimize business disruption and ensure proper planning and identification of potential risks.
- **Knowledge transfer:** Regular flow of information and network support topics to strengthen the capabilities and confidence of your operations staff

**Knowledge transfer:** Convey relevant, timely information to your staff on topics ranging from leading practices to troubleshooting techniques.

**A Holistic Approach to Optimization**

The Cisco Collaboration Optimization Service for UCCOS takes a comprehensive approach to assessing, recommending, and refining each area of your contact center operations. This approach helps ensure that every important aspect of your contact center is examined, including business and operations management, customer interactions, and system performance. You can feel confident that you are making the right strategic investments to create and maintain a flexible, agile, and robust customer contact center to support your business.

**Why Cisco Services**

Services, delivered by Cisco and our partners, help you create unique customer experiences. Designed to help transform your customer relationships, our solutions complement your in-house skills and help achieve operational efficiency. Our services help contact centers maximize customer relationships, enable richer collaboration, and accelerate technology innovations, to gain and sustain competitive advantage.

**For More Information about Cisco Contact Center Services,** visit [www.cisco.com/go/uccservices](http://www.cisco.com/go/uccservices) or contact your local Cisco account representative.



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