



Focus on Execution: Enabling Customer Success



Agenda

Our Mission

How We Enable Our Customers' Success

Why Companies Put Their Trust in Us





We Accomplish This By:

- Developing contact center technology architectures
- Ensuring customer operational preparedness
- Implementing new contact center solutions
- Providing operational expertise
- Continuously improving existing contact centers



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Services: Technology Architecture

Description	Application	Impact
<p>Technology architecture is a blueprint for implementing contact center technologies</p>	New installations	Infrastructure for growth
		Dramatically lower costs
	Transitioning from older technologies	Great customer experiences
		Increases productivity



Operational Preparedness

- Network readiness
- Staff readiness for day-two operations
- Tools inventory and gap identification/closure
- Balancing internal vs. out task resources
- Business case basis for resource decisions
- Optimization strategy



Services: Implementation

Description	Application	Impact
Execution of a successful implementation	New contact center installations	<div>Translates business strategy into execution</div> <div>Realization of financial benefits</div>



Services: Operation

Description	Application	Impact
<p>People, processes, and tools to operate your contact center</p>	<p>100% out-task to 100% do it yourself</p>	<p>Operational flexibility</p> <p>Execution of business strategy</p>



Services: Continuous Improvement

Contact Center Optimization

Fine tunes existing contact centers to make them run better

Development/Integration

Makes contact center technologies work together to deliver business value

Lab Services

Ensure that the technology works before its implemented in a production environment



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Why Cisco Unified Contact Center Services?

Experience

Know How





Experience

Area

Cisco AS

Volume

We have deployed over 2,000 contact centers

Resources

We have over 200 dedicated engineers

Access

We create the software



Know How

Prepare ➤ Plan ➤ Design ➤ Implement ➤ Operate ➤ Optimize

Business Requirement

Technology Strategy

Deployment Planning

Lab Testing

Solution Validation

Network Assessment

Operational Support Review

Design Development

Application Development

Assurance Testing

Installation

Acceptance Testing

Migration

Post Install Support

Training

Remote Management Support

Partner Support

Lab Services

Upgrade Services

Operational Consulting

Technology Assessment



Why Cisco Services?

- Expertise
- Value
- Consistency
- Choices
- Service Excellence
- Innovation





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