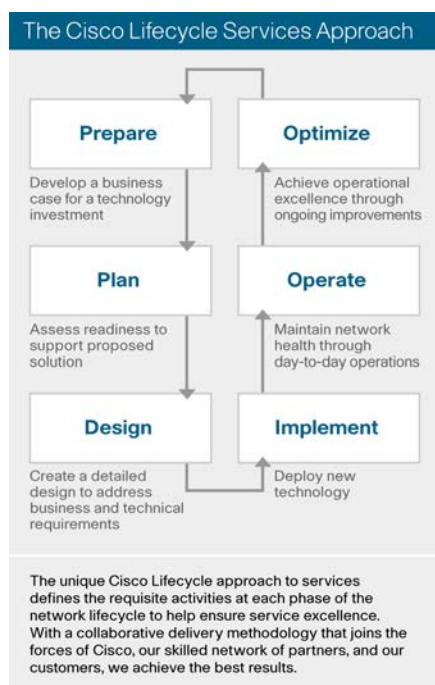


## Cisco Unified Contact Center Prepare Services

Maximize your contact center customer interactions with services that accelerate your technology innovations and competitive advantage.



### Overview

Cisco® Unified Contact Center Prepare Services align business priorities with contact center technology requirements to establish a strong foundation for deploying a scalable, reliable, high-performance contact center solution. Engineers with expertise in planning, designing, and optimizing complex contact center solutions help identify areas to improve performance and reduce costs.

### Contact Center Benefits

- **Make sound business decisions** by developing a business case that analyzes your business strategies and operational effectiveness for adopting a Cisco Unified Contact Center solution
- **Contain deployment costs** by developing a solid foundation for successful deployment
- **Achieve your business goals** by aligning them with your technology strategy

Cisco Unified Contact Center Prepare Services include:

- Cisco Unified Contact Center Business Requirements Development Service
- Cisco Unified Contact Center Business Management Transformation Service
- Cisco Unified Contact Center Technology Strategy Development Service

### Cisco Unified Contact Center Business Requirements Development Service

This service helps you align business initiatives and goals and identify technical requirements (such as infrastructure, systems, applications, integration, end-user desktops, capacity, and availability). This service reviews and documents the Cisco Unified Contact Center solution high-level design and bill of materials and creates a customer requirements document that summarizes business and technological requirements. (See Table 1.)

**Table 1.** Cisco Unified Contact Center Business Requirements Development Service Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> <li>• Lead discovery workshop</li> <li>• Analyze contact center business goals and objectives</li> <li>• Document customer requirements findings</li> </ul>	<ul style="list-style-type: none"> <li>• Customer requirements document summarizing business and technical requirements</li> </ul>

### Cisco Unified Contact Center Business Management Transformation Service

This service works with your business management team using a Cisco strategic evaluation model to analyze your business management activities (including processes, metrics, reporting, and technology applications) to establish a baseline strategic model. This evaluation will position your contact center into one of five maturity levels, along with a baseline assessment:

- Routing capabilities
- Agent capabilities
- Self-service
- Operation model
- Management capabilities system capabilities

You'll gain a view and a strong foundation to evaluate and compare your contact center. This service quantifies your contact center's organizational and technology effectiveness by delivering a usable, graphical, and detailed baseline analysis of a customer's contact center business and management operational environment. (See Table 2.)

**Table 2.** Cisco Unified Contact Center Business Management Transformation Service Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> <li>• Lead discovery meetings</li> <li>• Identify specific projects and actions to transform and enhance customer interaction and performance</li> <li>• Provide reference documents designed to enhance adoption, communication, training, and process mapping</li> </ul>	<ul style="list-style-type: none"> <li>• Cisco unified contact center strategic evaluation</li> <li>• Evaluation document</li> </ul>

### Cisco Unified Contact Center Technology Strategy Development Service

After you have an understanding of your business requirements and have built a business case for adopting a Cisco Unified Contact Center solution, you are ready to develop a technology strategy aligned to those requirements. The Cisco Unified Contact Center Technology Strategy Development Service assists in defining a roadmap for short-term and long-term contact center technology strategies through workshops and interviews. It is the foundation to support subsequent phases of a Unified Contact Center solution deployment and is a scoped service offering that can be customized to meet your specific deployment and business requirements. (See Table 3.)

**Table 3.** Cisco Unified Contact Center Technology Strategy Development Service Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> <li>• Conduct high-level technology strategy development sessions with your team</li> <li>• Identify and discuss critical business factors through understanding short-term and long-term goals</li> <li>• Identify/discuss Cisco Unified Contact Center technologies that can help address your requirements and goals</li> </ul>	<ul style="list-style-type: none"> <li>• Technology strategy development sessions</li> <li>• Documented technology roadmap</li> </ul>

### Why Cisco Services

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The contact center network works better when services, together with products, create solutions aligned with your customers' business needs and opportunities.

Services, delivered by Cisco and our partners, help you create unique customer experiences by providing contact center solutions that complement in-house skills, achieve operational efficiency, and transform customer relationships. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

### For More Information

For more information about Cisco Unified Contact Center Prepare Services and other Cisco Contact Center Services, visit [www.cisco.com/go/uccservices](http://www.cisco.com/go/uccservices) or contact your local Cisco service account manager.

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