

Cisco Unified Contact Center Planning and Design Service

Create unique customer experiences for your customers by exploring new possibilities and realizing the full potential of your contact center.



Services delivered by Cisco and our partners, help you create unique customer experiences. Our services help contact centers maximize customer collaboration, and accelerate technology innovations, to gain and sustain competitive advantage.

This service helps you:

- **Accelerate** innovations into business transformation
- **Enrich** your customer interactions to capture competitive advantage
- **Sustain** advantage using an adaptable platform
- **Remove** artificial barriers between you and your customers
- **Achieve** self-sufficiency at your own pace

This service is composed of eight components:

- Cisco Unified Contact Center project governance and management
- Cisco Unified Contact Center network readiness assessment
- Cisco Unified Contact Center operations support review
- Cisco Unified Contact Center solution requirements validation
- Cisco Unified Contact Center detailed design development
- Cisco Unified Contact Center applications design and development
- Cisco Unified Contact Center systems acceptance test plan development
- Cisco Unified Contact Center performance acceptance test plan development

Cisco Unified Contact Center Project Governance and Management

Effective project management is essential to the day-to-day planning involved in developing a contact center. Our capabilities are based on a Project Management Institute (PMI) framework, based on an industry best practice governance model to manage deployment, identify primary key stakeholders, and assess your strategic and technology goals. . (See Table 1.)

Table 1. Cisco Unified Contact Center Project Governance and Management Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none">• Conduct kickoff meeting, define project scope and work breakdown structure, identify risks, develop mitigation plans• Define a resource plan, project costs, and budget• Develop a project schedule and finalize baseline project plan• Maintain project plan, including management of risk and change.	<ul style="list-style-type: none">• Detailed Cisco Unified Contact Center deployment project plan

Cisco Unified Contact Center Network Readiness Assessment

Planning and designing your Cisco Unified Contact Center solution require a thorough evaluation of the network and communications infrastructure. The network readiness assessment analyzes the readiness of the existing network infrastructure and provides a detailed report with recommendations. Analysis is done by completion of network discovery/ and inventory, Network Design Analysis and Network Performance Baseline. (See Table 2.)

Table 2. Cisco Unified Contact Center Network Readiness Assessment Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none">• Validate readiness of existing network design, network infrastructure services, network capabilities, inventory, and environment to support the proposed unified contact center solution• Identify areas needing minor adjustments and determine critical areas requiring any upgrading• Recommend approaches to help implement improvements	<ul style="list-style-type: none">• Network readiness assessment report• Site requirements specifications report

Cisco Unified Contact Center Operations Support Review

Assessing your business processes is an essential component in determining the ability to operate a new contact center solution. This operations support review analyzes the current state of the support infrastructure (including people, processes, and tools) relative to industry-leading processes, gauging readiness to support a Cisco Unified Contact Center solution, then makes recommendations for improvement and develops a plan to implement recommendations. (See Table 3.)

Table 3. Cisco Unified Contact Center Operations Support Review Planning Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> Discovery of current infrastructure support processes and tools Identify Unified Contact Center support requirements Development Unified Contact Center operations support review 	<ul style="list-style-type: none"> Operations support review report Remediation report

Cisco Unified Contact Center Solution Requirements Validation

Cisco Unified Contact Center solution requirements validation process outlines an existing or proposed contact center network, voice applications, and voice and data network infrastructure and verifies the network's ability to support the new Cisco solution. It validates deliverables including the high-level design, bill of materials, and customer requirements, and identifies feature and functionality issues, and it assesses risk a solution might present to the network traffic, databases, or other applications. If necessary, recommendations are provided to mitigate risk. (See Table 4.)

Table 4. Cisco Unified Contact Center Solution Requirements Validation Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> Validate business requirements, technology strategy development sessions, high-level design, bill of materials, and customer requirements Conduct in-depth discovery sessions by collecting, verifying, and analyzing requirements for the network, voice applications, and other contact center features and functionality Document and validate business rules, existing contact center configuration, and feature/functionality issues. Review document, and validate contact center applications, including third-party applications 	<ul style="list-style-type: none"> Solutions requirements validation documents

Cisco Unified Contact Center Detailed Design Development

Cisco Unified Contact Center detailed design development provides a comprehensive, implementation-ready detailed design. The extensive, site-specific design considers call flow and scripting requirements and defines low-level activities (including design of contact center applications, voice and data network infrastructure, and database infrastructure). It provides plans for staging, migration, and implementation and establishes the steps necessary to achieve a successful controlled deployment. (See Table 5.)

Table 5. Cisco Unified Contact Center Detailed Design Development Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> Review documents in previous lifecycle phases, including the solution requirements validation functional requirements, high-level design, bill of materials, network readiness assessment, and operational readiness assessment Conduct cross-functional interviews and workshops to gather information necessary to document functional requirements Develop low-level design for the Cisco Unified Contact Center solution, including infrastructure and applications 	<ul style="list-style-type: none"> Cisco Unified Contact Center detailed design Cisco Unified Contact Center staging plan Cisco Unified Contact Center migration plan Cisco Unified Contact Center solution implementation plan

Cisco Unified Contact Center Applications Design and Development

Cisco Unified Contact Center applications design and development produce and document the call flows, scripts, and in-depth details of specified applications. The design can include computer telephony integration, interactive voice response, multimedia applications, Cisco Unified Contact Center reports, and associated databases, as determined during the development of the detailed

design. (See Table 6.)

Table 6. Cisco Unified Contact Center Applications Design and Development Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> Design and document required applications for the Cisco Unified Contact Center solution Document configuration, call flows, and scripting instructions required for any new or modified Cisco Unified Contact Center customer applications, including interactive voice response applications, system integration, multimedia applications, and databases 	<ul style="list-style-type: none"> Application design incorporated into the low-level design of the Cisco Unified Contact Center solution

Cisco Unified Contact Center Systems Acceptance Test Plan Development

The Cisco Unified Contact Center systems acceptance test plan development creates a series of documented procedures with expected outcomes that validates the new solution against documented requirements. It includes developing and designing a test plan for the Cisco Unified Contact Center system and its associated applications. (See Table 7.)

Table 7. Cisco Unified Contact Center Systems Acceptance Test Plan Development Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> Collect and verify solution requirements and acceptance criteria Develop the systems acceptance test plan 	<ul style="list-style-type: none"> Systems acceptance test plan

Cisco Unified Contact Center Performance Acceptance Test Plan Development

Cisco Unified Contact Center performance acceptance test plan development creates a test plan to simulate real-world traffic on the Cisco Unified Contact Center solution. Activities include defining performance load test plan needed to measure end user's experience when accessing applications for voice self-service, speech recognition, intelligent routing, agent desktop, and telephony. The test plan can be designed to focus on a single component, such as Cisco Unified Customer Voice Portal, or can validate the entire customer and agent experience. (See Table 8.)

Table 8. Cisco Unified Contact Center Performance Acceptance Test Plan Development Activities and Deliverables

Activities	Deliverables
<ul style="list-style-type: none"> Collect and verify solution requirements and performance level criteria Develop the performance acceptance test plan 	<ul style="list-style-type: none"> Performance acceptance test plan

Why Cisco Services

Maximize your contact center customer interactions with services that accelerate your technology innovations and competitive advantage. Design an adaptable platform that engages your entire organization in quality customer support, removing artificial barriers between you and your customers. Tap into our expertise, based on proven methodologies, tools, and talent, to assure operational readiness from the onset, and enables you to achieve self-sufficiency at your own pace.

For more information about Cisco Unified Customer Contact Center Services, visit

www.cisco.com/go/uccservices or contact your local account representative. All Cisco Services may not be available in all theaters.

Cisco Services.
Making Networks Work.
Better Together.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

©2008 Cisco Systems, Inc. All rights reserved. CCDE, CCVP, Cisco Eos, Cisco StadiumVision, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn is a service mark; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0801R)

Printed in USA

C78-451579-01 06/09