Cisco Contact Center Express 11.5
Feature Design, Deployment and Troubleshooting

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LTRCCT-2010
Agenda

- UCCX 11.5 review
- Setup and experience Single Sign On (SSO)
- Finesse: customization and Tropo Integration
- CUIC 11.5: the all new UX
- Context Service integration and Omnichannel experience
- UCCX 11.6 preview
Lab Topology
Connecting to Your Pod

1. Start AnyConnect

2. Enter psummit.cisco.com and click the Connect button

3. Enter the login information to connect to your pod.
   • Group: Select the pod to which you’ve been assigned.
   • Username: Enter podXuser1 where X = your pod #.
     Password: CLUSuccx2017!
   • Click OK to connect.
## Pod Addressing and Credentials

<table>
<thead>
<tr>
<th>Component</th>
<th>Hostname</th>
<th>IP Address</th>
<th>OS login</th>
<th>Web admin login</th>
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<tbody>
<tr>
<td>SocialMiner</td>
<td>socialminer.cc.lab</td>
<td>10.10.10.5</td>
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<td>CC \JDoe</td>
<td>Jabber: jdoe</td>
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<tr>
<td>Agent Desktop 2</td>
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<td>CC \DMarino</td>
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<td>Train1ng!</td>
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<td>Remote Expert Mobile</td>
<td>REM.cc.lab</td>
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<td>admin</td>
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<td>Train1ng!</td>
<td>Train1ng!</td>
</tr>
</tbody>
</table>
Questions?

Use Cisco Spark to chat with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click “Join the Discussion”
3. Install Spark or go directly to the space
4. Enter messages/questions in the space

Cisco Spark spaces will be available until July 3, 2017.

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New in UCCX 11.5
UCCX 11.5 – what’s new

- Single Sign On
- Email and chat features
- Reporting experience
- Context Service
Single Sign On
“Multiple applications...login once and once only!”
IdS - Identity Server

- IdP – Identity Provider
- SP – Service Provider
- Authorization Server
- Resource Server - UCCX
- Users
- Client

- Explicit Initial Trust Agreement
- Indirect Agreement
- TokenInfo
- Get a Token
- Use a Token

- Authentication

- SAML

IdS

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SSO Setup: just 3 steps

1. Setup IdS
   - Configure IdS
   - Create trust relation with Identity Provider

2. Register Components

3. Enable SSO
The SSO environment in UCCX

<table>
<thead>
<tr>
<th>Modes</th>
<th>Unified CCX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-SSO</td>
<td>Yes</td>
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<tr>
<td>SSO</td>
<td>Yes</td>
</tr>
<tr>
<td>Hybrid</td>
<td>No</td>
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Finesse IPPA
Lab Section 1 - SSO

Explore the easy configuration of SSO on the UCCX solution and experience how SSO can make the login experience so much easier.

ADFS setup on the Domain Controller. Will act as IdP.

Users created on AD and synced with CUCM

Trust relationship setup

Recommended exercises to be completed now: Exercise 1, 2 and 3
Cisco Finesse
Finesse: Incoming Contact Notification
Voice, Email, Chat
Cisco Finesse Customization

3rdpartygadget user

- Finesse server can serve as a gadget server
- Gadget designers can upload gadget files without access to complete filesystem
- 3rdpartygadget user with SFTP write access to the /3rdpartygadget/files folder
- Files retained across upgrades.
- Gadget files not replicated between nodes.
- Files can be unique between nodes.
- Password not set after install, need to set it using the command `utils reset_3rdpartygadget_password` on both nodes.
Lab Section 2 - Finesse

Check the new Finesse toaster notifications and implement powerful Finesse customizations such as SMS gateway integration and call history gadget for the agent.

Account setup and Tropo application configuration completer

Recommended exercises to be completed now: Exercise 4, Bonus Exercise 1
All new CUIC
CUIC evolution path
Demo
Lab Section 3 - CUIC

Experience the all-new CUIC. Run reports, customize reports, create dashboards and permalinks and even customize an embedded LiveData report. All this on the all-new CUIC!

Bonus browser based troubleshooting exercise

Recommended exercises to be completed now: Exercise 6
Context Service and true omni-channel
The Customer Journey

Peter Parker is a credit card customer and is having some issues with it, for which he has requested an appointment with the credit card professional.

He has setup his appointment online, but has had to reschedule it a couple of times and also wants some help with changing the package.

He finds that every time he reaches out to the contact center, he will have to repeat his entire history: “I had called...I had an appointment at...I had an appointment for...”
The Customer Journey

Peter books an appointment online.

Peter calls in to change appointment.

Peter hasn’t seen a confirmation for the appointment. Sends an email requesting the same.

Peter just realizes that he will be 30min late and wants to let them know.

Peter, in the meanwhile, wishes to change his credit card package.

No matter which agent is picked, the agent needs to have the context of Peter’s journey.

Peter expects the agent to know his history and does not want to repeat himself or his query.
The ideal customer experience

- Context of journey
- Best possible match at first go
- Accelerated issue resolution
Context Service – a cloud-based omnichannel data store to map customer journey
Cisco Customer Care Solutions

Business Frontend Customer Interface

Business Backend Applications

Context Service

Customer Journey
Context Service
Cloud-based data store for customer journey data
Context of customer journey..available to the agent

- New gadget hosted from cloud
- Shows all Requests and PODs by Customer
- Org can customize fields layout in CCM (CS Mgmt)
Contact Center Express: Script Editor

Four new nodes/steps introduced in CCX Script Editor
Lab Section 4 – Omnichannel experience

Setup UCCX email and chat and active these channels for the agents. On top of this, experience the new Context Service will a full setup and see for yourself the difference CS makes.

Integrate all channels to transform multi-channel to omni-channel. Sample script provided for future use too.

Sample code to integrate your website to Context Service

Recommended exercises to be completed now: Exercise 9, 10, 11, 12
11.6 Preview
Email and chat features

- Email cc/bcc/reply-all
- GMAIL integration
- Email signature
- Group chat
- Typing indicator

Reporting experience

- Simplified Dashboard creation
- Reason Label instead of codes
- Expand and collapse grouping

Desktop enhancements

- Finesse failover enhancement
- Blind Transfer
- System Generated Not Ready Reason Codes
- Silent monitor outbound calls
- Recent Call List
Agent Email
Response Options

- Requeue
- Discard
- Reply
- Reply All
- Forward

Editable To field,
Adding additional recipients

To: michael.littlefoot@example.com
Cc: 
Bcc: 

Larger attachments: 10 MB, 25MB total
Reporting
Simplified Dashboard

Variety of widgets
Drag and Drop
Agent Call and State History
Complete Your Online Session Evaluation

• Give us your feedback to be entered into a Daily Survey Drawing. A daily winner will receive a $750 gift card.

• Complete your session surveys through the Cisco Live mobile app or on www.CiscoLive.com/us.

Don’t forget: Cisco Live sessions will be available for viewing on demand after the event at www.CiscoLive.com/Online.
Continue Your Education

• Demos in the Cisco campus
• Walk-in Self-Paced Labs
• Lunch & Learn
• Meet the Engineer 1:1 meetings
• Related sessions
Thank you
You're