



## Cisco UCCX Capabilities



Strong partnerships  
don't just happen  
but are built over  
years of  
cooperation and  
mutual trust. With  
an alliance that is  
almost a decade  
and 500 plus  
implementations  
strong, Servion is a  
worldwide Cisco  
partner across  
multiple customer  
experience  
management  
technologies.

## CISCO – Servion Synergy

Cisco, as the world-wide leader in networking offers internet protocol (IP) based networking and other products related to the communications and information technology industry. In addition to its product offerings, it provides a range of service offerings, including technical and support services and advanced services. Cisco's products are designed to transform how people connect, communicate, and collaborate. Cisco has a strong partner eco-system and works with them to identify needs and deliver solutions and services to businesses around the world.

Servion is a Managed Services Master Partner and a CDN (Cisco Developer Network) and an Advanced UCT (Unified Computing Technology) Specialized Partner, Worldwide. Servion is also an ATP (Advanced Technology Provider) for UCCE, CVP and UC for Americas, EMEA and India. We are also a Customer Service Excellence Partner (Gold Star) and Cisco Telepresence Video Advanced Partner in Americas. In addition, we are certified for Advanced Unified Computing Specialization, Advanced Collaboration Architecture Specialization, and a Master Collaboration Specialization in Americas and India. In India, we are an Advanced Data Center Architecture Specialization and Cisco Powered Managed Services (Business Communication & Unified Contact Center) Partner. We are also a Premier Certified Partner in America and India. We are a Satellite partner in Singapore, Thailand and UK.

Servion has a global team to plan, design, implement, and support Cisco Unified Communications deployments.

## Infrastructure

Servion has a dedicated Cisco lab with Cisco Unified Communications Manager, Voice Gateway, Unity, UCCX / UCCE, and Meeting Place. Servion also has Nuance Recognizer 10.0 for Speech and TTS (Text-to-Speech). In addition, WFM and QM for UCCX is also available.

## Resources

Servion currently has a team of more than 106 plus UCCX resources. The resource base has expertise in solution architecture, infrastructure management, application development, interface development and project management.

## UCCX Expertise

- End-to-end implementation (for voice, chat, Email, WFM,QM,AQM) including Customer Requirements Documents (CRD), implementation, system testing, UAT and support
- Expertise in migration from traditional legacy systems to IP
- Complex scripting for voice / Email
- Blended preview outbound dialer and IVR based outbound
- Seamless integration with third party solutions
- Configuration automation of ACD
- Agent based skill grouping
- Speech application development
- UCCX CUIC reports (10.x release)
- Integration with connectors
  - Finesse and Jabber connector
  - Finesse and Salesforce connector (Inbound)

## Integration with acqueon's unify for CISCO

Unify is a complete outbound solution for Cisco customers who wish to manage the total life cycle of outbound customer contacts from list selection to disposition. Unify provides a predictive dialer, an extensive array of list and campaign management features, and a rich set of management and agent tools.

## Features of unify outbound dialer software

- Predictive Dialer
- List Optimization
- Agent Productivity Tools
- Outbound Multimedia
- SMS & email Scripting
- Campaign Management
- Contact Management
- Contact Upload
- Manage & Scrub Contacts
- Reporting
- Blended Contact Center

## Training

Servion resources have been trained in UCCX. A team of Servion resources underwent training sessions conducted by RJP Infotech, Chennai. Some associates also attended the UCCX Cisco Technical Summit in Bangalore.

## About Servion Global Solutions

Servion enables business transformation for enterprises in the area of customer experience management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omnichannel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 6 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms.

**For more information, visit us at [www.servion.com](http://www.servion.com) | [marketing@servion.com](mailto:marketing@servion.com)**

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