



MIGRATING FROM CISCO UCCX TO WEBEX CONTACT CENTER WITH SERVION



Partner

Advanced Collaboration Architecture
Specialized
Collaboration SaaS
Authorized Partner
Gold Provider
Premier Integrator

Successful organizations understand the importance of contact center innovation, now more than ever, in a “new normal.” Cisco Webex Contact Center is a powerful, digitally rich Contact Center-as-a-Service (CCaaS) platform that offers on-premises customers the cost and performance advantages of a cloud platform without disrupting their existing operational environment.

Customers can seamlessly migrate to begin supporting more flexible and dynamic service interactions, work-from-home (WFH) agents, and more.

As a Cisco-certified partner covering the entire collaboration suite, including both on-prem and cloud, Servion helps businesses fast-track cloud adoption and simplify CX transformation by seamlessly migrating from Cisco UCCX to Cisco Webex Contact Center. Our in-depth knowledge of architectures, coupled with decades of experience in implementing UCCX and Webex Contact Center, uniquely positions us within the Cisco ecosystem as a trusted partner for delivering what’s needed- fast, efficiently, and within budget.

Delivered by industry-leading certified engineers, Servion Professional Services covers the end-to-end migration process, including initial discovery, design, onboarding, implementation, testing and support, and ongoing project management. We work with each customer to choose the right implementation service bundles based on their current contact center design, maturity level, future growth needs, and customer outcome goals. From there, we appropriately scope the level of services needed as part of the migration service.

Key to our strategy is a four-step Cloud Readiness Assessment that helps UCCX customers shorten the discovery cycle and expedite their migration:

- 01 [Current contact center feature usage](#)
- 02 [Analysis of routing scripts, existing applications, and customizations](#)
- 03 [Overall migration strategy](#)
- 04 [Risk assessment and mitigation areas](#)

From here, our engineers log into the customer's UCCX environment using approved credentials to handle the entire migration process, exporting data using our custom tools where applicable:

- Queues, skills, teams, agents, supervisors, dial plan, DID, extension details
- Routing scripts, IVR applications, CTI-CRM Customization, and desktop layouts

- Workforce optimization (WFO) services (recording, quality management, and workforce management)

Our end-to-end process, outcome-driven approach, and meticulous client care put us ahead of the rest. We enable on-premises UCCX customers to get more value from their contact center, drive digital transformation, and bridge the gaps between their customers and the services they want.

Our CX Implementation Services Bundle – Webex Contact Center

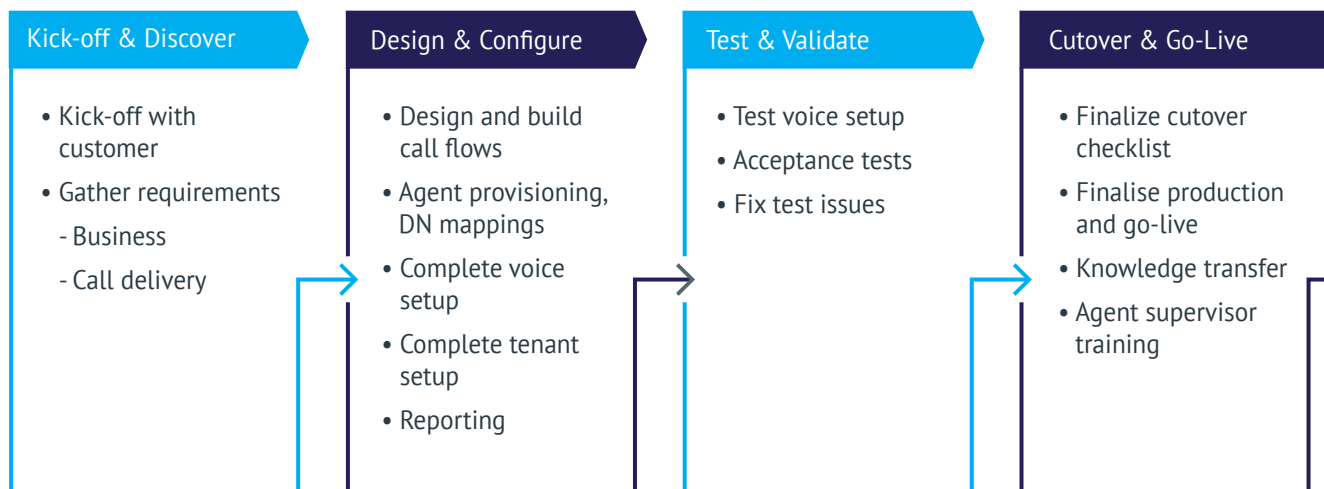
Deliverables	Standard
Requirement Study & Design	Yes
Voice Queues	2 Queues
Routing Scripts	5 Scripts
Menus & Levels	5 Menus w/ 2 Levels
URL Screen Pop	Yes
Standard Reports	Yes
Voice call recording	
CTI -URL Screen Pop	Yes
DID / Toll-free (Cisco PSTN)	Yes
WxCalling for Agents	Yes
UAT, User Training & Post-product ion Support	Yes

Optional Add-ons- All New Webex Contact Center

- ✓ Google Speech IVR & Text to Speech
- ✓ Quality Management
- ✓ Workforce Management
- ✓ Webex Experience Management integration
- ✓ Advanced Campaign Management
- ✓ Chat Deflection
- ✓ Chat Bots
- ✓ New Social Channels
- ✓ Agent desktop - Widget addition
- ✓ Post-call survey
- ✓ WFO Analytics

Note: Optional Add-ons will be priced based on detailed requirements

Our CX Transformation Migration Services in Phases



Our CX Transformation Managed Services in Phases

Service Managed Services	Services
Support Coverage	24*7
Business Hours	24 hours
Public Holidays	Included
Ticket Tool	Servion ServiceNow
Break-Fix/Reactive Services	
Service Desk	Single point of contact (SPOC) for all Customer queries, incidents, issues, and resolutions. Reachable via Toll-Free, Mail, or Online Portal
Incident Management	Level 1 support. Provide Incident detection, recording, classification, investigation, diagnostics, restoration, and closure
Product query	Provide support and explanation on any product query on the contact center platform and services
Problem Management	Level 2 support. Servion will work with Cisco to Identify problems on the platform, and any known errors, carry out configuration changes to resolve issues, or provide a workaround
Incident & RCA Reporting	<p>Servion will work with Cisco teams to find the root cause and report the Root Cause Analysis (RCAs) for Incidents/Problems</p> <p>Servion will work with Cisco teams to periodically (Monthly) track, trend, and report Incidents / Problems / MACDs / Changes</p>
Change Management	
MACD (Move, Add, Change, Delete) & Change Requests	Provide minor, major, and critical Move, Add, and Change services, as well as Change Request Support

Service Level Management - SLA Response	
Severity 1	30 minutes
Severity 2	1 hour
Severity 3	2 hours
Severity 4	12 hours
SLA Reporting	Monthly
Governance	
Wellness & Review Meet	Periodic (Quarterly) meeting to review & discuss the support activities (engagement) happening on the solution under the scope and discuss the action items moving ahead.

Why Servion?

To compete in an era of constant disruption and rising expectations - now more than ever in a “new normal” - companies must elevate the contact centers’ role in their competitive strategies. Servion has been a Cisco-certified partner for over 20 years with many successful deployments of both on-prem and cloud solutions, including migrations of UCCX to Webex CC. Our skilled Cisco CX Professional Services team includes a broad range of specialists, including collaboration experts, network architects, application specialists, technical support professionals, business consultants, and more.

Whether considering which experience you want to deliver, how your infrastructure and architecture need to look, or what your remote work policies are, it’s vital to have the right ecosystem of support partners guiding you to understand and improve your business outcomes. Servion acts as an external arm of digital transformation, helping you take advantage of new technology, expedite implementations with fewer issues and errors, reduce costs, streamline operations, and bring trusted intelligence and experience to the table. For more information, please visit <https://www.servion.com/>.

About Servion

Servion is a US-headquartered global systems integrator with over three decades expertise in customer experience (CX) transformation. With over 1,000 employees worldwide, we support brands like Costco, Rogers, Roche, Farmers, and Citibank in delivering exceptional service solutions. Our JourneyWorCX™ framework amplifies human connection through intelligent technology, creating customer journeys that drive growth.

Servion makes journeys that work.

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