

Overview

Cisco Unified Contact Center Express is an all-in-one contact-center-in-a-box solution that combines sophisticated automatic call distribution, interactive voice response, in-depth real-time and historical reporting, and agent and desktop services. It has powerful business rules for inbound and outbound voice and email contact that maximizes the ability to achieve superior customer interaction management by ensuring high productivity, lower operating cost and enhanced customer satisfaction.

Cisco Unified Contact Center Express from Consilium Software, a Cisco Premier Certified Partner specialized in Unified Communications, gives you the advantage of 22 years of contact center industry experience. By complementing industry-leading products with best-in-the-business services we create true "solutions".



Cisco Authorized
Technology Provider in
Cisco Contact Center

Who Should Buy

Designed for enterprise departments, branch locations, and small to medium-sized companies that want to deploy an entry-level or midmarket contact center solution, Cisco Unified Contact Center Express can help these organizations to:

- Enhance operational efficiency
- Lower operating costs
- Improve customer response

Why Cisco Unified Contact Center Express

Some other solutions may be scaled-down versions of larger enterprise solutions, but Cisco Unified Contact Center Express is built from the ground up to meet the specific needs of the small to medium-sized business, as well as departments or branch offices.

- Single-server, easy to install, administer and manage.
- Very scalable, handling up to 300 agents per instance.
- With Cisco Unified Contact Center Express you get the features and functionality of a larger solution. You can add features such as high availability (redundancy), e-mail management, outbound dialing capabilities, and presence integration, to name a few, at your own pace without replacing to replace equipment.

What you get

This solution is available in three versions to better match product functionality with your customer contact requirements. You can easily upgrade from one version to the next. With Cisco Unified Contact Center Express, you get:

- Everything required to deploy an inbound voice contact center
- Integrated ready-to-use IVR solution
- Blended preview outbound dialer feature
- Cisco Agent Desktop for workflow automation and management
- Presence integration for increased caller satisfaction through improved agent performance and knowledge worker expertise
- Workforce Optimization, including Workforce Manager, Quality Manager and Advanced Quality Manager
- E-mail management, chat and web collaboration features

Why Choose Cisco

Consilium Software has joined hands with Cisco to bring to you the most powerful set of Unified Communications solutions which improves the way individuals, groups and companies interact. Cisco is not only the #1 leader in enterprise voice and telephony, but also delivers the most complete Unified Communications solution set. Whether an organization needs voice, video, or web conferencing, unified messaging, mobility products, presence, or other applications such as instant messaging, Cisco Unified Communications offers multiple ways to connect and collaborate – in or out of the office.

Value from Consilium Software

Consilium Software develops Unified Communications software and solutions for enterprises and contact centers. Consilium professional services enable customers to create complete solutions to maximize the value of their technology investments. It is our services which ensure that our customers get effective implementations aligned to their business needs, an extensive array of training, proven consulting processes for achieving initial and ongoing success, and a great support experience. The value we bring is quality and cost efficiency, leveraging years of experience with hundreds of successful implementations.

- Effectively designed solutions for introducing new technology and applications into your business environment through an ingrained consultative approach
- Expertise in software development and systems integration to build solutions which are well-integrated with business processes and third-party applications
- Superior capabilities in highly-specialized contact center areas such as Workforce Optimization, Multimedia contact (Email & Web) and Voice/Video Self-Service applications

Contact Us

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Headquartered in Singapore, in the heart of the Asia Pacific region, Consilium operates in ASEAN, India and Greater China. Please write to info@consiliuminc.com or visit us at www.consiliuminc.com to find out how Consilium can help you.