

# Consilium UniDASHBOARD™

Discovery Guide through Cisco SolutionsPlus Program

Overview

The purpose of this discovery guide is to capture and analyze customer requirements for the Consilium/Cisco combined offer to help ensure a smooth and comprehensive implementation.

The document consists of the following sections:

* Consilium UniDashboard™ Real-time monitoring – CCE/CCX Edition Discovery Questions

Please email the completed questionnaire to: splus-support@consiliuminc.com

Customer Info

Customer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Email id: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



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| **Consilium UniDashboard™ - CCE/CCX** |
| Cisco CCE/CCX and version? |  |
| Number of agents either on inbound or outbound or both? |  |
| Total Skill Group on inbound and outbound campaigns? |  |
| What all Call Center KPI’s are needed on dashboard? |  |
| What all agent performance KPI’s are needed on dashboard? |  |
| Expected Refresh rate for real-time statistics?  |  |
| What are the desired real-time KPIs a supervisor / manager must see? |  |
| How Many Supervisors / Managers are authorized to see the dashboard? |  |



About Consilium

Consilium conceives, develops and delivers enterprise software for unified communications (UC) and contact centers to power transformative Customer Experience Management (CEM.)  Our software adds CRM integration, service automation and insight to leading UC vendors.  Consilium UniCloud™, UniAgent™, UniCampaign™ and UniDashboard™ products enhance the performance and productivity levels of enterprise customers and service providers.  Our solutions are used by more than 500 companies, banks, telcos, and governments in 70 countries across six continents.  Consilium Software was founded in Singapore, with software development and engineering labs in India, and subsidiaries and branch offices in Malaysia (Kuala Lumpur), Taiwan (Taipei City), the Philippines (Manila), Thailand (Bangkok), Australia (Melbourne) and Canada (Toronto.)

If you require any assistance, please reach out to us at splus-support@consiliuminc.com

