

We are pleased to share highlights of the Consilium UC Forum 2009 held at the Cisco Customer Briefing Center (CBC) on 10th September, 2009.

There were inspirational keynotes, a multitude of relevant hands-on demonstrations and an interactive panel discussion. We saw how enterprises and contact centers can drive operational efficiency through innovative and new Unified Communications solutions from Cisco and Consilium Software.

But you haven't missed out entirely. You can still experience Consilium UC Forum 2009 by viewing the keynote and solution demo presentations or by taking advantage of one of the many offers. And of course, if you have any questions or would like to speak to us regarding your business requirements, please contact me directly or email us at info@consiliuminc.com.

- [View Consilium's keynote address](#)
- [View the Cisco UC presentation](#)
- [View the solution demo presentation](#)
- [View event photos and prizes](#)
- [Take advantage of Consilium's Cisco special offer](#)
- [See all our Cisco UC Offerings](#)

Consilium's ability to integrate and exchange data with existing business applications provides customers true business value from the move to Cisco Unified Communications. Consilium's own UNI™ range of products minimize the implementation fees and risk that many Unified Communications applications require.

- Cisco Unified Contact Center Express (UCCX) Solution Architecture & Implementation
- Cisco Unified Contact Center Enterprise (UCCE) Solution Architecture & Implementation
- Integration with Enterprise Applications, CRM's & Mobility
- Third-Party, SIP & CTI Integrations
- Custom Application Development
- Optimization & Transformational Road Mapping
- Consilium UniPresence™, UniAgent™ and UniInsight™ products



Cisco Authorized
Technology Provider in
Cisco Contact Center

Cisco Contact Center (UCCE & UCCX)	Cisco Customer Self-Service Portals	WFO for UCCX, Email & Web	Campaign Management for UCCE	Application Development & Integrations
Unified Contact Center solutions (UCCE & UCCX) which support inbound & outbound contact over voice, video & web	Distributed Web-Based Platform that provides carrier-class IVR, queuing, and IP switching services	Recording, QM & Workforce Management; Email Interaction Manager (EIM) & Web Interaction Manager (WIM) OEM frm eGain	Austin Logistics OnQ for real-time management of campaigns, strategies and compliance (thru Cisco Solutions Plus program)	CTI and CRM integrations, CTI-OS & API-based agent desktop development & presence-based applications
Highlights <ul style="list-style-type: none"> • ATP UCCE – authorized, trained & experienced in UCCE 7.5 implementation • Advanced UC Specialized and trained in UCCX 5.x and 7.0 • 22 years in contact center industry; experts in predictive outbound, BPO, banking & insurance 	Highlights <ul style="list-style-type: none"> • Unified IP IVR implementation • Completed ATP – CVP (Cisco Customer Voice Portal) specialization • Implemented CVP-Radvision Video self-service • IVR-database integration & automated self-service 	Highlights <ul style="list-style-type: none"> • Implemented Cisco Unified WFO 1.2 (WFM 8.5 and QM 2.7) for UCCX • Resources with 7+ years in WFM-QM technical and business consulting • eGain APAC partner; experienced in EIM 4.2 delivery; Calabrio alignment 	Highlights <ul style="list-style-type: none"> • Solid experience in implementing campaign management solutions for outbound contact centers 	Highlights <ul style="list-style-type: none"> • UniAgent™ for UCCX/UCCE CAD integration with CRM's (Remedy, Pivotal, etc.) • UCCE-CRM integrations using CTIOS 7.1 • Integrated with dozen different CRM systems & legacy hosts • UniInsight™ custom reports