

Consilium UniAgent™

Pre-Built Integrations, Single Sign-On & Single Screen

Unified Agent Front End Application

About Consilium Software

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency.

The Consilium Advantage

Consilium uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. The Consilium team is comprised of management, advisers and delivery leaders who have significantly shaped the global contact center industry for the last 20 years.

For More Information

If you are interested in learning more about how Consilium UniAgent™ can help you, please write to info@consiliuminc.com or visit www.consiliuminc.com.

Contact Us

Consilium Software's global corporate headquarters is located in Singapore, in the heart of the Asia-Pacific region, with significant presence in Greater China, India and Philippines.

Worldwide Headquarters
 Consilium Software Inc Pte Ltd
 101 Cecil Street
 #14-03, Tong Eng Building
 Singapore 069533
 Tel. +65 6327 7270

India
Delhi
 Tel. +91 11 4650 8900
Bangalore
 Tel. +91 80 4176 4583 / 4
Mumbai
 Tel. +91 98923 27167

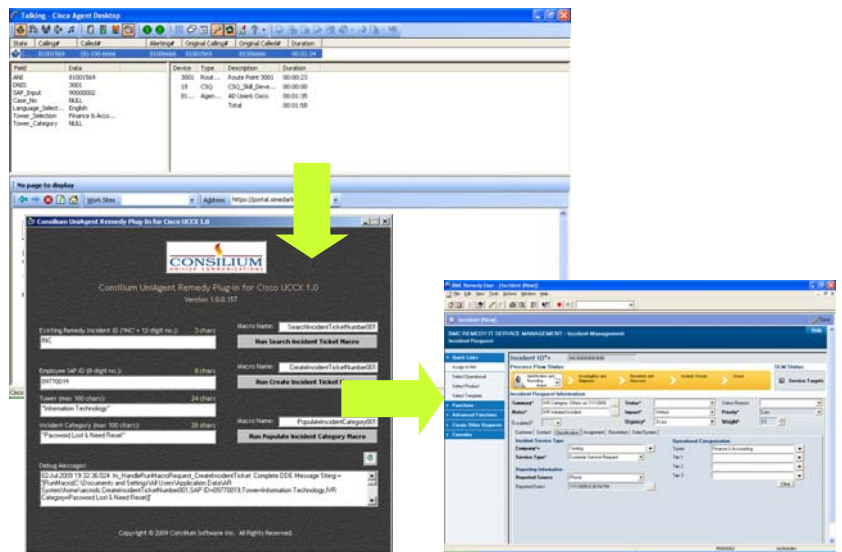
China
 Tel. +86 13601620741

Taiwan
 Tel. +886 936454895

Consilium UniAgent™ is a unified agent front-end application which combines login, data access and communication functions in a single-screen application which is easy to deploy and maintain. Most contact center infrastructures are built with multiple systems from multiple vendors. The ability of UniAgent™ to integrate with multiple systems and offer a single sign-on and single screen access to the multiple systems offers tremendous value to the agent, and hence to the contact center operations by improving metrics such as average handle time and agent productivity. UniAgent™ is an agent tool which rides on top of existing infrastructure and will be available in a smart-client version which combines the advantages of automatic version update and fast throughput using a hybrid of thick- and thin-client technology.

UniAgent™ works with major customer contact solutions and offers the capability to integrate with enterprise-wide customer databases and telephony systems. Optionally, it provides a complete development and deployment platform for creating advanced user/agent scripts and 'smart' applications.

UniAgent™ for Cisco UCCX



Benefits

- Accept and control multi-channel contact
- Unify & integrate with CRM, helpdesk applications & hosts
- Improve agent productivity – do more with less
- Choice of deployment model based on agent location
- Vendor-agnostic & highly-supportable framework