Cisco UCCE Capabilities

servion^t

Strong partnerships don't just happen but are built over years of cooperation and mutual trust. With an alliance that is almost a decade and 500 plus implementations strong, Servion is a worldwide Cisco partner across multiple customer experience management technologies.

CISCO – Servion Synergy

Cisco, as the world-wide leader in networking offers internet protocol (IP) based networking and other products relations to the communications and information technology industry. In addition to its product offerings, it provides a range of service offerings, including technical and support services and advanced services. Cisco's products are designed to transform how people connect, communicate, and collaborate. Cisco has a strong partner eco-system and works with them to identify needs and deliver solutions and services to businesses around the world.

Servion is an Advanced Technology Partner (UCCE and CVP), Master UC (Unified Communications) an Advanced Unified Communication (UC) Partner, a CDN (Cisco Developer Network) Partner and an Advanced UCT (Unified Computing Technology) Specialized Partner in the regions in Americas and South Asia. In EMEA we are an Advanced Technology Partner (UCCE) and an Advanced UC Partner. In APAC, we are a Satellite partner. Servion has formed a global team to plan, design, implement, and support Cisco Unified Communications deployments.

Infrastructure

Servion has a dedicated Cisco lab with Cisco Unified Communication Manager, Voice Gateway, Unity, UCCX / UCCE, Meeting Place, and Cisco Unified Customer Voice Portal 10.x , ICM 10.x, WIM/EIM, IVR 10.x, Cisco Call Manager10.x.

The lab features CVP comprehensive and CVP stand-alone models, VXML server, Call server and VXML browser for self-service. Servion also has Nuance Recognizer 10.0 for Speech and TTS (Text-to-Speech).

Resources

Servion currently has a team of more tha 111 plus in CCVP, CCNA, CCDA, Java, JTAPI, C#, CTIOS, Audium / CVP, and VXML.

The resource base has expertise in solution architecture, infrastructure management, call studio application development, ICM scripting, voice user interface designing, grammar development and tuning, interface development and project management.

UCCE Expertise

- End-to-end implementation (for voice, chat, and Email) including Customer Requirements Document (CRD), implementation, system testing, UAT and support

- Expertise in migration from traditional legacy systems to IP

- Expertise in migration from traditional systems into UCCE

- Integration with telecom MSCs through SS7, SIP, ISDN, and PRI

- Complex scripting for voice / Email

- Personal call back

- Seamless integration with third-party solutions

- Configuration automation of ICM

- Customized list and campaign management for outbound solutions

- Agent based skill grouping

- Intelligent call routing

- Servion is also involved in developing product enhancements for Cisco

Support

Servion offers managed services for customer interaction, which not only release businesses from the constraining burden of operations management but also bring value from a strategic perspective. Servion's approach to managed services is founded on an ITIL based delivery stack and deploys mature and sophisticated service support, process, and delivery cycles.

About Serviont Global Solutions

Servion enables business transformation for enterprises in the area of customer experience management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omnichannel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 6 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms.
For more information, visit us at www.servion.com I marketing@servion.com

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