Migrating from Cisco UCCX to Webex Contact Center with Servion

Successful organizations understand the importance of contact center innovation, now more than ever in a "new normal." Cisco Webex Contact Center is a powerful, digitally rich Contact Center-as-a-Service (CCaaS) platform that offers on-premises customers the cost and performance advantages of a cloud platform without disrupting their existing operational environment. Customers can seamlessly migrate to begin supporting more flexible and dynamic service interactions, work-from-home (WFH) agents, and more.

As a Cisco-certified partner covering the entire collaboration suite, including both on-prem and cloud, Servion helps businesses fast-track cloud adoption and simplify CX transformation by seamlessly migrating from Cisco UCCX to Cisco Webex Contact Center. Our in-depth knowledge of architectures, coupled with decades of experience in implementing UCCX and Webex Contact Center, uniquely positions us within the Cisco ecosystem as a trusted partner for delivering what's needed - fast, efficiently, and within budget.

Delivered by industry-leading certified engineers, Servion Professional Services covers the end-to-end migration process, including initial discovery, design, onboarding, implementation, testing and support, and ongoing project management. We work with each customer to choose the right implementation service bundles based on their current contact center design, maturity level, future growth needs, and customer outcome goals. From there, we appropriately scope the level of services needed as part of the migration service.

Key to our strategy is a four-step Cloud Readiness Assessment that helps UCCX customers shorten the discovery cycle and expedite their migration:

01 Current contact center feature usage

02 Analysis of routing scripts, existing applications, and customizations

03 Overall migration strategy

04 Risk assessment and mitigation areas

From here, our engineers log into the customer's UCCX environment using approved credentials to handle the entire migration process, exporting data using our custom tools where applicable:

- Queues, skills, teams, agents, supervisors, dial plan, DID, extension details

- Routing scripts, IVR applications, CTI-CRM customization, and desktop layouts

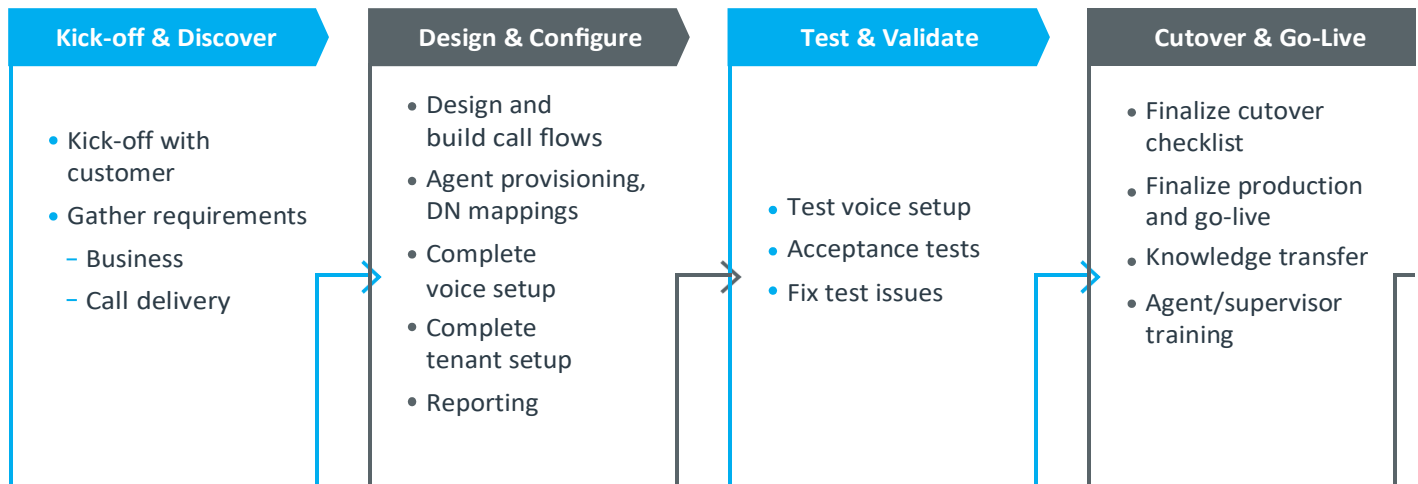- Workforce optimization (WFO) services (recording, quality management, and workforce management)

Our end-to-end process, outcome-driven approach, and meticulous client care put us ahead of the rest. We enable on-premises UCCX customers to get more value from their contact center, drive digital transformation, and bridge the gaps between their customers and the services they want.

Our CX Implementation Services Bundle – Webex Contact Center

Deliverables	Standard	Advanced	Optional Add-ons Customizations
Business Requirement Study & Design	Yes	Yes	
Configurations			
Queues	2 Queues	5 Queues	
Routing Scripts	5 Scripts	5 Scripts	Additional Scripts
IVR Menus & Levels	5 Menus w/ 2 Levels	5 Menus w/ 5 Levels	
IVR w/ Custom Hosts	N/A	Yes	
Conversational Google Speech IVR & Text to Speech	N/A	Yes	
Skill and Precision based routing	Yes	Yes	
Callback & EWT	Yes	Yes	
CTI -URL Screen Pop	Yes	Yes	
CTI CRM Connectors or API based Screen Pops		Salesforce Zendesk MS Dynamics	
Outbound -Blended Agents Preview/ Progressive	Yes	Yes	
Advanced List and Campaign Management-Outbound	N/A	Yes	
Email & Chat Queues	5 Email Queues 5 Chat Queues		
Chat Deflection	N/A	N/A	Yes
Chat bot's	N/A	N/A	Yes
Agent Assistant (Voice Transcription)	N/A	N/A	Yes
Post-Call Survey	Yes	Yes	
Standard Reports	Yes	Yes	
Custom Report & Analytics	N/A	5 Custom Reports	
Call recording	Yes	Yes	
Quality Management/ Workforce Management	N/A	Yes	
Speech/Desktop Analytics	N/A	Yes	
UAT, User Training & Postproduction Support	Yes	Yes	
Customer Success Manager	Yes	Yes	

Our CX Transformation Migration Services in Phases

Kick-off & Discover	Design & Configure	Test & Validate	Cutover & Go-Live
• Kick-off with customer • Gather requirements – Business – Call delivery	• Design and build call flows • Agent provisioning, DN mappings • Complete voice setup • Complete tenant setup • Reporting	• Test voice setup • Acceptance tests • Fix test issues	• Finalize cutover checklist • Finalize production and go-live • Knowledge transfer • Agent/supervisor training

Our CX Transformation Managed Services in Phases

Servion Managed Services	Services
Support Coverage	24*7
Business Hours	24 hours
Public Holidays	Included
Ticket Tool	Servion ServiceNow
Break-Fix/Reactive Services	
Service Desk	Single point of contact (SPOC) for all Customer queries, incidents, issues, resolutions. Reachable via Toll-Free, Mail or Online Portal
Incident Management	Level 0 support. Provide Incident detection, recording, classification, investigation, diagnostics, restoration, and closure
Product query	Provide support and explanation on any product query on the contact center platform and services
Problem Management	Level 1 support. Servion will work with Cisco to Identify problems on the platform, any known errors, carry out configuration changes to resolve issues or provide a workaround
Incident & RCA Reporting	Servion will work with Cisco teams to find the root cause and report Root Cause Analysis (RCAs) for Incidents/Problem Servion will work with Cisco teams to periodically (Monthly) track, trend, and report Incidents / Problems / MACDs / Changes
Change Management	
MACD (Move, Add, Change, Delete) & Change Requests	Provide minor, major, and critical Move, Add, and Change services as well as Change Request Support For a block of 50 hours per year

Service Level Management - SLA Response	
Severity 1	30 minutes
Severity 2	1 hours
Severity 3	2 hours
Severity 4	12 hours
SLA Reporting	Monthly
Governance	
Wellness & Review Meet	Periodic (Quarterly and Half-Yearly) meeting to review & discuss the support activities (engagement) happening on the solution under scope and discuss the action items moving ahead. Also includes update and review of new feature and functionalities as made available through regular updates.

Why Servion?

To compete in an era of constant disruption and rising expectations - now more than ever in a "new normal" - companies must elevate the contact centers' role in their competitive strategies. Servion has been a Cisco-certified partner for over 20 years with many successful deployments of both on-prem and cloud solutions, including migrations of UCCX to Webex Contact Center. Our skilled Cisco CX Professional Services team includes a broad range of specialists, including collaboration experts, network architects, application specialists, technical support professionals, business consultants, and more.

Whether it's considering which experience you want to deliver, how your infrastructure and architecture needs to look, or what your remote work policies are, it's vital to have the right ecosystem of support partners guiding you to understand and improve your business outcomes. Servion acts as an external arm of digital transformation, helping you take advantage of new technology, expedite implementations with fewer issues and errors, reduce costs, streamline operations, and bring trusted intelligence and experience to the table.

For next steps or more information on this and other CX services as part of Cisco's response to the COVID-19 pandemic, please visit https://www.servion.com/

For more information, contact **marketing@servion.com**

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.

Learn more at **servion.com**
Follow us at **linkedin.com/company/servion-global-solutions**