



Cisco Unified  
Contact Center  
Operations Support  
Review Service

Speaker Name 20PT



# How to Use this Presentation

- This is an overview of Cisco Unified Contact Center Plan and Design Service Component, Operations Support Review (OSR) Service
- Intended for contact center operations management teams:
  - Legacy ACD/Call Center Operations Management
  - Client Contact Center Operations and IT Organizations responsible for operation support activities
  - Tier 1 Help-Desk Management
  - Tier 2 and Tier 3 Support Organizations
  - Server Support and Security Operations
- Available globally
- Customization may be required based on customer needs
- Fill in title slide with presenter name, title, date. Delete title slide and back-end slides before sharing with customers
- Back-Up Slides included as option

# Challenge

## Maximizing Contact Center Efficiency

- How can our contact center achieve greater operational efficiency?

- What can we do to start improving our contact centers processes, people, and tools?

- We need to improve our contact center operations, but are also challenged to keep costs down.

- Maximizing our customer interactions is key. How can we improve our operations support, while staying highly productive, AND enhancing our customer interactions?

# Solution

## Operations Support Review Service

### Benefits

- Create an infrastructure for growth
- Lower operational costs
- Increase productivity
- Enhance customer experiences



Designed to help contact centers assess, align, and refine operational processes, resources, and tools



# Services

## Contact Center Architecture

Description	Application	Impact
<p>Technology architecture is a blueprint for implementing contact center technologies</p>	<p>New installations</p> <p>Transitioning from older technologies</p>	<p>Operational readiness</p> <p>Dramatically lower costs</p> <p>Great customer experiences</p> <p>Enhanced performance management</p>

# Operational Preparedness

- Blending business and operations management readiness
- Staff readiness for day-two operations
- Tools inventory and gap identification/closure
- Balancing internal vs. out task resources
- Reduce operational risk to service availability



# How to Get Started

## Prepare, Assess, Assign

### Prepare Operations

### Application

### Impact

Enable operational flexibility

Transform legacy operations to a converged contact center environment

Uncover gaps and risks impacting operations

Identify adjustments in support requirements and skill sets

Align operations maturity model to support on-going activities

Execute business strategy for optimal operations support and performance

Review infrastructure support processes, procedures and tools

Assess support staff expertise

Provide recommendations

#### **Support Review Activities**

Design process

Support strategy process

Operation function process

Transition process

Continual service improvement

Assessment processes and procedures

Document to determine where the maturity levels of each operations support element

Gaps and recommendations provided to assist in achieving the optimal operations support level for your contact center

# Summary

## Services Value

- Plan operational activities for maximum performance

- Identify gaps and prioritize areas for improvement and refinement

- Achieve operational excellence with long-term maturity development plan of action

- Leverage Cisco Unified Contact Center Services to get started today

- For more information contact your local Cisco account representative



# Back-Up Slides

- Back-Up Slides include: Questionnaire, interview, and agenda details
- Back-Up Slides can be added in where you see fit, based on customer requirements and needs
- Delete from deck if you do not need before presenting to customer



# Questionnaire

Evaluate current position of contact center operational support against Cisco maturity model

- Questionnaire Overview Call

  - Ideal Attendees

  - Contact Center Operations team, IT Team, Help Desk Support, Operations policy and procedures management teams

  - Topics of Discussion

  - Contact Center Operations team, IT Team, Help Desk Support, Operations policy and procedures management teams

- Operational Support Review Customer Questionnaire

- Next Steps

  - Schedule “Checkpoint” call to review questionnaire progress (1-2 weeks)



# Questionnaire Review Conference Call

- Duration: 2-3 hours
- Who Should Attend?
  - Recipients and respondents to questionnaire
- Discussion Topics
  - Definitions and examples
  - Gaps and missing documents
  - Clarification of documents received
  - Define focus of key areas requiring review
- Next Steps
  - Identify resources to be interviewed
  - Interview process



# Interview Process

- Onsite or remote interview session(s) with identified resources responsible for policies and management
- Focus areas determined by questionnaire responses
  - Day 2 support team, staff support and education
  - Capacity management, availability management, change management
  - Release management, configuration management, business continuity management
  - Incident management, problem management, service desk and service level management
- Develop and schedule workshop



# Workshop Sample Agenda

Review of service findings, provide recommendations and working session focus on areas needing improvement

- Onsite Agenda Sample

Roundtable Introductions	15 Mins
Executive Review (Client)	30 Mins
Review of Findings	1.5 Hrs
Break	15 Mins
Review of Findings (Con't.)	1.0 Hrs
Focus on Areas of Improvement	30 Mins
Break	30 Min
Focus on Specific Areas of Improvement Discussion	3.5 Hrs