



Management Portal

The CCBox Management Portal is a browser based interface allowing users to control and self-serve various aspects of the Cisco Contact Centre, in a user friendly, 'point and click' manner. The solution is integrated to any recent version of:

- ◆ Cisco Unified Contact Centre Enterprise (UCCE / CVP)
- ◆ Cisco Packaged Contact Centre Enterprise (PCCE / CVP)
- ◆ Cisco Unified Contact Centre Express (UCCX)

Users will not need to have special skills, or understand the complexities of the 'back end' of the contact centre platform in order to make real time changes to the behaviour of the contact centre solution. The solution is aimed at local IT support, supervisors and senior contact centre users, to enable self-sufficiency and self-management of the day-to-day contact centre environment. The CCBox Management Portal has the core functions described below;

- ◆ Administration and Audit
- ◆ Call Flow Management and Tiering
- ◆ Timetables, and Public Holiday Management
- ◆ Messaging Upload, Recording, and Deployment
- ◆ Queue, Location and Divert Management



How CCBox Management Portal Works...



INTEGRATE

Compatible with all recent versions of Cisco UCCX, UCCE and PCCE. Pre-defined integration utilising scripting elements for the management of call flows.



MANAGE

Control the contact centre via the web browser. Call flows, queues, messages, location management, skills, opening hours, public holidays can be configured individually or in bulk..



REPORT

Changes undertaken on the management portal are logged in a simple to access and review audit path,

SELF SERVE

Managing call flows and queues has traditionally been the role of subject matter experts, the 'IT department' or the supplier / partner support team, causing delay in requests being actioned. Management Portal brings the most common changes into a simplified GUI, on a browser based platform that enables supervisors and team leaders to control the contact centre in an instant.

PROFILE

To ensure that users are only able to see and edit the queues and call flows they are responsible for, a management layer exists to restrict users to only change what they are allowed to change, within the call flows they support. All changes are logged against user credentials for the purposes of feedback and audit.

FUNCTIONALITY
Admin
Admin / User
User to Call Flow Allocation
Audit Trail and Change Log
Bulk Admin
Grouped Call Flows and Actions
Grouped Special Days
Group by Location
Enable Group Wide Emergencies
Set Diverts
Call Flow Management
Timetables and Special Days
Set IVR Prompts
Evacuation / Emergency Closure Actions
Divert Calls / Choose IVR Prompts
Queue Management
Define Queue Messaging and Looping
Set in Queue Parameters for Actions <ul style="list-style-type: none">● Queue Depth● Queue Time
Enable Callbacks for the Queue
Set Callback Parameters
Define Queue Priority Level
Prompt Management
Define all System Prompts
Edit, Replace, Playback and Delete Prompts
Record New Prompts
Upload New Prompts
Define Prompt Placeholders
Easily Search and Apply Prompts to Call Flows and Queues

ENTITY MANAGEMENT

A large contact centre may have many entities, broken down by location, call flow, sub call flow and queue. Each of these elements exists within the Management Portal. It is now easy to close entire sites, move calls between locations, overflow calls between call flows, and manage non standard operations.

SPECIAL DAYS

Special day management in the contact centre, can often be a challenge, with multiple call flows, across multiple work streams, often requiring differing behaviour. Using CCBox Management Portal, supervisors can now create special events, to adjust opening hours and messaging for particular dates, and then assign these across one, or many call flows. Adjustments and changes now take seconds, rather than hours.

SYSTEM REQUIREMENTS
Server Requirements
Dual-core 2Ghz+ CPU
6GB RAM
Minimum 5GB Disk Space
Software Requirements
In order to run the management portal, the following software/OS are required for the server:
Windows Server 2012 or later
MS SQL Server - Version 11 (2012) or above
IIS version 7.5 or higher with .Net framework 3.5 and 4.x installed
PowerShell 3.0 or higher
Internet Access
SQL Server Must have SQL authentication login enabled
SQL Server must have an SQL administration user accessible for installation purposes
Browser Requirements
The web portal application makes use of the most recent browser features.
Google Chrome (Recommended)
Firefox (50+)
IE 11/Edge or above.
Cisco Compatibility
Unified CCE 11.6 or later / CVP 11.6 or later
Packaged CCE 11.6 or later
Unified CCX 11.6 or later

For more information on any of our products or services please visit us on the Web at: www.ccbox.com