

CISCO UNIFIED CONTACT CENTER ENTERPRISE 7.5(3) INTEGRATION WITH SIEBEL CRM

Cisco Systems, Inc.
170 West Tasman Dr.
San Jose, CA 95134
USA
(408) 526-4000
(800) 553-NETS
(800) 553-6387
www.cisco.com

Create Rich, Customer-Centric Experiences

Cisco Unified Customer Contact Center Enterprise delivers intelligent contact routing, call treatment, network-to-desktop computer telephony integration and multichannel contact management over an IP infrastructure

Company Overview

Cisco is the world leader in IP-based contact center solutions for businesses of all sizes and industries. The Cisco Unified Customer Contact solutions portfolio includes both self- and assisted-service solutions to enable unique customer-centric experiences, enhance employee productivity and grow your revenue. These solutions let you uniquely personalize communication with individual customers through a variety of media including voice, Web, e-mail, and video. Cisco's cutting-edge technologies and strong experience helps customers across the globe achieve key business goals for their contact centers.

Cisco Unified Contact Center Enterprise delivers intelligent call routing, network-to-desktop computer telephony integration (CTI) and multimedia contact management to enterprise contact center agents over an IP network. By combining Cisco IP telephony and contact-center solutions, Unified Contact Center Enterprise delivers an integrated suite of products that enables agents using Cisco IP phones to receive both traditional (TDM) and voiceover-IP (VoIP) calls. Unified Contact Center Enterprise is intended for integration with legacy call-center platforms and networks, and provides a migration path to IP-based customer contact.

INTEGRATED WITH



SIEBEL CUSTOMER
RELATIONSHIP MANAGEMENT

Through the Oracle PartnerNetwork, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

Integration Overview

Cisco enables enterprises to seamlessly evolve their telephony, network infrastructure and contact center applications to an all-IP environment without risking the loss of legacy investments. By integrating the powerful call center features of Siebel business applications with Cisco Unified Contact Center solutions, a once geographically distributed enterprise may be streamlined into a single virtual enterprise. Built using open standards, this solution allows quick and cost-effective deployment of new applications as customer needs grow and change.

Features offered by the integration include:

- Allows for enterprise-wide, single- or multi-site contact management based on a single set of business rules and supported by consolidated reporting
- Delivers geographic independence of both agent resources and IP-based application servers through the ubiquity of IP

Environment

Cisco Environment

Cisco Unified Contact Center Enterprise and Hosted 7.5(3)

Cisco Unified Intelligent Contact Management Enterprise and Hosted 7.5(3)

Cisco Unified CRM Connector for Siebel 7.5(3)

Oracle Environment

Siebel CRM 8.0.1

For additional information about partnering with Oracle, please contact opninfo_us@oracle.com or visit www.partners.oracle.com.

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