

Announcing Cisco Customer Care – The Connected Digital Experience

Release 11.5 Achieves First Customer Shipment

Cisco is pleased to announce general availability of its next generation software for contact centers operating in the age of digitization. This release establishes a platform offering a **Connected Digital Experience**, enabling companies to deliver contextual, continuous, and capability-rich journeys for their customers.

Connected means consumers can connect with businesses and organizations when and how they choose—from self to assisted service—with the business having the information needed to deliver differentiated, personalized, effortless service.

Digital empowers businesses and organizations with the technology to achieve a competitive advantage in all their internal and external customer care operations.

Experience means companies can deliver effortless and high-touch customer experiences in alignment with their business objectives. The result is a positive, start-to-finish care journey for both the consumer and the business/organization.

Highlights of this release include:

- Omni-channel intelligent routing for voice, video, email and web chat media
- Universal Queuing and routing of back office and digital events, including tasks and triggers from the Internet of Things
- Email and web chat now part of all Contact Center agent licenses.
- Context Service integration with all channels to support unique self-service, routing, and agent experiences empowered by a hybrid cloud service
- New Unified Intelligence Center reporting experience across all media
- Single Sign-On for all agent and supervisor applications to support a better security and user experience

Ordering and Upgrading:

Please consult the Cisco Customer Care solutions [Ordering Guide](#), and visit the Cisco [Ordering Page](#).

Product Literature and Documentation:

For complete product literature including data sheets, release notes, documentation, and presentation** materials please visit the following links:

Contact Center Express: www.cisco.com/go/uccx

Contact Center Enterprise: www.cisco.com/go/ipcc

Packaged CCE: <http://www.cisco.com/c/en/us/products/customer-collaboration/packaged-contact-center-enterprise/index.html>

Hosted Collaboration Solution for Contact Center:

<http://www.cisco.com/c/en/us/products/unified-communications/hosted-collaboration-solution-contact-center/index.html>

Customer Voice Portal: www.cisco.com/go/cvp
Unified Intelligence Center: www.cisco.com/go/ccreporting
Finesse: www.cisco.com/go/finesse
MediaSense: www.cisco.com/go/mediasense
SocialMiner: www.cisco.com/go/socialminer
Remote Expert Mobile: www.cisco.com/go/remobile

** Presentation materials for Cisco sales and Cisco partners are located in "Sales Resources." Login is required.

For more information, additional resources and questions, please visit www.cisco.com/go/cc