



## Cisco Customer Collaboration Seminar

### Live Demonstrations of Cisco Unified Contact Center Express

Cisco® Unified Contact Center Express is a customer contact solution tailored for small to mid-sized companies. By enabling consistent interaction for agents, supervisors, and customers, Cisco Unified Contact Center Express can help enhance your customer care strategy in ways you may have never thought possible. Whether you operate a formal contact center or manage a group of employees responsible for customer contact, this session is for you.

#### Learn from industry experts how to use the capabilities of Cisco Unified Contact Center Express to enhance your customers' experience.

The workshops are led by customer care professionals who have worked in, designed, built, and supported contact centers for most of their careers. They cover enhanced web-based, real-time visibility of customer interaction statistics, as well as an optimized next-generation desktop allowing a single agent and supervisor experience customizable to meet your business requirements. Finally, these sessions touch on quality management and workforce management options.

Products featured in these sessions are based on Cisco Contact Center Express 10.0 including Finesse, Cisco Unified Intelligence Center, and MediaSense.

Our Cisco customer contact solution experts will be available to answer questions throughout the session, as well as to talk in more detail after the demonstration.

### You Are Invited

**Date:**

First session on November 5, 2013 and recurring bi-weekly

**Time:**

1-2:30 p.m. ET

**Location:**

Online Event

Select a date that fits your schedule and pre-register by clicking below:

- November 5, 2013
- November 19, 2013
- December 10, 2013
- January 7, 2014
- January 21, 2014
- February 4, 2014
- February 18, 2014
- March 4, 2014
- March 18, 2014
- April 1, 2014
- April 15, 2014
- April 29, 2014
- May 13, 2014
- May 27, 2014
- June 10, 2014
- June 24, 2014
- July 8, 2014
- July 22, 2014

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