CISCO SYSTEMS

TECHNICAL REFERENCE

CISCO IPCC EXPRESS EDITION FEATURES AND PRODUCT SPECIFICATIONS

Table 1.   IPCC Express 4.0

Feature	Premium	Enhanced	Standard
General System Features with Server Software			
Hardware Configuration	Cisco Media Convergence Servers and Cisco approved partner servers	Cisco Media Convergence Servers and Cisco approved partner servers*	Cisco Media Convergence Servers and Cisco approved partner servers*
System Software Configuration	Microsoft Windows client-server software	Microsoft Windows client-server software	Microsoft Windows client-server software
Vendor Systems Supported	Cisco CallManager 4.1 and later	Cisco CallManager 4.1 and later	Cisco CallManager 4.1 and later
Operating System(s) Supported	Windows 2000 Server and Advanced Server	Windows 2000 Server and Advanced Server	Windows 2000 Server and Advanced Server
Redundancy Support	High Availability with automatic failover	High Availability with automatic failover	None
Max. # of Analog Trunks Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of Digital Trunks Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of IP Trunks Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of Trunk Groups Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Call Conferencing	Included	Included	Included
Agent Inter-Dialing Support	Included	Included	Included
Direct Outward Dialing (DOD) Support	Included	Included	Included
Integrated ACD Features with Server Software			
Custom Scripting via IPCC Express Drag & Drop Editor	Included	Included	Included
Max. # of Configurable Agents Supported**	300	300	300
Max. # of Active Agents Supported**	300	300	300
Max. # of Supervisor Positions Supported**	32	32	32
Max. # of Agent Groups Supported**	75	75	75
Max. # of Agents per Group**	300	300	300
ANI Support	Included	Included	Included
DNIS Support	Included	Included	Included
Route on Skill	Included	Included	Not Available
Rout on Skill Competency	Included	Included	Not Available

Feature	Premium	Enhanced	Standard
Conditional Routing (Time of Day, Day of Week, Custom Variables, etc)	Included	Included	Included
Overflow, Interflow, Intraflow Routing	Included	Included	Included
Custom Routing Based on Enterprise Data (e.g. Priority Routing)	Included	Not Available	Not Available
Dynamic Priority Queuing	Included	Included	Not Available
Max. # of Definable Skills Groups	150	150	Not Available
Max. # of Skills per Agent	50	50	Not Available
Max. # of Routing Programs	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of Steps per Routing Program	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Integrated IVR Features with Server Software			
Play Messages to Callers—Music	Included via Cisco CallManager Music On Hold server or .wav file	Included via Cisco CallManager Music On Hold server or .wav file	Included via Cisco CallManager Music On Hold server or .wav file
Play Messages to Callers—Prompts	Included via .wav file	Included via .wav file	Included via .wav file
Play Messages to Callers— Combine Prompts, Music And Messages	Included fully customizable	Included fully customizable	Included fully customizable
Capture and Process Caller DTMF Input	Included	Included	Included
Automated Attendant Support	Included fully customizable	Included fully customizable	Included fully customizable
Database Integration	Included	Not Available	Not Available
Automatic Speech Recognition	Optional via MRCP—order from Nuance or Scansoft	Not Available	Not Available
Text to Speech	Optional via MRCP—order from Nuance or Scansoft	Not Available	Not Available
Real-Time Notification Services (Email, Paging, Fax)	Included—paging and fax require 3rd party services	Not Available	Not Available
VoiceXML for ASR/TTS and DTMF	Included	Not Available	Not Available
Read data from HTTP and XML pages	Included	Included	Included
Run any Defined Workflow via HTTP Request	Included	Not Available	Not Available
Integrated Self-Service Application Support	Included	Not Available	Not Available
Integrated CTI/Screen Pop Features with IPPC Express Seat License			
Pop ANI/DNIS and Customer Defined Workflow Data	Included	Included	Included
Automatically Start any Microsoft Windows Compatible Application	Included	Included	Not Available
Send Information To any Microsoft Windows Compatible Application	Included	Included	Not Available
Provide Database Dip in Support of Screen Pop	Included	Not Available	Not Available
Integrated PC-Based Agent Desktop Features with IPPC Express Seat License			
Work Flow Automation/Task Buttons	Included	Included	Not Available
Popping 3rd Party Applications on Events	Included	Included	Not Available

Feature	Premium	Enhanced	Standard
"Record" and Archive Calls	Included	Included	Not Available
"Work" Agent State for After Call Wrap-Up Activity	Included	Included	Not Available
"Chat" with Supervisor or Agents Using Instant Messaging	Included	Included	Included
Call Log Tracks Call Activity of Incoming and Outgoing Calls	Included	Included	Included
Agent Log Tracks Agent State Changes an Other Information	Included	Included	Included
Soft Phone With Phone Directory	Included	Included	Included
Support for IP Communicator—No Cisco IP Phone Required for Agent Phone	Included	Included	Included
Agent State Buttons	Included	Included	Included
Integrated IP Phone-Based Agent Desktop Features with IPPC Express Seat License			
7970/7971//7960/7940 IP Phones Only	Included	Included	Included
Log In/Out	Included	Included	Included
Ready/Not Ready	Included	Included	Included
Shows Agent Phone State	Included	Included	Included
Agent May Initiate On-Demand Recording	Included	Included	Not Available
Supervisor Can Silent Monitor, Barge-In, and Intercept	Included	Included	Not Available
Integrated PC-Based Supervisor Desktop Features with IPPC Express Seat License			
View Agent Activity in Real Time	Included	Included	Included
View Agent and Skill Group Statistics	Included	Included	Included
Chat—Send Text Messages to Any or All Agents	Included	Included	Included
Marquee—Broadcast Scrolling Messages to Agents	Included	Included	Included
Support For IP Communicator—No Cisco IP Phone Required for Agent Phone	Included	Included	Included
Log Out Agent	Included	Included	Included
Make Agent Ready	Included	Included	Included
Coaching—Provide Agent Guidance Through Chat	Included	Included	Included
Silent Monitoring—Listen In on an Agent's Call	Included	Included	Not Available
Supervisor Can Remote Silent Monitor from Any Phone via a Dial In IVR Session	Included	Not Available	Not Available
Barge-In—Join In on an Agent's Conversation	Included	Included	Not Available
Intercept—Take a Call from an Agent	Included	Included	Not Available
Record—Capture and Archive Call Audio	Included	Included	Not Available
Integrated Historical Reporting with IPPC Express Seat License			
Abandoned Call Detail Activity Report	Included	Included	Included
Agent Detail Report	Included	Included	Included

Feature	Premium	Enhanced	Standard
Agent Login Logout Activity Report	Included	Included	Included
Agent State Summary Report (by Agent)	Included	Included	Included
Agent State Summary Report (by Interval)			
Agent Summary Report	Included	Included	Included
Call Custom Variables Report	Included	Included	Included
Called # Summary Activity Report	Included	Included	Included
Common Skill Contact Service Queue Activity Report	Included	Included	Not Available
Contact Service Queue Activity Report (by CSQ)	Included	Included	Included
Contact Service Queue Activity Report (by Interval)	Included	Included	Included
Contact Service Queue Activity Report	Included	Included	Included
Contact Service Queue Service Level Report	Included	Included	Included
Detailed Call by Call CCDR Report	Included	Included	Included
Detailed Call, CSQ, Agent Report	Included	Included	Included
Priority Summary Activity Report	Included	Included	Not Available
Skill Routing Activity Report	Included	Included	Not Available
IVR Application Performance Analysis Report	Included	Included	Included
IVR Traffic Analysis Report	Included	Included	Included
Recording with IPPC Express Seat License			
On-Demand Agent Recording	Included	Included	Not Available
On-Demand Supervisor Recording	Included	Included	Not Available
"Always On" Site Recording	Not Available—Please contact Cisco Contact Center Recording Partners	Not Available—Please contact Cisco Contact Center Recording Partners	Not Available—Please contact Cisco Contact Center Recording Partners
Multi-Channel Available Only Through Cisco Professional Services			
Universal Queuing Support	Available via Cisco Professional Services	Available via Cisco Professional Services	Not Available
Cisco E-Mail Manager Option Support	Available via Cisco Professional Services	Available via Cisco Professional Services	Not Available
Cisco Collaboration Server (Web Chat, Web Call Back)	Available via Cisco Professional Services	Available via Cisco Professional Services	Not Available
Administration			
Browser Based: Administer from Anywhere on Your WAN	Included	Included	Included
Web-Enabled Real-Time Reporting Client	Included	Included	Included
Full Integration with Cisco NMS Including SNMP Support and Alarm Service	Included	Included	Included
Support for 3rd Party Mibs	Included	Included	Included
Support for Cisco Campus Manager and Resource Management Essentials	Included	Included	Included
Tracing and Local Logging	Included	Included	Included

Feature	Premium	Enhanced	Standard
Voice Mail Integration			
Voice Messaging Interface	Optional (Cisco Unity)	Optional (Cisco Unity)	Optional (Cisco Unity)
Max. # of Voice Mailboxes Supported	2,500	2,500	2,500
Max. # of Voice Storage Hours	Unlimited (storage limitation hard disk dependent)	Unlimited (storage limitation hard disk dependent)	Unlimited (storage limitation hard disk dependent)
Support for Other Vendor Voice Mail	Yes	Yes	Yes
Unified Messaging Support	Optional (Cisco Unity)	Optional (Cisco Unity)	Optional (Cisco Unity)

*   Supported Servers include:

MCS 7825-800

MCS 7825-1133

MCS-7825H-2.2-CC1

MCS-7825I-3.0-CC1

MCS-7815I-2.0-CC1

MCS-7815I-3.0-CC1

MCS 7835-1000

MCS 7835-1266

MCS-7835H-2.4-CC1

MCS-7835I-2.4-CC1

MCS-7845H-2.4-CC1

MCS-7825H-3.0-CC1

MCS-7835H-3.0-CC1

MCS-7835I-3.0-CC1

MCS-7845H-3.0-CC1

IBM xSeries 306 3.0 GHz

IBM xSeries 200

IBM xSeries 330-1266

IBM xSeries 205

IBM xSeries 342-1266

IBM xSeries 345 Single 2.4 GHz Xeon

IBM xSeries 345 Single 3.06 GHz Xeon

IBM xSeries 345 3.06 GHz Dual Xeon

Compaq DL 320

Compaq DL 380

Compaq DL 380 G2

HP DL 320 G2

HP DL380-G3 Single 2.4G Xeon

ICS 7750 SPE 310

HP DL380-G3 Dual 2.4G Xeon

HP DL 320-3.0GHz G2

HP DL 380-3.0GHz G3 Single Xeon

HP DL 380-3.0GHz G3 Dual Xeon

MCS-7815-I1-CC1

MCS-7825I-3.4-CC1

MCS-7825H-3.4-CC1

MCS-7835-I1-CC1

MCS-7835-H1-CC1

MCS-7845-H1-CC1

MCS-7845-I1-CC1

IBM xSeries 306 3.4 GHz

HP DL 320 3.4 GHz G3

IBM xSeries 346 3.4 GHz Single Xeon

HP DL 380-3.4GHz G4 Single Xeon

HP DL 380-3.4 GHz G4 Dual Xeon

IBM xSeries 346 3.4 GHz Dual Xeon

** Actual maximums depend on the hardware server deployed and the feature mix deployed on that server and on any associated IPCC Express Edition expansion servers deployed.

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