Cisco Unified Contact Center Express 4.0 and Cisco Unified Contact Center Enterprise 7.1 Product Comparison

This document reviews the feature differences between the Cisco® Unified Contact Center Express 4.0 (formerly Cisco IP Contact Center Express Edition) and Cisco Unified Contact Center Enterprise 7.1 (formerly Cisco IP Contact Center Enterprise Edition) product offerings. The product overviews and Table 1 are intended to help you better understand the differences between the two products and determine which product to recommend to your customers.

For more complete information regarding each of these products, visit the appropriate links on Cisco.com:

- Cisco Unified Contact Center Express: http://www.cisco.com/go/ipccexpress
- Cisco Unified Contact Center Enterprise: http://www.cisco.com/go/ipcc

Cisco Unified Contact Center Express Overview

Cisco Unified Contact Center Express meets the needs of departmental, enterprise branch, or small to medium-sized companies that need easy-to-deploy, easy-to-use, highly available, and sophisticated customer interaction management for 1 to 300 agents. It is designed to enhance the efficiency, availability, and security of customer contact interaction management by supporting a highly available, virtual contact center with integrated self-service applications across multiple sites secured with Cisco Security Agent. Its support for powerful agent-based assisted service, as well as fully integrated self-service applications, results in reduced business costs and improved customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services in a single-server, contact-center-in-a-box deployment. Cisco Unified Contact Center Express provides multiple scalability options through expansion servers and integration with Cisco Unified Intelligent Contact Manager (ICM).

Cisco Unified Contact Center Express is available in three versions, Standard, Enhanced and Premium, to better match product functions with your customer contact interaction management requirements. All Cisco Unified Contact Center Express solutions are tightly integrated with Cisco Unified CallManager.

Cisco Unified Contact Center Enterprise Overview

The Cisco Unified Contact Center Enterprise product is based on a redundant server architecture. At the core of this architecture is the Cisco Unified ICM platform, which offers industry-leading pre- and post-routing capabilities and CTI capabilities in single- or multisite environments. Cisco Unified Contact Center Enterprise scales to support multiple Cisco Unified CallManager clusters and up to 6000 contact center agents on a single system. Multiple systems can be deployed and networked together for even greater system capacity.

Cisco Unified Contact Center Enterprise provides skills-based contact center routing for multichannel contact centers. Cisco Unified Contact Center Enterprise optionally includes support for inbound e-mail response, Web text chat, and Web collaboration. It also includes a fully blended outbound option with preview, progressive, and predictive dialing modes.

Cisco Unified Contact Center Enterprise offers integration with popular industry-standard customer relationship management (CRM), workforce management, wallboard, dialer, and call recording packages. Additionally, Cisco Unified Contact Center Enterprise offers more than 100 predefined real-time and historical reports templates along with a fully documented database that lends itself to custom report capabilities.

Table 1. Comparison of Cisco Unified Contact Center Express 4.0 and Cisco Unified Contact Center Enterprise 7.1 Features

Feature	Cisco Unified Contact Center Express 4.0	Cisco Unified Contact Center Enterprise 7.1
Switch integration	Cisco Unified CallManager With optional Cisco Unified Contact Center Peripheral Gateway and Cisco Unified ICM: industry-leading ACDs and private branch exchanges (PBXs) with Cisco Unified ICM software	Cisco Unified CallManager only With optional Cisco Unified Contact Center Peripheral Gateway and Cisco Unified ICM: industry-leading ACDs and PBXs with Cisco Unified ICM software
Redundancy	High availability with automatic failover provides mirrored (active and inactive core components) redundancy for critical contact center functions, including active and standby services for ACD, IVR, CTI, desktop, monitoring, recording, and database services *Note:* Queued calls and associated call data are not preserved on active server failover to standby.	Fully fault tolerant with active-active synchronized redundant core components, including the call router, database, and CTI servers; fault-tolerant servers can also be split over the WAN for geographic fault tolerance
Multisite contact centers	Supports virtual contact centers across multiple geographical sites when deployed with centralized Cisco Unified CallManager cluster With Cisco Unified Contact Center Peripheral Gateway and Cisco Unified ICM: support for multiple distributed Cisco Unified CallManager clusters	Supports multisite configurations with centralized Cisco Unified CallManager, Cisco Unified CallManager clustering over the WAN, or multiple Cisco Unified CallManager clusters
Scalability	Up to 300^1 agents per server, and up to 300^2 IVR ports per server ACD and IVR scalability can be enhanced with deployment of expansion servers[3]	Up to 6000 agents and 3000 IVR ports per system using multiple servers; multiple systems can be networked together for additional scalability
Administrative interface	Browser-based administration supporting administration anywhere on the WAN; same design as Cisco Unified CallManager administration	Centralized administration with Web-based administration for certain functions and configurations
Multichannel	Inbound voice E-mail, Web, and limited outbound capability are planned for a future release	Fully integrated Web collaboration, e-mail, and outbound capability; a single routing platform provides a universal queuing system Fully blended platform for inbound and outbound capabilities
Platform	Microsoft Windows 2000-based; single and multiserver cluster configurations with or without redundancy supported	Microsoft Windows 2003-based; hardware server configurations vary, depending on call-handling capacity

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[1] When deployed on dual-processor media convergence server (MCS) or approved HP or IBM MCS equivalent server; when deployed on single-processor MCS or approved HP or IBM MCS equivalent server, maximum 75 agents and 150 IVR ports.

[2] When deployed on Cisco MCS 7845 dual-processor server; 75 agent maximum when deployed on Cisco MCS 7835 single-processor server.

[3] Monitoring and recording, historical database, Nuance automatic speech recognition, and text-to-speech can be deployed on dedicated expansion servers.

CRM integration	CTI integration with any Microsoft Windows application through key-stroke macros Integration with browser-based applications through HTTP get and put in Cisco Agent Desktop-embedded browser	Key-stroke macros; CTI Toolkit—application programming interface (API) support available in COM, C++, Java, and .Net Browser-based thin-client desktop support available CRM support with Siebel, Oracle, E.piphany, or SAP using native drivers
Reporting	Approximately 100 predefined reports Support for custom reports	Approximately 100 predefined reports; custom report capabilities, or direct database access available for use with third-party reporting tools
Cisco Pre-Routing	When deployed with optional Cisco Unified Contact Center Peripheral Gateway and Cisco Unified ICM, supports all Cisco Unified ICM-supported pre-routing service providers	Cisco Pre-Routing available with Sprint, AT&T, MCI, BT, France Telecom, Optus, Cable, and Wireless
Agent desktop	Prepackaged Cisco Agent Desktop	Prepackaged three tier agent desktop; CTI Toolkit; and CRM integration
Supervisor desktop	Prepackaged Cisco Supervisor Desktop	Prepackaged supervisor desktop; CTI Toolkit; and CRM integration
IVR integration	Standard and Enhanced packages include prompt and collect IVR capability (programmable auto attendant) Premium package includes full IVR capabilities	Choice of Cisco Unified IP IVR or Cisco Unified Customer Voice Portal or Open API (GED 125) allows integration with third-party IVRs
CTI screen pop	Yes, as part of Cisco Agent Desktop package	Yes, as part of all agent desktop packages
Remote agent	Using Cisco IP Phone or IP Communicator through VPN over DSL or cable modem	Remote agent using IP phone through VPN over DSL or cable modem Cisco Unified Mobile Agent using any analog phone—public switched telephone network (PSTN) phone, mobile phone, or digital teleset behind a PBX
Recording and monitoring	As part of Cisco Agent Desktop Third-party recording vendors integrated with Cisco Unified CallManager may be deployed as standalone recording solutions	As part of Cisco Agent Desktop Support for third-party monitoring and recording products through CTI API
Wallboard integration	Available through partners	Available through partners
Average agent desktop cost	$595–$1495 (includes queuing and IVR)	$1100–$1600 (queuing and IVR purchased separately)
Call-flow design templates	Tree directed, similar to visual basic	Flow chart directed; drag-and-drop icons from object palette
Serviceability and support	Web-based serviceability and system support	Web-based serviceability and system support for a distributed environment
Skills-based routing	Yes	Yes
Expert routing (queue to agent)	Route to agent supported	Route to agent and queue to agent supported
Dynamic re-skilling interface for supervisors	No	Yes
Threshold with supervisor desktop and reporting	No	Yes
Cisco channel partner requirement	IP telephony specialization	Cisco Advanced Technology Provider (ATP)

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