

Acqueon's CTI SDK for Cisco Unified CCX

Picture this...



What if ...?

- Relevant pop-ups like CRM, billing, and business application screens are enabled on the agent desk top
- Integration of telephony - business data on a single screen is facilitated
- Agent performance (with respect to the customer) dashboard is provided
- Call blending (of both inbound and outbound) is allowed

Acqueon's CTI SDK for Cisco Unified CCX is...

- ✓ an agent desktop API
- ✓ running in a Cisco Unified CCX environment
- ✓ to provide intelligent CTI functionalities to the agent desktop

The need for CTI SDK for Cisco Unified CCX in the current scenario

Rapid increase in deployment and adoption of CIM (Customer Interaction Management) solutions in medium and small scale businesses have created a **strong need** for **intelligent** CTI (Computer Telephony Integration) based applications. However, enterprise and web based developers have little or no experience of the telephony domain let alone of obscure telephony protocols. This has resulted in the availability of only **limited applications** in the market. And customers being confined to default tools with limited functionalities.

Building customized applications is another major challenge. Developing these applications using complex API costs time and money. However at the end of the day this (application development) remains confined to a limited (development) community.

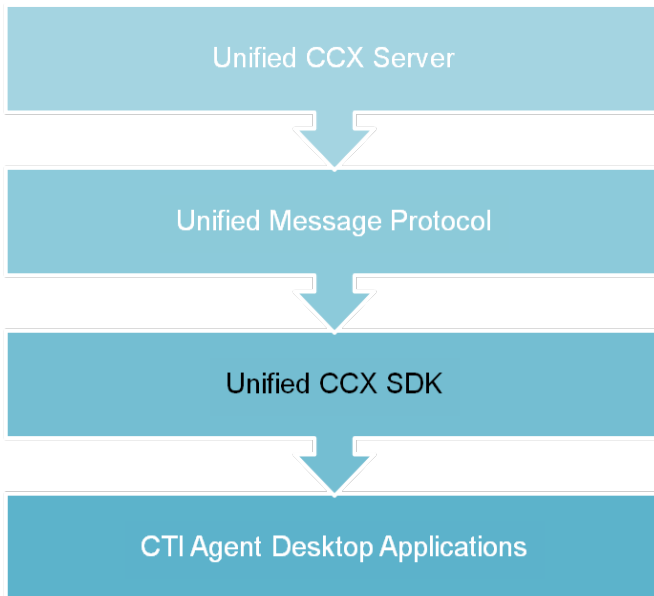
Software developers these days are confronted with an increasing number of complex application programming interfaces or API's to build a range of intelligent CTI applications.

Cisco provides a diverse range of API's to integrate behind various products providing both comprehensive documentation and sample codes. In spite of this, programmers frequently struggle while using a low level complex API.

Customers are thus looking for newer, easier, and smarter ways to integrate telephony and business applications in lesser time and at an optimum cost.

What is CTI SDK for Cisco Unified CCX?

CTI SDK (Software Development Kit) for Cisco Unified Ccx (Unified Contact Center Express) is a user friendly high level abstract API that helps developers in building feature rich CTI applications with an object oriented software development kit to enable rapid development and deployment of complex CTI applications.



Why CTI SDK for Cisco Unified CCX?

■ RAD

Facilitates Rapid Application Development (RAD) using higher level abstract API's

■ Customization

Provides flexibility to develop applications for UCCX platforms

■ Agent support

Supports a large number of agents by directly communicating with the UCCX server

■ Product upgrade

Provides for upgrades to support future releases of this protocol which are backward compatible

■ Comprehensive documentation

Comprehensive documentation is provided for

- Installation
- Configuration
- Trouble shooting
- FAQ (Frequently Asked Questions)

■ Real time reports

Will support real time reports in future as part of the product road map

▶ Product certification

Undergoing Cisco CTDP certification which will thus guarantee functionality, performance, and support

▶ CTI SDK for Cisco Unified CCX can gather

ACD (Automatic Call Distributer) wallboard data

- Total calls in queue
- Longest call waiting time
- Abandoned calls

Agent wallboard / performance data

- Total calls handled
- Total calls missed
- Total talk time
- Total hold time
- Total unavailable time per category

▶ Live monitoring

Live monitoring application is provided to

- View list of available agents
- View list of active calls (like call ID, call state, and call related data)

▶ Develop applications

The following applications can be developed through this product

- Custom screen pops
- Integrated CRM screens
- Custom soft phones
- Ticker Tape

▶ Licenses

Licenses are available for sale in the following blocks:

1 – 50

51 – 150

151 - 300

About Acqueon

Acqueon Technologies Inc specializes in developing products and solutions for the Customer Interaction Management (CIM) industry.

These products and solutions use business logic to deliver a distinctive customer experience by enabling organizations to not just interact with their customers – but relate.

Acqueon products and solutions also offer a compelling Total Cost of Ownership (TCO), which is further enhanced by rapid deployment.




Acqueon products and solutions handle millions of transactions every day at multiple sites and are implemented across various verticals such as Banking, Insurance, Retail, Telecom, Healthcare, and Education among others, in over 17 countries.

For more information, please visit www.acqueon.com



CTI SDK has been tested & verified to be a compatible application with Cisco's Unified CCE (Contact Center Enterprise) under the Cisco Developer Network (CDN)

Acqueon's applications for Cisco

-  List and Campaign Manager for Unified CCE Dialer
-  Soft lock application for Cisco IP phones
-  List and Campaign Manager for Cisco Unified Call Manager

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