



VPI Performance for Cisco UCC Express Solution Advantages

Overview

VPI, a dedicated Cisco Solution Developer Partner, has fully integrated its award-winning VPI Performance real-time reporting and performance management software with Cisco's UCC Express platform (versions 5.x, 6.x, 7.x and 8.x). VPI PERFORMANCE consolidates and presents real-time information to empower contact center managers, supervisors and agents in several integrated ways to help them make better, quicker decisions with actionable, targeted performance and business intelligence. Included are 20 UCCX reports, over UCCX 50 metrics for use in customizable scorecards and tickers, and a messaging and alerting capability.

This functionality supplements the UCCX platform greatly and has been a valuable asset to Cisco UCCX customers in achieving their contact center goals. VPI has created exclusive pricing in a bundled format for Cisco and Cisco VARs, simplifying the ordering process greatly while extending significant discounts and value.

What VPI Performance Offers Beyond Standard UCCX Reporting Capabilities

- **Gather Performance Information from Additional Contact Center Systems** – VPI Performance can bring in meaningful data and metrics from other sources – including other business systems (CRM, ERP, WFM, etc.) and other VPI modules (Quality, Coaching) and in a timely and relevant manner for each user – to UCC Express to get a fully consolidated view of the contact center.
- **Create Custom Metrics based on UCCX and Other Contact Center Data to Meet Business Objectives**, then report on those metrics displayed in a wide variety of formats including Web dashboard charts, scorecards and desktop tickers. No need to rely on raw UCCX data alone.
- **Presents Information Instantly in Real-time** – no need to rely on IT or reporting analysts to pull together information, by downloading it, adding to Excel, and preparing for management.
- **No Limitation on the Amount of Data Collected or How Long it is Stored** – managers can do true historical reporting, giving them insight into trending over time, or simply giving them the option to pull reports on older data.
- **Easily Report Across Multiple Teams Across Multiple Queues, Multiple Locations and Even Multiple UCC Express Systems** – Managers get a single, holistic and enterprise-wide view of their contact center operations.
- **Off-loads the Burden on the UCCX Server** – all reporting is performed within VPI Performance.
- **Create Flexible Grouping Structures to Report on Groups and Teams in any Manner that Makes Most Sense to the Business** – managers are not to seeing reports by a single queue only. For example, most contact centers will have a team of agents that handle calls from multiple queues. VPI reports give managers a true view into an individual agent's performance.
- **Reports Present a Historically Accurate Representation of an Agent's Group Assignment** – team data is retained as agents are moved to different teams.
- **Web Browser-based Interface has a Minimal Desktop Footprint**
- **All Group and Agent Information can be Controlled and Dispersed Based on User Profiles and Permissions** – this type of reporting flexibility is extremely powerful to customers.
- **Ability to Deliver Targeted Alerts, Notifications and Optional E-Coaching Assignments based on Performance Thresholds** to promptly correct performance gaps.

VPI is a Proud Member of the following Cisco Programs:

- Value Incentive Program (VIP)
- Solutions Incentive Program (SIP)
- Cisco Developer Network (CDN) Program – Solution Developer



Contact

Please contact Delee Shields, VPI Channel Sales Director, for questions and further information:

Delee Shields, Channel Sales Director

Tel: 1.800.200.5430 x5270

Email: DShields@VPI-corp.com