



Cisco SolutionsPlus Consilium UniAgent™ CRM CTI Connector

Product Overview

Many Organizations need unified call flows, business processes, within the same agent desktop for both call management and business transaction navigation. Consilium UniAgent™ comes into action right at the moment of reckoning as a CRM connector being at the center of the agent and customer interaction making every contact center experience engaging and personalized, powered by simplified customer identification and anticipating customer needs. Consilium UniAgent™ provides seamless CRM integrations to Cisco Contact Center solutions for over 20+ CRMs, such as Salesforce, Microsoft Dynamics 365, Oracle Service Cloud & Siebel, BMC Remedy, Sugar CRM, Service Now, SAP C4C, FreshDesk, and more. Consilium UniAgent™ Mobile (UA™ Mobile) is the ideal mobile-based extension of UniAgent™ for Work-from-Home (WFH) agents.

Business Value

UniAgent™ is designed to help organizations deliver fast, repeatable, and rich contextual and experience-driven customer service across voice and digital channels (chat, SMS, and social media.) Consilium UniAgent™ CRM connectors are proven in over 110 countries with thousands of agents globally. Consilium UniXpert™ is a light-weight CRM connector which can be embedded as a gadget within the Cisco Finesse Agent desktop to provide CTI integration to CRMs.

UniAgent™ has passed security certification from some of the world's largest banks and service providers for work-from-home agents to access Cisco contact center functions over the internet, and where needed from their BYOD laptop and mobile devices. UniAgent™ is now available as a service in an AWS, Google Cloud Platform or Microsoft Azure public cloud-hosted deployment model that enables faster solution delivery. UniAgent™ gives agents access to enhanced contact center functions and allows contact centers to more efficiently manage all types of customer interactions and deliver exceptional levels of customer experience (CX.)

Consilium UniAgent™ leads the way when organizations need complex and custom CRM integrations, and when IVR-to-CRM integrations need to be added to the agent desktop-level CTI integration. UniAgent™ Mobile is available as an on-premise or cloud solution which can be hosted in the private cloud, or on the public cloud (AWS, Microsoft Azure, Google Cloud Platform, etc.) UniAgent™ Mobile can be deployed in conjunction with Cisco Unified Mobile Agent (CUMA) or Cisco Extend and Connect (Cisco CUCM feature).

How UniAgent™ Works

UniAgent™ merges Cisco contact center agent functionality into the CRM user interface. When the contact center agent is notified of a new interaction (voice, video, email or chat) and prepares to begin the customer conversation, UniAgent™ presents the agent with instant, relevant information that the agent needs to service the customer. In addition, UniAgent™ saves the activity history of the customer interaction journey in the CRM, which can be used to implement workflows involving assisted intelligence and augmented intelligence based on that data. UniAgent™'s Cisco integration ensures that agents' Cisco IP phone or Cisco Jabber phone controls are fully in sync with the agent call controls inside UniAgent™.

Features and Benefits of UniAgent™

- **Call logging:** Administrators and managers get Cisco CUI reporting of all agent activity, and voice and non-voice contact activity is also saved to the CRM.
- **Omnichannel federation:** Support for voice, chat, email, and Universal Queue/UQ routing with Single-Sign-On supported.
- **One-click dialing:** Agents need only to click on a phone number once in the CRM to place calls, saving time and removing the possibility of dialing wrong numbers.
- **Pre-packaged integration:** Allows pre-packaged integration between CRM's and the Cisco Unified Contact Center solutions for fast, easy installation, and easy upgrades when Cisco Unified Contact Center and CRM product versions change.
- **Full telephony functions:** All telephony functions in the CRM agent desktop including phone control, caller identification, and screen pops.
- **Proven architecture:** A robust, proven architecture which has been successfully deployed for governments and Fortune 500 companies since 2008.
- **Better FCR & AHT:** Improve your contact center performance with improved First Call Resolution (FCR) and reduced Average Handling Time (AHT).
- **Cost-Effective:** UniAgent™ CRM connector allows customizations for any customer business rules that cannot be met through product configurations. Consilium has among the most cost-effective models for custom scope-of-work delivery.
- **Single-Sign-On:** UniAgent™ natively supports Cisco UCCE and UCCX SSO (single-sign-on) login.
- **Security:** Cisco CC call metadata flow from the Finesse to the UniAgent™ server will be over the end-customer network using the Finesse API and support https encryption as a method.
- **Finesse Gadget:** UniXpert™ is a light-weight CRM connector which can be embedded as a gadget within the Cisco Finesse Agent desktop to provide CTI integration to CRMs.
- **UA™ Mobile:** It offers inbound and outbound voice functionality in a responsive UI which can run equally well across mobile phones, tablets and desktops without the need for installing anything or requiring VPN

Platform Support and Compatibility

- UniAgent™ is available for all CCE, CCX 11.0 and above.
- UniAgent™ supports latest CCE, CCX 12.5 versions.
- UA™ Mobile is available for CUCM, IM & Presence and CUMA 11.0 and above.
- UniAgent™ installation will require hardware, operating system, and other third-party software as per the specifications provided by Consilium Software.

Consult your Consilium Software account manager / solutions engineer for additional product specifications.

Licensing

UniAgent™ product is based on a concurrent and perpetual agent license which is consistent with Cisco's contact Center licensing model.

Warranty Information

Find warranty information on Cisco SolutionsPlus products at the [Cisco SolutionsPlus Product Warranties page](#). The use of Cisco SolutionsPlus (S+) Products is governed solely by the terms and conditions provided to you by the Cisco SolutionsPlus vendor and also available at <http://cs.co/spla>.

Ordering

- Visit [Cisco Commerce](#) or Google 'Cisco CCW'
- Login with your Cisco ID (if you do not have a Cisco ID, you can still proceed, but your quote will not have any pricing info)
- Click on Estimates > Create Estimate
- For perpetual licenses enter CS-APPS in the searchbox below the Estimate ID – it will show CS-APPS Consilium SolutionsPlus Package
- For subscription licenses enter CONSILIUM-APPS in the search box below the Estimate ID – it will show CONSILIUM-APPS Consilium SolutionsPlus Package
- Click Add, then click Select Options below the CS-APPS or master SKU
- Select the UniAgent™ SKU(s) from the displayed list of SKU's and enter the Qty

Consilium Software Services

Consilium services are required to design, implement and support your UniAgent™. These services can also be purchased from Cisco through Cisco's Advanced Services organization. The combined strengths of Cisco and partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together Cisco and Consilium Software create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Consilium Software services, visit <https://consiliuminc.com/services>

For more information about Cisco Unified Contact Center Services, visit: <https://www.cisco.com/go/ucservices>

About Consilium Software

Consilium conceives, develops and delivers enterprise software for unified communications (UC) and contact centers to power transformative Customer Experience Management (CEM.) Our software adds CRM integration, service automation and insight to leading collaboration technology vendors. Consilium UniCloud™, UniAgent™, UniCampaign™, UniDashboard™ and UniRSM™ products enhance the performance and productivity levels of enterprise customers and service providers. Our solutions are used by more than 1,000 companies, banks, telco's, and governments in over 110 countries across six continents. Consilium Software was founded in Singapore, with software development and engineering labs in India, and subsidiaries and branch offices in Malaysia (Kuala Lumpur), Taiwan (Taipei City), the Philippines (Manila), Indonesia (Jakarta), Thailand (Bangkok), Australia (Melbourne) and Canada (Toronto.)

About Cisco® SolutionsPlus

Cisco SolutionsPlus delivers a one-stop ordering experience for approved third-party products and applications. It is a reselling program that places a select set of "Cisco Compatible" products on the Cisco Systems price list, enabling customers to order these non-Cisco products from Cisco sales teams and channel partners. Cisco SolutionsPlus vendors are part of the Solution Partner Program and provide all service and support. The key benefits are the ease of ordering, an established Cisco SolutionsPlus partner-coordinated support process, and that the products are thoroughly tested with Cisco solutions to help ensure integration, reliability and interoperability.

Trademarks

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For More Information

- Visit <https://consiliuminc.com/product/UniAgent-crm-cti-connector>
- Email splus-support@consiliuminc.com