

SOFTTEL Cisco Unified Communications Services

Every industry has its own challenges when it comes to Unified Communications solution delivery and customer support. Companies all want to provide the best experience to ensure outstanding customer satisfaction and attain repeat business. SOFTTEL have the experience in providing full life cycle delivery, support, and services for Cisco solutions in sectors as diverse as Healthcare, Security, Logistics, Government, and Retail. As a Cisco Advanced Service Partner, our experience in providing solutions, innovations and integrations on behalf of Cisco have helped many global companies evolve their Cisco UC Platform.

Cisco Unity Connection (CUCM)

Cisco Unity Connection lets users access and manage messages from an email inbox, web browser, Cisco Jabber, Cisco Unified IP Phone, smartphone, or tablet. Unity Connection also provides flexible message access and delivery format options, including support for voice commands, speech-to-text transcription, and even video greetings.

Cisco Unified CC Enterprise (UCCE)

Created for larger enterprises, Cisco Unified Contact Center Enterprise delivers intelligent contact routing, call treatment, network to desktop computer telephony integration (CTI), and multichannel contact management over an IP infrastructure. It combines multichannel automatic call distributor (ACD) functionality with IP telephony in a unified solution. This makes it easier for your company to rapidly deploy a distributed contact center infrastructure.

Cisco Unified Contact Center Express (UCCX)

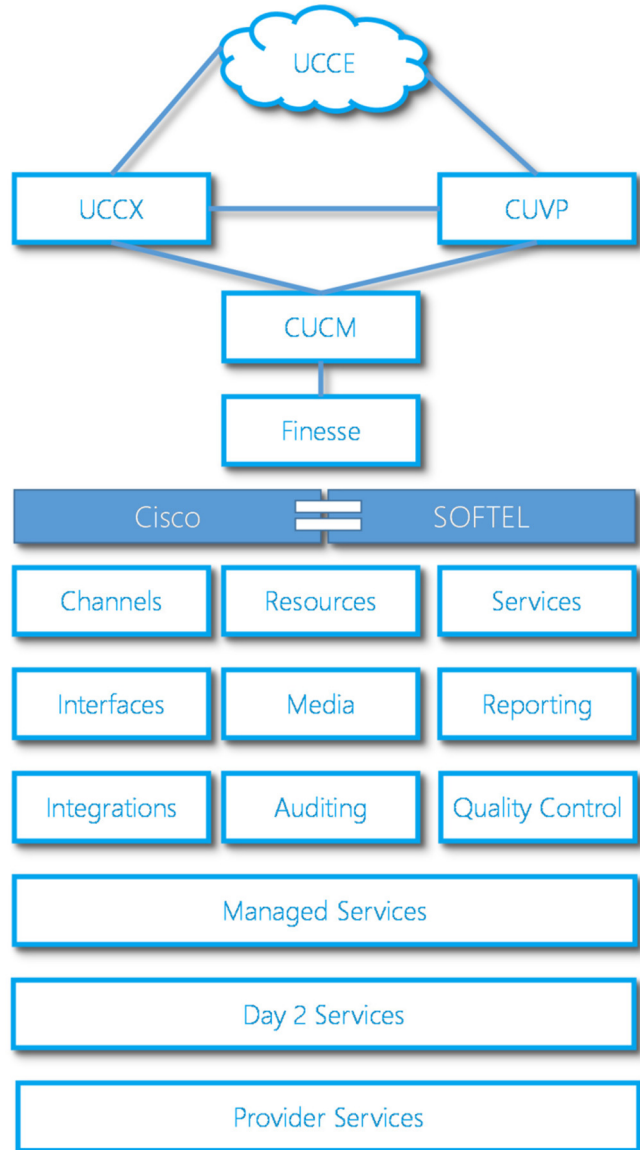
Cisco Unified Contact Center Express (Unified CCX) is easy to deploy and use delivering a highly secure, available, virtual, and sophisticated customer interaction management solution for up to 400 agents. This integrated, comprehensive, contact center solution is intended for both formal and informal contact centers in midmarket, enterprise branch, and corporate departments.

Cisco Unified Customer Voice Portal (CUVP)

Cisco Unified Customer Voice Portal combines open standards support for speech with intelligent application development. It has the industry's best call control to deliver personalized self-service to callers either as a standalone interactive voice response (IVR) system or transparently integrated with a contact center.

Cisco Finesse

Cisco Finesse is a next-generation agent and supervisor desktop designed to provide a collaborative experience for the various communities that interact with your customer service organization. It helps improve the customer experience while offering a user-centric design to enhance customer care representative satisfaction as well.



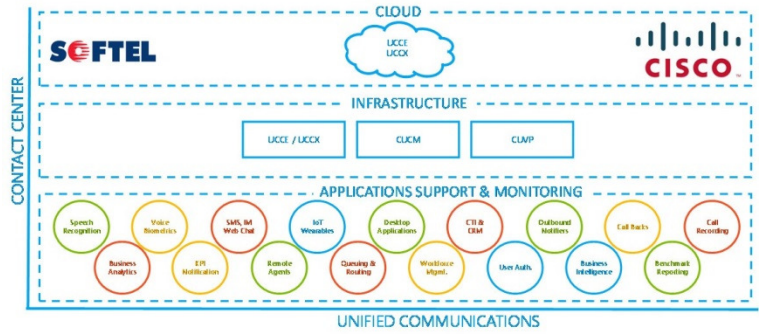
Cisco Development | Implementations | Integrations

SOFTEL's experienced Cisco Systems Integrations Teams provide an all-encompassing approach to delivering integrated Cisco solutions. The core component construction, through the technology landscape including data, networks, protocols, peripherals, external and internal services are included. IoT/Big Data integrations, supplemental solutions, and interoperability with other providers (Avaya, Genesys, Microsoft Skype for Business, etc.) are supported. Combining peripheral services to the core Cisco Solutions, SOFTEL produces your own clearly defined, enterprise deployment.

Delivery	Business Analysis	Technical Design	Development	Test Lab Technical Integration Testing	Business/User Testing	Implementation	Quality Control Post-Launch Support
Methods	Vendor Tools SDK Platform Coding Industry Coding	Agile	Waterfall	Iterations Versioning UML	Unit Tests Source Coding Test Cases	Integration Tests Top Down Bottom Up Black Box	Implementation Adjust Embed
		Delivery Method					
Manage	Implementing & Overseeing the Project Plan	Phase Delivery Planning	Stakeholders Communicate	Quality Assurance & Milestone Planning	Internal & External Resource Planning	Customer & Supplier Liaison	Project Timeline Adherence

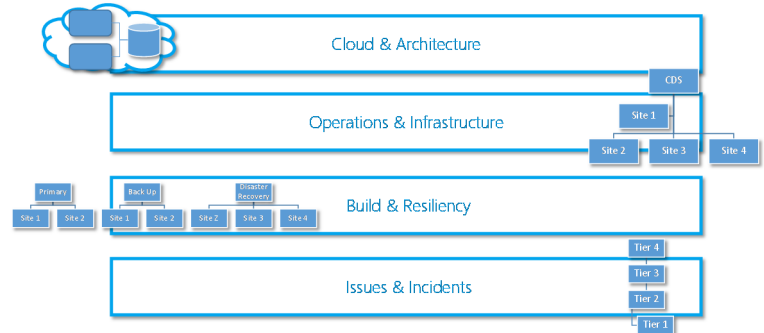
Managed Services for Cisco Solutions

SOFTEL's Managed Service Teams provide on-site and remote support for both Day 2 and project governance, through industry standard delivery methods. SOFTEL manages a specific deliverable or provides day-to-day support for incidents, moves, and changes. SOFTEL's dedicated team is managed by a single point of contact (SPOC) for your enterprise. Our management and incident tracking portal for escalating incidents also offers a real-time view of the current status of any open issues producing transparency and clarity of your operations.



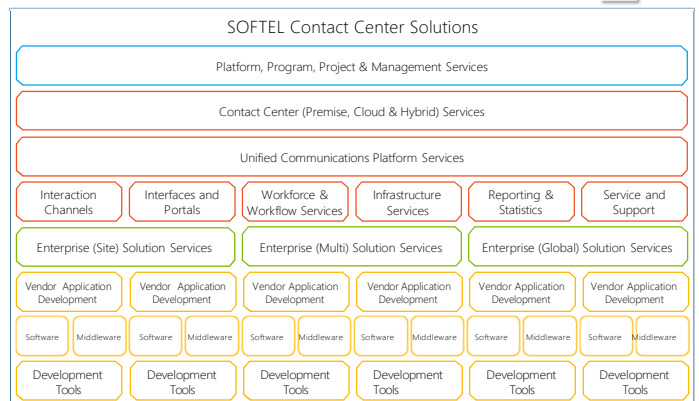
Audit Services for Cisco Solutions

SOFTEL's Technical Audit Services for Cisco Solutions are designed to help you to create better solutions. A "top down" approach investigates your current operations and future plans producing a fully formed Audit Report with best practices and industry standard recommendation with full support. The top-level architecture, through operations, infrastructure, and resiliency, right down to any recent incidents or issues are evaluated. SOFTEL's pragmatic approach to technical auditing leaves nothing out. It also helps you to align your Cisco platform with any interfacing technologies.



Provider Services for Cisco Solutions

SOFTEL's UC and cloud services for Cisco solutions and platforms extend beyond on-site presence, through application development and integrations. Using a wide-range of skills, experience, and partnerships, SOFTEL's Provider Services extend your capabilities and provide the underlying operational Services to drive your goals. Whether Cloud, Enterprise, or Express Services, the SOFTEL approach brings standardization, clarity, and operational excellence to your platform.



SOFTEL experts work closely with business enterprises in all aspects of an integrated contact center, across Cisco Unified Communications platforms and CRM and collaboration, contact center and IoT services to global clients, working with a wide range of partners, to bring world class solutions.



Innovation | Collaboration | Evolution | Results

Unified Communications and Contact Center

Applications | Technology Integrations | Solutions | Services

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