

Easy Migrations from Cisco Agent Desktop and CTIOS

Upstream Works for Finesse



CAD AND CTIOS MIGRATIONS

Upstream Works for Finesse (UWF) is a Single Agent Desktop that connects all channels with full customer context, integrating any application with management simplicity.

Contact centers planning their Cisco Agent Desktop (CAD) or Computer Telephony Integration Object Server (CTIOS) migration want to keep the familiar features that agents and supervisors rely on and use every day. Building upon the Cisco Finesse framework, Upstream Works for Finesse extends the benefits of the Finesse desktop into a workspace that offers more of the core CAD functionality while adding new features that contact centers will embrace.

At Upstream Works, we want your migration to be simple and valuable. With Upstream Works for Finesse, CAD customers can keep more of the functionality they've come to depend on, while benefiting from numerous additional features that will help them deliver a superior customer experience every time.

Key Features At-a-Glance

Keep Existing Functionality	New/Additional Features
Agent Call History	Customer Interaction Activity, History, & Context
Scrolling Team Message	Marquee stats alerts and team announcements
Team Chat	Multiple & Multi-tier Wrap Codes
Ease of Integration with Windows based applications	First Contact Resolution & Solve Rate Reports

Key Benefits

- ✓ One Agent Desktop
- ✓ Keep more of your favorite features
- ✓ Preserve business processes
- ✓ New features and functionality for Agents and Supervisors
- ✓ Voice and Omnichannel configurations
- ✓ Interaction History
- ✓ Seamless integration with existing technology
- ✓ Management Simplicity
- ✓ Support for all Cisco Collaboration platforms

Keep the functionality you depend on:

- ✓ Standard & Advanced Call Control
- ✓ Cisco Outbound Dialer Support
- ✓ Agent Login by Name/ID
- ✓ Display Agent Call History
- ✓ Scroll Team Message
- ✓ Phonebooks
- ✓ Multiple Call Appearance Handling
- ✓ Logout & Not Ready Reason Codes
- ✓ Wrap Code Reports
- ✓ Launch Web Pop
- ✓ Team Chat
- ✓ Agent Daily Activity
- ✓ Agent Queue Statistics
- ✓ Basic Wrap Codes
- ✓ Set Call Data API
- ✓ Change Agent State
- ✓ Queue Statistics
- ✓ Agent State Log
- ✓ Ease of Non-web Integration
- ✓ Silent Monitor/Barge/Intercept
- ✓ Contact Events Trigger tion

Benefit from additional capabilities:

Customer Interaction Activity, History & Context	Visibility into tasks in progress for a contact, whether reserved for the agent, active with another agent, or queued
Queue Transfer	The Queue Transfer tool in the Directory Gadget provides the agent with real-time stats of transfer queues and a one-click transfer capability
Marquee	Supervisors can easily send team and mass communications for improved collaboration. Stats alerts can be defined and triggered based on configurable thresholds
Optional Knowledge Management	Collect, organize, collaborate, and manage knowledge for optimized customer engagement across all channels
FollowUp	Action the customer journey by tracking and managing follow up activities related to tasks
Multiple Wrap Code Support	Simplified capture of wrap codes: log multiple and two-tiered reasons for the same contact as there can be more than one interaction per contact; add comments and notes on contact records and paste into other gadgets
Multi-tiered Wrap Codes	
Ad hoc Data Collection with Wrap Codes	
View and Manage Queued and Active Tasks	Allows supervisors to view and manage active tasks and tasks in queue for the agents assigned to their team
First Contact Resolution / Solve Rate Reports	CUIC or SSRS based reports providing views by channel, agent, contact reason, team, and skill
Launch External Executable on Remote Desktop	Launch application pops to Remote Desktops including terminal services, Citrix, and Cisco VDI

Learn more.

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