



**Unified Customer Interaction Analyzer**  
**Release Notes**  
**Release 1.0 (1)**

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# 1 Introduction

The Unified Customer Interaction Analyzer supports:

Cisco Unified Intelligent Contact Management Enterprise

- Releases 6.0(0), 7.0(0), 7.1(1)

Cisco Unified Contact Center Enterprise

- Releases 6.0(0), 7.0(0), 7.1(1)

This document describes system requirements, limitations, and caveats for these releases.

eLoyalty's hosting services consist of hosting the Cisco Unified Customer Interaction Analyzer Solution for each customer to provide the following functions:

Provide appropriate recording servers for recording calls

Monitor and maintain the functioning of the call recording servers and software

Host the analytics software that carries out call analysis

Monitor and maintain the functioning of the call analysis servers and analytics software

Provide storage of recorded calls that have been analyzed for ninety days

Provide storage of analyzed call data

Host, monitor and maintain the portal servers for user access

Provide appropriate security and access control functionality for reports, call data and customer data

Provide monthly operating reports regarding call volumes and user access

Provide technical support for the Cisco Unified Customer Interaction Analyzer

Provide upgrades to the software modules for the Cisco Unified Customer Interaction Analyzer solution when they are generally availability

Manage compliance with Service Level Agreements agreed to directly between eLoyalty and customer.

Cisco's partner, eLoyalty, also provides the following integration services needed to deploy a tailored installation of the Cisco Unified Customer Interaction Analyzer service:

Assisting the customer to identify call types to be used to categorize data collected by the Cisco Unified Customer Interaction Analyzer solution and configuring the End User portal to capture the call type information identified by the customer

Modifying the scoring algorithms as agreed with the customer

Deployment of the required computer hardware, including call recording infrastructure necessary to support the Hosting Services for the customer

Installation of the analytics software for the customer

Implementing any connectivity between the solution and the CRM and telephony environment of the customer, as agreed with the customer

Configuring the reports provided in the portal as agreed with the customer

Setting up user access rights, as agreed with the customer

## 2 System Requirements

### eLoyalty Provided Equipment and Services

Customer premise Recording Server hardware and software installation and configuration

Hosted Data Center Analytics and Portal Server hardware and software installation and configuration

Maintenance, monitoring and support of server(s) and server related component(s)

Hosted Server Backup Management includes offsite media management and system administration associated with backup storage software and those associated devices for production environments

### Client Requirements

The following are the requirements for the client to integrate and maintain the Unified Customer Interaction Analyzer solution.

Perform passive tap (Trunk/Ethernet tap) and related ongoing administration.

Provide and maintain adequate bandwidth for daily recordings transfer and adequate power and networking facilities for necessary premise recording server(s)

Provide the necessary CTI connection and data integration for communication with the Unified Customer Interaction Analyzer recording server(s)

Remote access mechanism to recording servers for eLoyalty support staff

Provision of compatible client browser technology and connectivity for end users (Minimum requirements: IE 5.5 and Media Player 7.1)

Ongoing CSR move/add/change communication to eLoyalty support staff

### 3 Related Documentation

Documentation for Cisco Unified CCE/Unified ICME and Unified CCH Editions, as well as most related documentation, is accessible from:

[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

Technical Support documentation and tools can be accessed from

<http://www.cisco.com/en/US/support/index.html>

The Product Alert tool can be accessed through

<http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

### 4 Limitations and Restrictions

There are some limitations related to the Unified Customer Interaction Analyzer interoperability in a Cisco Unified Contact Center Enterprise or a Unified Intelligent Contact Management Enterprise Releases 6.0(0), 7.0(0), 7.1(1) environment. They are as follows:

The Call Recording Service will be unable to process CVP, IVR and IP/IVR call recording and events. In these deployments, only the agent portion of the call is available for call recording and analytics.

In a Unified CCE or a Unified ICME environment, internal station to station conversations will not be captured when a call is placed on hold.

In a Unified CCE or a Unified ICME environment deployed with an Outbound Dialer, only the interaction between the Agent and Customer are captured after the agent is connected.

### 5 Compatibility

This current release of the Unified Customer Interaction Analyzer is focused on capturing the Assisted Service portion of the Customer and CSR interactions on Cisco Unified ICME/Unified CCE, version 6, 7 and 7.1 environments. Self-Service or Assisted Service interactions that take place in any version of CVP and IP/IVR are currently not captured and analyzed.

The following shows the deployment compatibility and supportability of the Unified Customer Interaction Analyzer components and their touch points for this release.

Deployment	Call Recording Capture	CTI Event Capture
Single Site IPCC	IP Tap – Ingress Voice Gateway from PSTN	CTI Integration w/CTI Server on Agent PG
Multi-Site IPCC – Centralized Voice Gateways & Centralized Call Processing	IP Tap – Ingress Voice Gateway from PSTN	CTI Integration w/CTI Server on Agent PG
Multi-Site IPCC – Distributed Voice Gateways & Centralized Call Processing	IP Tap – Ingress Voice Gateway from PSTN for each Voice Gateway	CTI Integration w/CTI Server on Agent PG
Multi-Site IPCC – Distributed	IP Tap – Ingress Voice Gateway	CTI Integration w/CTI Server on

Voice Gateways & Distributed Call Processing	from PSTN for each Voice Gateway	Agent PG
Multi-Site IPCC (Parent & Child Model) – Distributed Voice Gateways & Distributed Call Processing	IP Tap – Ingress Voice Gateway from PSTN for each Voice Gateway	CTI Integration w/CTI Server on Agent PG
ICM Deployment	Trunk Tap on the TDM ACD	CTI Integration w/CTI Server on TDM Agent PG

Supportability Matrix															
Agent PG	All-in-One			IPCC System PG			With CCM PG			With Outbound			With Blender		
	CCM PG (CCM PIM)			Generic PG (CCM PIM & VRU PIM)			CCM PG (CCM PIM)			Generic PG (CCM PIM & VRU PIM)			Generic PG (CCM PIM & VRU PIM)		
	VRU PG														
	CTI Server			CTI Server			CTI Server			CTI Server			CTI Server		
	CTI OS			CTI OS			CTI OS			CTI OS			CTI OS		
										MR PG			MR PG		
										Dialer			Blender		
	CAD Services			CAD Services			CAD Services			CAD Services			CAD Services		
IPCC/ICM Version	R6	R7	R7.1	R6	R7	R7.1	R6	R7	R7.1	R6	R7	R7.1	R6	R7	R7.1
System IPCC					Yes	Yes					Yes	Yes		Yes	Yes
IPCC w/IPCC System PG					Yes	Yes					Yes	Yes		Yes	Yes
IPCC w/IPCC Enterprise PG	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes
ICM w/TDM ACD PG	Yes	Yes	Yes		Yes	Yes					Yes	Yes		Yes	Yes
ICM w/IPCC Gateway PG		Yes	Yes		Yes	Yes					Yes	Yes		Yes	Yes

The standalone Cisco Security Agent for Unified ICM and Unified CCE now also supports Unified Customer Interaction Analyzer's Call Recording Server. If you are using ICM-CSA policy version 2.0.2 or older then you need to upgrade your agent to the latest version available on CCO. To read more about how to check the policy version or upgrade the agent refer to the *Cisco Security Agent Installation/Deployment Guide for Cisco ICM Enterprise and Hosted Editions, Release 7.0(0)*.

## 6 Caveats

### 6.1 Known Caveats in this Release

There are no known caveats in this release.

## 7 Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## 7.1 Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## 7.2 Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

## 7.3 Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Cisco will continue to support documentation orders using the Ordering tool:

Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Instructions for ordering documentation using the Ordering tool are at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm)

No registered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

## 7.4 Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

## 8 Product Alerts and Field Notices

Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Product Alert and Cisco Field Notice mechanisms. You can register to receive Product Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest. Log into [www.cisco.com](http://www.cisco.com); then access the tool at <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>.

## 9 Reporting Security Problems

Cisco has partnered with eLoyalty to provide hosting and implementation services, including security and support, for the Unified Customer Interaction Analyzer solution. If you think that you might have identified vulnerability in the Unified Customer Interaction Analyzer product, contact eLoyalty:

Emergencies - Phone Support: 866-337-7040  
Email support: [UCIASupport@eloyalty.com](mailto:UCIASupport@eloyalty.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered non-emergencies.

Non-emergencies - **Phone Support:** 866-337-7040  
**Email support:** [UCIASupport@eloyalty.com](mailto:UCIASupport@eloyalty.com)  
**Online support:** <https://ucia.eloyalty.com>

## 10 Obtaining Technical Assistance

eLoyalty Technical Support provides 24-hour-a-day technical assistance. The eLoyalty Technical Support is available online at <https://ucia.eloyalty.com>. You may use this web portal 24 hours a day to create new service requests and review existing requests. You may also submit them through the email support channel at [UCIAServiceDesk@eloyalty.com](mailto:UCIAServiceDesk@eloyalty.com). These channels are optimal for medium to low severity requests. If you encounter a critical or high service request based on the following service request definitions, then you may call our Technical Support engineers at 866-337-7040. Please take the time to review the problem severities definitions for

self-assessment of your issue and contact us through the appropriate channel for the most efficient and effective support.

## 10.1 Definitions of Service Request Severity

### PROBLEM SEVERITIES DEFINITIONS

Problem severities shall be classified as follows:

**Severity 1(a):** Produces an emergency situation in which the Unified Customer Interaction Analyzer is causing an outage of End User's production network. Cisco End User submitting S1 problems will be contacted by eLoyalty support personnel via e-mail or phone call within one (1) hour of report to eLoyalty.

**Severity 1(b):** Produces an emergency situation in which the Unified Customer Interaction Analyzer is entirely inoperable, fails catastrophically, or a mainline function (i.e. a complete module) of the Unified Customer Interaction Analyzer is inoperative, causing significant impact on business operations of the End User. ("Business operations" refers to the entire business operations of the End User, not only its use of the Unified Customer Interaction Analyzer.) Cisco End User submitting S1 problems will be contacted by eLoyalty support personnel via e-mail or phone call within one (1) hour of report to eLoyalty.

**Severity 2:** Produces a serious situation in which the Unified Customer Interaction Analyzer produces incorrect results or an important function of the Unified Customer Interaction Analyzer is inoperative, causing a major impact on business operations but there are possible workarounds or alternative methods to continue working. Cisco End User submitting S2 problems will be contacted by eLoyalty's support personnel via e-mail or phone call within four (4) hours of report to eLoyalty.

**Severity 3:** Produces a non-critical situation in which the Unified Customer Interaction Analyzer produces incorrect results or a feature of the Unified Customer Interaction Analyzer is inoperative, causing a minor impact on business operations. Cisco End User submitting S3 problems will be contacted by eLoyalty support personnel via e-mail or phone call within one (1) business day of report to eLoyalty.

**Severity 4:** General questions and/or inquiries causing little or no impact on the End User's business operations. Cisco End User submitting S4 problems will be contacted by eLoyalty Support personnel via e-mail or phone call within one (1) calendar week of report to eLoyalty.

"eLoyalty Business Hours" means 8 a.m. to 5p.m., Central Standard Time, Monday through Friday, excluding eLoyalty-observed holidays.

## 10.2 Submitting a Service Request

Using the online eLoyalty Technical Service Request Tool (<https://ucia.loyalty.com>) is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) You may also email your requests in to [UCIAServiceDesk@loyalty.com](mailto:UCIAServiceDesk@loyalty.com) and a request will be created for you.

For S1 or S2 service requests or if you do not have Internet access, contact the eLoyalty Service Desk by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) eLoyalty engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following number:

Toll-free 1 866 337-7040

## 10.3 Cisco.com

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note:** Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the Tools & Resources link under Documentation & Tools. Choose Cisco Product Identification Tool from the Alphabetical Index drop-down list, or click the Cisco Product Identification Tool link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting show command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## 10.4 Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

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