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EXPERT LISTENING

MAXIMUM CALL CENTER COMPLIANCE

LMR UNIFIED COMMUNICATIONS INTEGRATION

DRIVING BUSINESS INTELLIGENCE

ADVANCING PUBLIC SAFETY

Top 7 things to consider when implementing a Unified Communications environment

Unified Communications (UC) environments, unlike the older PBX systems, provide flexibility and produce valuable data that can be tailored to your needs. UC is not a phone system, it is a complete collaboration environment and when properly configured, provides a unique and tailored resource to users.

1

Things to consider when planning an optimized UC environment

- Is this a general purpose phone system or an integrated part of your organizations operating environment?
- Who are the users and administrators? What key role will the system play in their day to day activities?
- What is the environment ? Education, healthcare, finance, government, commerce? Each has a different set of needs.
- Is UC a component of a larger entity such as operations, safety and security, data collection and customer service?
- Ensure that your UC solution can easily adapt and scale to changes in your organization.

2

Implementation

- Are you considering going to a virtualized implementation whether in house or thourgh an external data center? Cistera has deep experience with VMware and HyperV and we can provide helpful guidance in the decision making process.
- Consider analog device support. Your organization may be a hybrid working within both the analog and digital environment and need to ensure your solution can manage that. For example; pagers in schools, use of analog phones.

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3 — What is the value of your call data?

- Consider your requirements for data retention and archiving, methodology for data back-up and retrieval.
- Define your criteria for genuinely improving productivity and efficiency; e.g. reduced wait time, increase call completion, lowered costs, reduced staff time, improved compliance.
- Does compliance require data encryption and who needs to have access to it?
- Is customer experience and CRM integration that includes your call data key to your organization?
- Can you turn voice data into actionable information to run your business?

4 — Location dependencies

- SPAN vs. RMR recording methodology, if you have a single site and all of your phones at that site, use span recording. If you have multiple sites use RMR - remote media recording that takes advantage of built in bridge technology in the phone.
- Do you need to support mobility and mobile devices?

5 — Administration

- Is administration simple and straightforward, does it work with your LDAP services?
- Revision control with Cisco Call Manager - each time you upgrade call manager - Cistera has to put in new versions of software that run in the background like Asterix and Axel – we need to update Cistera, after you've upgraded CCM.

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Reporting and Analytics

- UC analytics output should be flexible and integrate with other analytics systems such as Microsoft Power BI.
- Invest in tools that integrate with your curent analytics tools or widely used tools such as Microsoft Power BI.
- Ensure that report retrieval is straight forward and provides a full snapshot of the UC environment with detailed filters for specific information.

7

Compliance

- Ensure that your solution meets your compliance requirements – HIPPA, PCI, Treasury, protecting your organization and your customers sensitive data.
- Your data can be sanitized using AI solutions such as IBM Watson. Ask us for more details.

We empower organizations to *listen* more effectively, delivering deep business insights

for enhancing customer experiences, increasing revenue, team training, optimizing compliance and safety.

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