

# Consilium UniCAMPAIGN™ OUTBOUND CAMPAIGN MANAGER

Discovery Guide for Cisco Unified Contact Enterprise (UCCX) through Cisco SolutionsPlus Program

Overview

The purpose of this discovery guide is to capture and analyze customer requirements for the Consilium/Cisco combined offer to help ensure a smooth and comprehensive implementation.

The document consists of the following sections:

* Consilium UniCampaign™ Outbound Campaign Manager – CCX Edition Discovery Questions

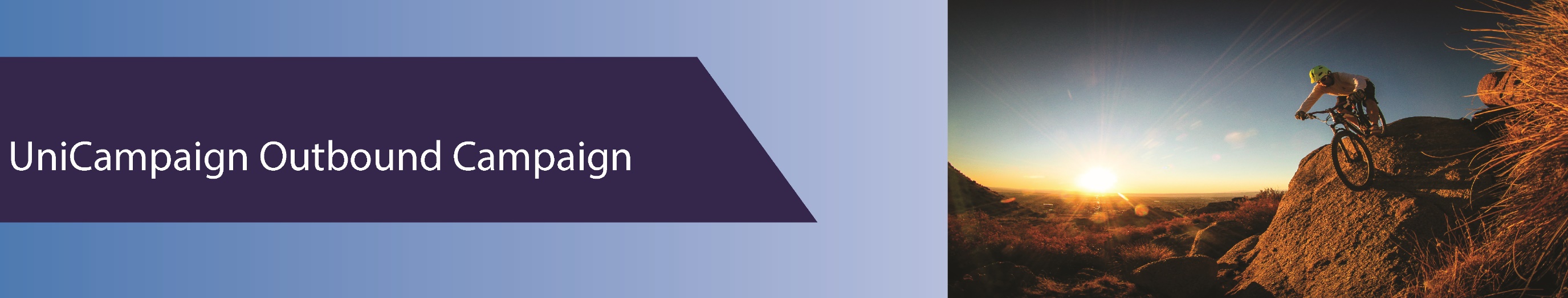
Please email the completed questionnaire to: [splus-support@consiliuminc.com](mailto:splus-support@consiliuminc.com)

Customer Info

Customer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

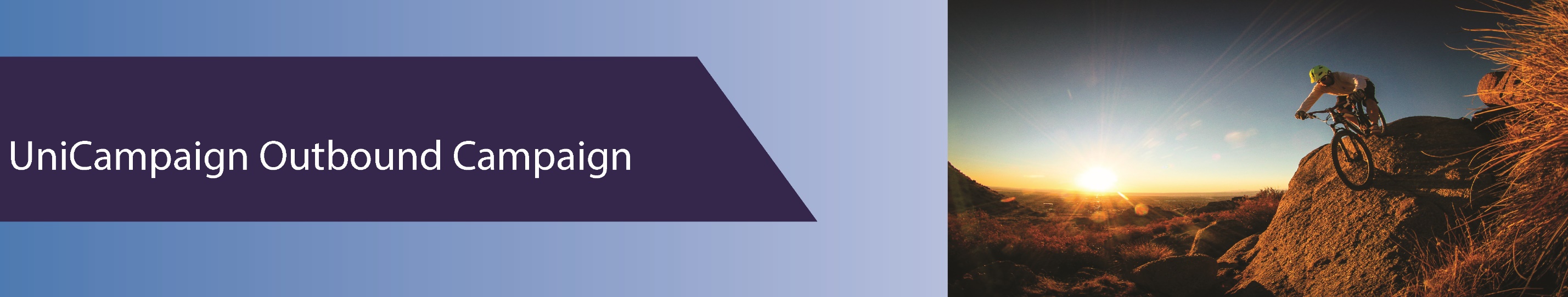
Customer Email id: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



# Consilium UniCAMPAIGN™ – ccX edition dsicovery questionNaire

|  |  |
| --- | --- |
| **Consilium UniCampaign - UCCX** | |
| What is the current version of Cisco Unified CCX dialler? |  |
| Please state the total number of outbound agents configured in the system? |  |
| How many valid dialler ports licenses purchased? (Please provide screen shot of the license page). |  |
| Do you have any desired list management or campaign management features? |  |
| Please explain the current outbound calling process. (provide an example with a description of the flow). |  |
| What are the Wrap up codes and / or any custom disposition codes configured in the system currently? |  |
| Do you have any retry policy based on Call Result / Call disposition? |  |
| Are you currently using any 3rd party outbound campaign management solution or only using ICM campaign management feature? |  |
| What are the expected source of outbound calling list? (eg: static calling list in the form of a .txt /.csv file or dynamic integration with backend CRM / DB) |  |
| Are you using any CRM or Database and desire to integrate that with Campaign Management solution for Outbound Agents? |  |
| **Omnichannel Questionnaire:** | |
| Do you want to run any Email or SMS campaigns? If yes, prerequisites for email and SMS campaign configuration and integration with Email / SMS GW will be shared later with you. |  |



About Consilium

Consilium conceives, develops, and delivers enterprise software for unified communications (UC) and contact centers. Our software adds CRM integration, service automation and insight to Cisco, Microsoft and leading UC vendors.  Consilium UniCloud™, UniAgent™, UniCampaign™ and UniDashboard™ products enhance the performance and productivity levels of enterprise customers and service providers.  Our solutions are used by more than 300 companies, banks, telcos, and governments in six continents, and have been certified by Cisco and Salesforce. Consilium Software is headquartered in Singapore, with software development and engineering labs in India, and subsidiaries and branch offices in Malaysia (Kuala Lumpur), Taiwan (Taipei City), Thailand (Bangkok), Australia (Melbourne) and Canada (Toronto.)

If you require any assistance, please reach out to us at [splus-support@consiliuminc.com](mailto:splus-support@consiliuminc.com)

