

PRODUCT SHEET

Cisco Finesse Unified Mobile Agent
by NovelVox

Cisco Finesse Unified Mobile Agent by NovelVox

True integrated contact center experience on mobile

Take your customer service network beyond the contact center floor to the field agents with advanced and integrated NovelVox Unified Mobile Agent for Cisco Finesse contact centers. With added flexibility, NovelVox Mobile Agent App enables field agents to handle calls on their mobile/tablets while accessing all customer information, to provide quality customer experience on the go.



Access experts
at any location



Secure encrypted
connection



Add agents when
demand surges



Low-cost
implementation

Business Benefits

The Cisco Finesse Mobile Agent App works as an extension to your contact center. Integrate Cisco mobile app to your industry-specific applications and get optimized mobile app interface as per the business needs. It will ensure quality agent experience regardless of the agent's location.

Agents get access to all the back-end integrations for a complete single-screen view of the customer journey. During seasonal highs, add more agents (temporary) to cater the sudden demand surges; it will enable agents to provide quality customer experience without additional infrastructure cost.

Rapid Deployment

Optimize your mobile agent app performance using NovelVox Drag and Drop designer tool that offers quick & easy modification. Mobile agent app is compatible with Cisco UCCE, UCCX, and PCCE (both bridged and nailed connection), and comes with the most competitive pricing model for low-cost implementation.

KEY FACTS

Product Name

Cisco Finesse Unified Mobile Agent by NovelVox

Version

2.0
May 2019

Compatibility

Cisco UCCE/X
Cisco PCCE

Key Benefits

Cisco Finesse Unified Mobile Agent App integrates with third-party applications such as CRM, ticketing, Middleware, etc. Design your own user interface in the app as per the business needs.

Deployment Size

From 10 seats to Enterprise

Available for

Android 5 or above
iOS 9 or above

LICENSE MODEL

Per seat perpetual plus AMC

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FURTHER INFO

Advanced Features

- ✓ Agent Statistics
- ✓ Alerts
- ✓ Call tagging
- ✓ Reports
- ✓ Call follow-up
- ✓ Call wrap-up

ABOUT NOVELVOX

The Contact Center Software Innovators

Established in 2008, NovelVox is a leader in contact center software development. NovelVox solutions are used globally, across multiple industries.

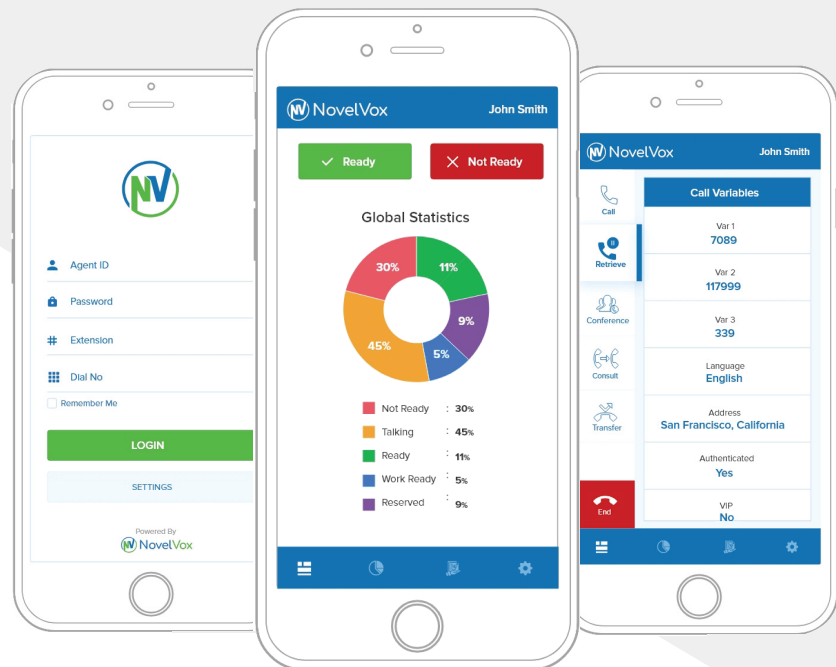
Contact Us

info@novelvox.com
www.novelvox.com

Advanced Features

The app comes with dynamic features which includes a call control gadget, agent statistics, call statistics, alerts/notifications, call wrap and tagging, call follow up, reports, and many more. It can be connected via internet or VPN.

Screenshots



3rd Party Application Integration

Cisco Finesse Unified Mobile Agent integrates with any 3rd party application, CRM, ticketing system, middleware, WFM, ERP, databases, legacy system or homegrown applications using technologies such as Java, SOAP/XML, REST, SQL, JavaScript, .Net or any open API framework.

Professional Services & Support

The NovelVox professional services team is at your disposal for rapid client assistance. With 24/7 support, our team of 150+ strong software development professionals are always ready to help.