Cisco UCCE Connector

What is Cisco UCCE/PCCE?

Cisco Unified Contact Center Enterprise helps you deliver proactive and personalized customer experiences for contact centers.

How Does UCCE/PCCE with BOTTER Work?

Cisco UCCE is integrated with BOTTER through 2 ways:

- **Task Routing**

> ⓘ Comes with in-house developed gadget by **BOTTER** that supports all media types

- **ECE (Enterprise Chat and Email)**

> ⓘ This gadget is provided by Cisco

Supported Features

Cisco UCCE/PCCE Supported Features		
Builder Cards	Task Routing	ECE
Chat History Transfer	Yes	Yes
Agent Interface Gadget	BOTTER Customized Finesse Gadget	Finesse ECE gadget
Required Components	SocialMiner	ECE
Supported Media Types	All	All
Chat Engine	Provided By BOTTER	Provided By Cisco
Quick Links and Responses	Yes	Yes
Adding Chat Variable	No	Yes
CUIC Integration "Reports"	Yes	Yes
Transfer To another Agent	Yes	Yes

Integration Architecture using Task Routing

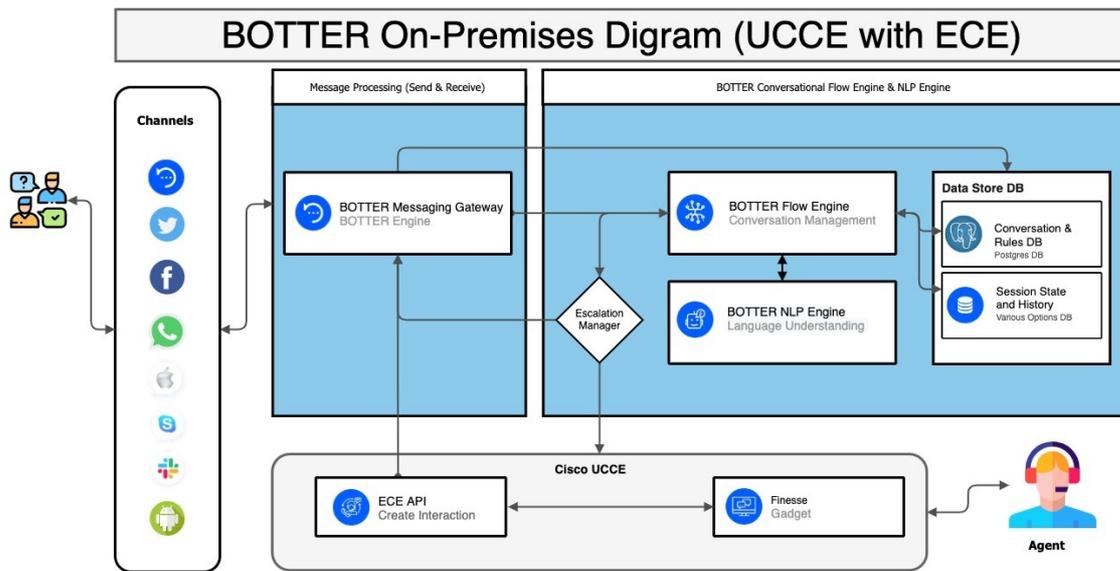BOTTER On-Premises Digram (UCCE with Task Routing)
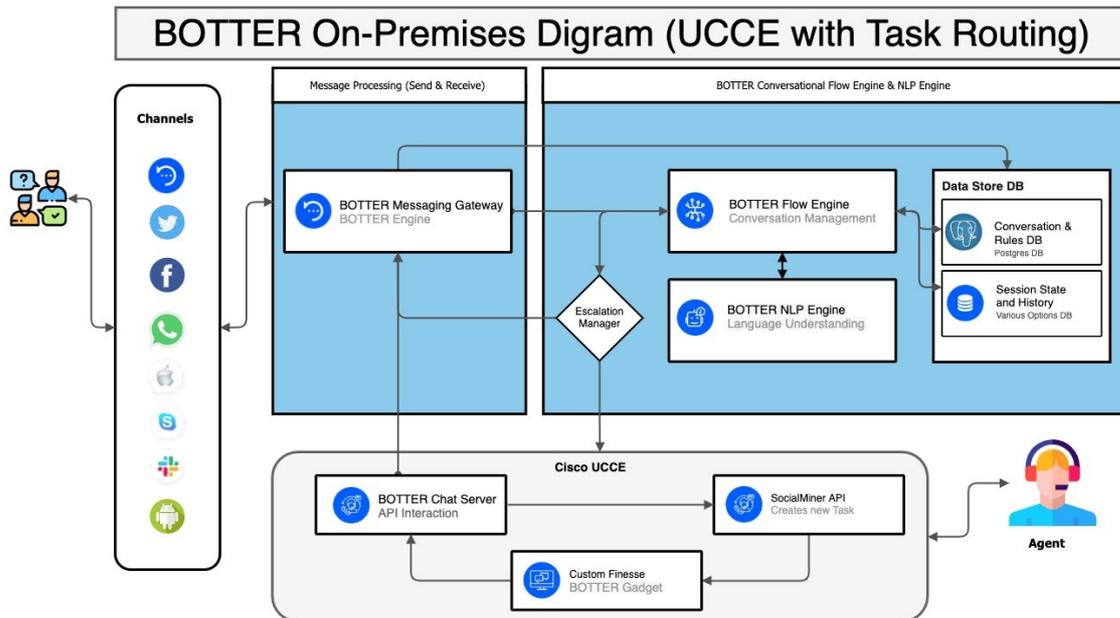
Integration of **UCCE/PCCE** with Task Routing enables **UCCE/PCCE** agents to handle the chat request from BOTTER as the below flow:

- Customers send messages using one of the **BOTTER** supported channels.
- Messages go through **Web-hooks** to **Messaging Gateway** which enables sending and receiving messages between channels and contact centers.
- **BOTTER** hands over the message to **Conversational Flow Engine** to perform the following actions:
  - Understand the message using **NLP Engine** Or **BOTTER Conversational Flow Module**
  - Get the prebuilt responses or prebuilt set of actions from **Conversational Flow Engine**
- If the action is to **escalate** the conversation to a real agent, the below scenario is performed:
  - **BOTTER** creates and inserts an interaction request using SocialMiner API
  - Agent gets this interaction using **BOTTER Gadget** within "Finesse"
  - Agent will have the ability to answer the chat request and send it back to the customer
  - **BOTTER** chat server will respond back to the **Messaging Gateway,** thus **BOTTER** sends the interaction back to the supported channel
- If the action is **"No Escalation"**, the following will take place:
  - **NLP Engine** sends the response back to **Messaging Gateway** and to the channel that the customer is using.

Integration Architecture using ECE

Integration of **UCCE/PCCE** with **ECE** is another way that enables **UCCE/PCCE** agents to handle the chat request from BOTTER as the below flow:

1. Customers send messages using one of **BOTTER** supported channels.
2. Messages go through **Web-hooks** to **Messaging Gateway** that enable sending and receiving messages between channels and contact centers.
3. **BOTTER** hands the message over to **Conversational Flow Engine** to perform the following actions:
   - Understand the message using **NLP Engine** Or **WordSpotting Module**
   - Get the prebuilt responses or action from **Conversational Flow Engine**
4. If the action is to **escalate** the conversation to a real agent the below scenario is performed:
   - **BOTTER** creates and inserts an interaction request using **ECE API**
   - Agent gets this interaction using Finesse Gadget
   - Agent will have the ability to answer the chat request and send it back to the customer
5. If the action is to respond **"No Escalation"**, the below flow will take place:
   a. BOTTER NLP Engine sends the response back to **Messaging Gateway** and to the channel that the customer is using.