

Comparing eLoyalty Experience Cloud Contact Center Solution and Cisco[®] Unified Contact Center Express

Enterprise-Grade Contact Center Solutions for Mid-Sized Businesses

Built on Cisco's proven carrier-grade technology, eLoyalty Experience is perfect for mid-sized businesses seeking an uncomplicated cloud contact center solution.

Premise and Cloud Options

Do you need a capability-rich, mid-market-focused contact center solution installed on your premises? Cisco's Unified Contact Center Express (UCCX) delivers a highly secure, available, virtual and sophisticated premises-based interaction management solution. This integrated, comprehensive contact center solution is designed to be deployed in data centers for mid-market contact centers as well as enterprise branches and corporate departments.

Or are you ready to take your mid-market contact center to the next level with enterprise class capabilities and all the benefits of cloud delivery? The eLoyalty Experience and Experience+ cloud contact center solutions deliver a secure, highly reliable and rich set of capabilities previously only available to the largest and most sophisticated contact centers. Built on Cisco's enterprise grade Hosted Collaboration Solution for Contact Center platform, this simple and affordable alternative solution leverages eLoyalty's hallmark enterprise class technological and operational expertise.

eLoyalty Experience and Experience+ allow you to take advantage of the efficiencies of cost, implementation, management and scalability, all made possible by a cloud contact center platform. With a key set of features and security coming standard, Experience cloud contact center solution may be quickly implemented to enable more effective customer interactions.

Experience and Unified CCX Feature Comparisons

As shown below in the high-level feature comparison between Cisco's UCCX and eLoyalty Experience cloud contact center solutions, the Experience cloud solution offers a superior feature set and fast customer provisioning along with all the benefits of a fully managed, high availability, future-proof cloud service.

Experience
and
UCCX offer
market-leading
feature sets

Capability	UCCX Enhanced	UCCX Premium	eLoyalty Experience	eLoyalty Experience+
Inbound & Outbound Voice	✓	✓	✓	✓
High Availability	○	○	✓	✓
Email, Chat		✓	✓	✓
IVR Menuing	✓	✓	✓	✓
Audio Conferencing	✓	✓	✓	✓
Compliance Audio Recording	○	○	✓	✓
Outbound Dialing		✓	✓	✓
Post Call Survey	✓	✓	✓	✓
Reporting & Live Dashboards	✓	✓	✓	✓
HA Cloud Solution			✓	✓
Web-based Portal	✓	✓	✓	✓
Mobile Portal			✓	✓
Voice & Screen Recording*	○	○		✓
Quality Management	○	○		✓
Advanced IVR**		✓		✓
Speech IVR	○	○		○
Campaign Management				✓
Advanced Reporting		✓		✓
Advanced Post Call Survey				✓
WFM	○	○		○
SFDC Integration	○	○		○
Scheduled Callbacks		✓		○
Social		✓		○

○: Optional feature available.

Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions. For more information about **Experience**, visit eloyalty.com/midsize.

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