servicenow

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Cisco UCCX/UCCE Integration With ServiceNow

- Unified Contact Center Express
- Unified Contact Center Enterprise
- Packaged Contact Center Enterprise
- Agent Login & Other State Control
- Display of Current Agent State in Real Time
- All Call Variables value collected by CVP/IP-IVR
- ServiceNow CRM Screen-pop based on customer request (i.e. based on Account No., Policy No. or Mobile No.)
- After Call record (Task, Account, Contact, Leads etc.) can be created as per customer requirement in Salesforce
- Call Controls features like Click-To-Call, Answer, Hang-up, Hold/Resume, Transfer, Conference etc.

ServiceNow on Cloud

HTTPS

HTTP/HTTPS

Cisco API

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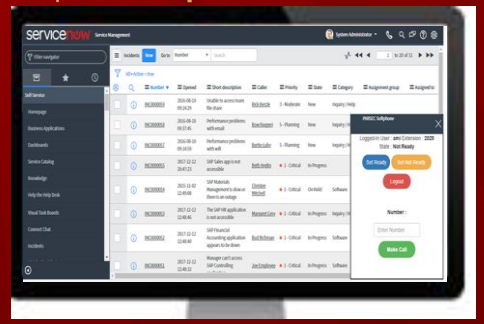
MARS ServiceNow UCCX/UCCE Connector

SIP/SCCP



Contact Center Agent with ServiceNow

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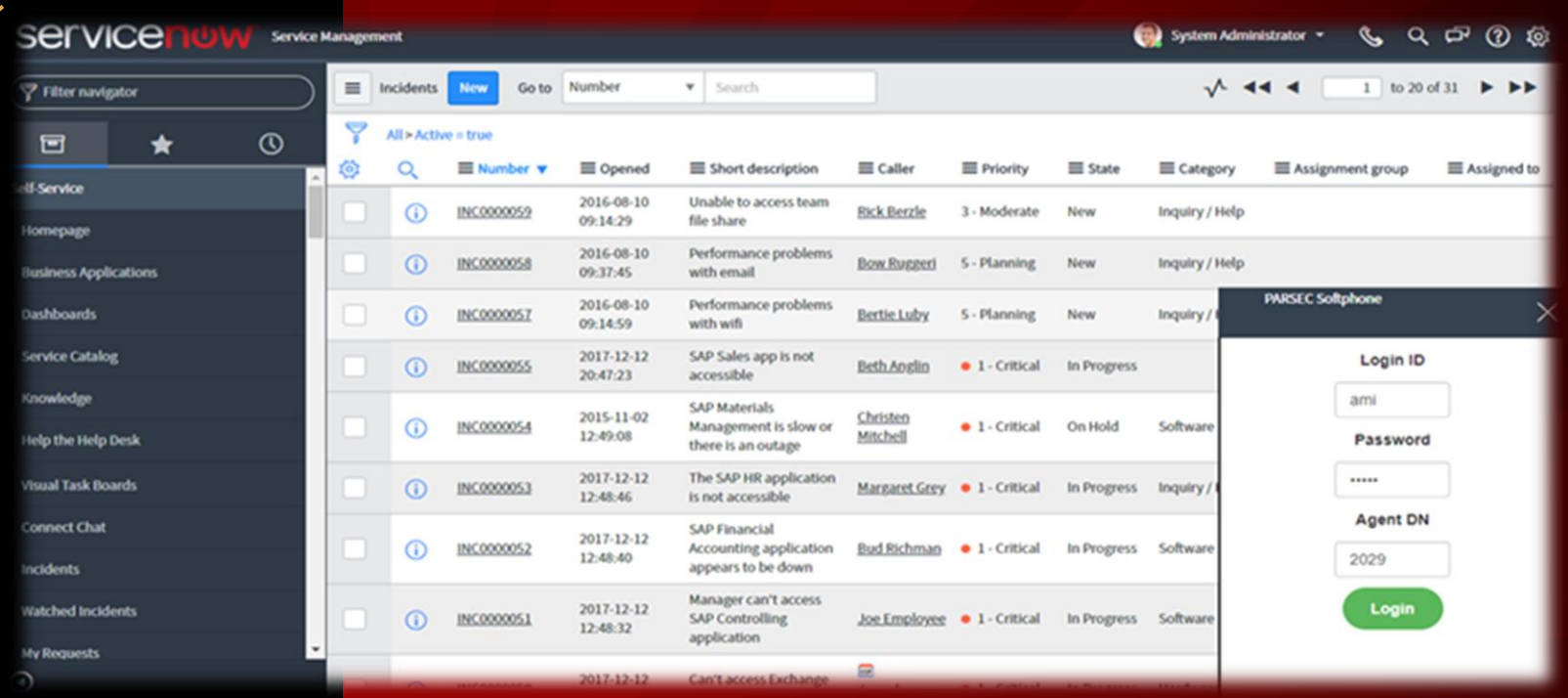
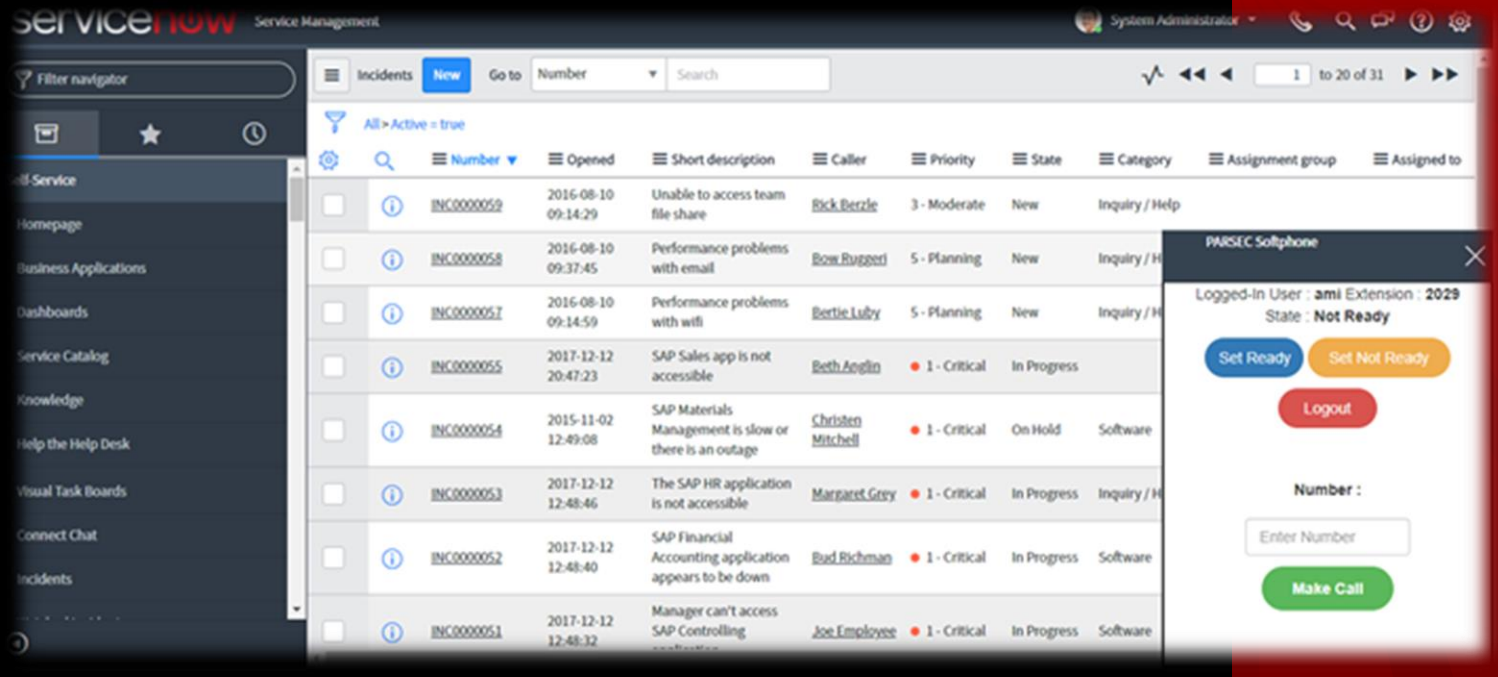
- After Login, Agent Current State will be “Not Ready”
- Agent can set their state with Reason Code
- If there is any state change on Finesse that will reflected on ServiceNow
- Agent logged-in duration





After Login

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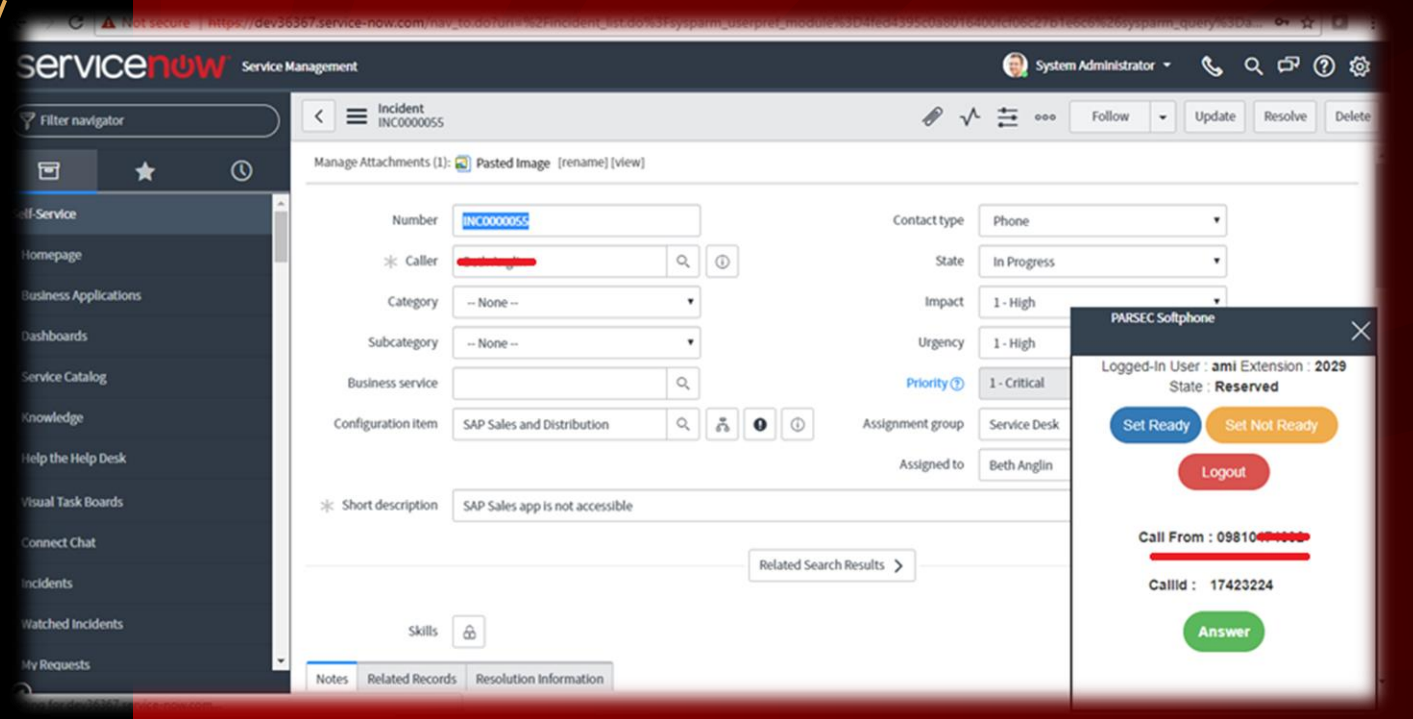
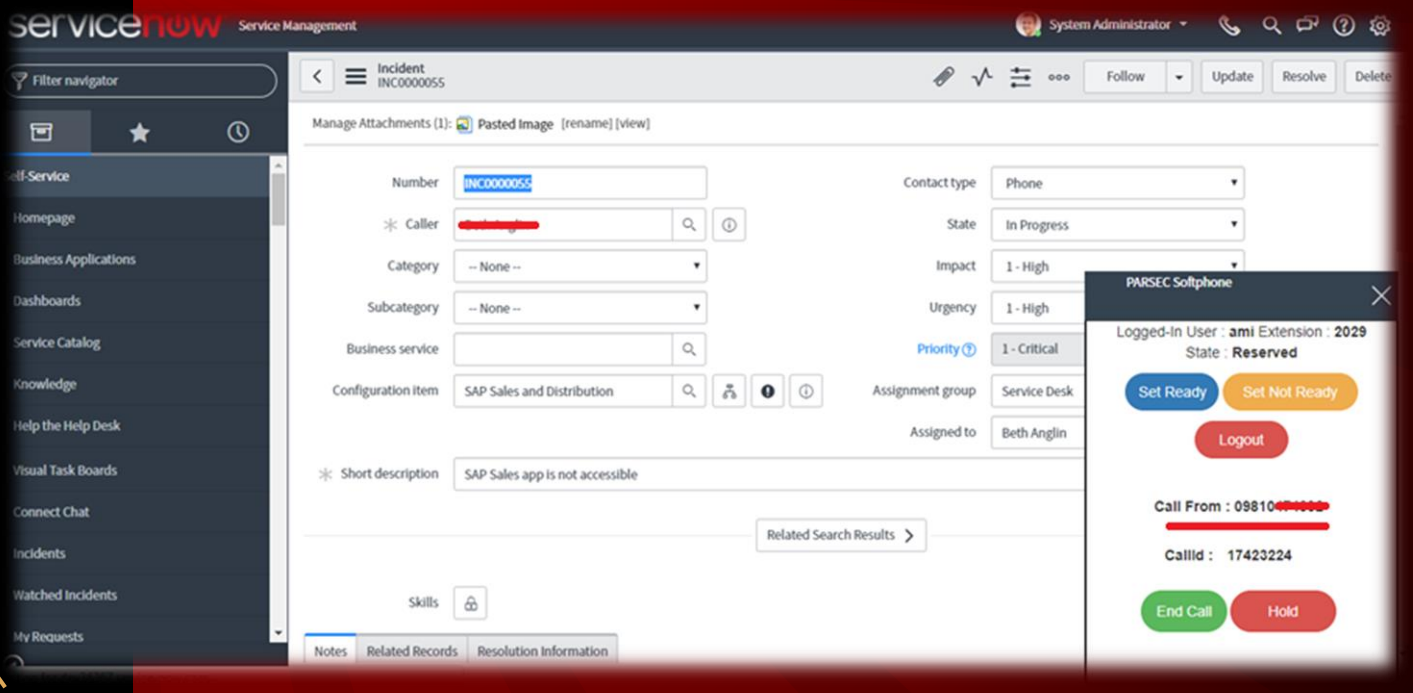
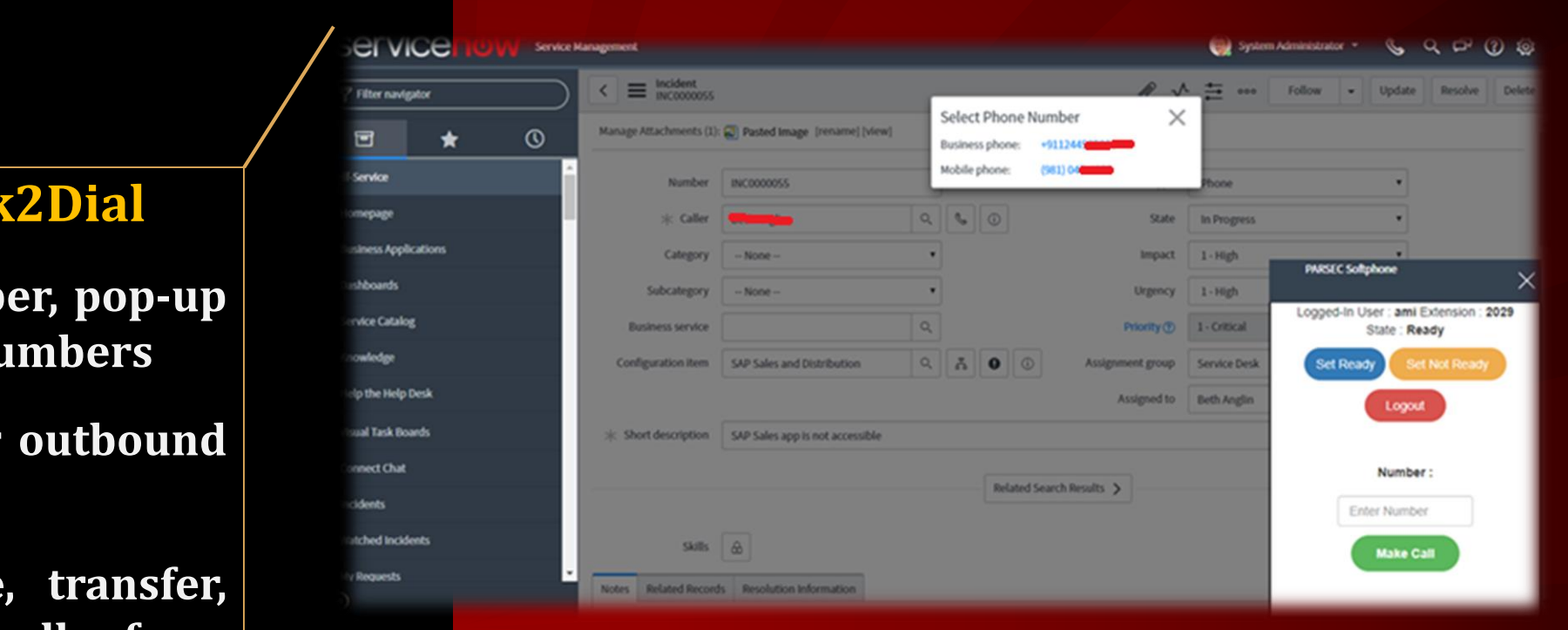
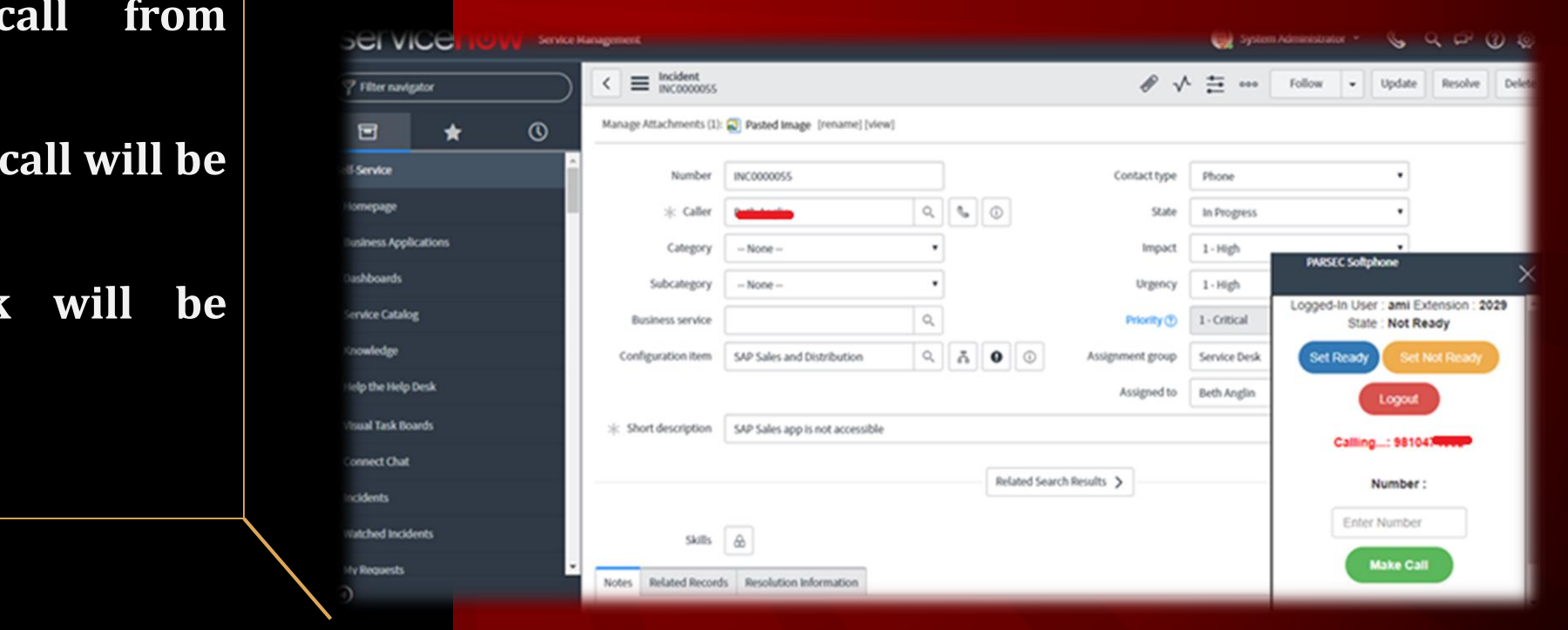
➢Screen-pop On Inbound Call

- ➢On Inbound Call, requested incident will be opened automatically
- ➢Agent can answer call from ServiceNow screen
- ➢Hold/Resume & disconnect call
- ➢Call duration
- ➢All CVP/IP-IVR collected data in ServiceNow
- ➢Transfer, Conference and other customer requested features
- ➢After call, activity/task will be created in ServiceNow. Additional data can be stored as per customer requirements





➢Outbound call – Clickk2Dial

- ➢In case of multiple number, pop-up will show customer's all numbers
- ➢On clicking any number outbound call will be initiated
- ➢Agent can hold/resume, transfer, conference outbound call from ServiceNow screen
- ➢In case of single number, call will be initiated in one click
- ➢After call, activity/task will be created in ServiceNow.