Cisco Social Miner
Integration Services

1) **Cisco SocialMiner integration**
   - ✓ A customized, user friendly and aesthetic chat interface as per organization requirement in place of the default Cisco SocialMiner chat interface
   - ✓ Chat Transcript download at the end of chat for customer
   - ✓ "Rate the chat" survey function or a link to another survey-form to rate the experience for the client
   - ✓ Chat support for android & iOS based mobile devices
   - ✓ Option to display a random generated Agent name to customer in the chat window in place of the actual Finesse agent name
   - ✓ Auto archive/download Chat Transcript (chats between customer and agent)
   - ✓ MIS Reports Cisco SocialMiner voice call Integration for Cisco UCCE Enable your website to allow your customer to request a voice call back from an agent

2) **Cisco Context Service Integration**
   - ✓ Enhance your customer experience by integrating your Cisco Contact Center solution with Cisco Context Service