

# Cisco UCCX to Cloud Readiness



## Scope

Migrate existing on prem UCCX platform to Webex Contact Center Cloud so the business can take advantage of a flexible contact center platform that is enterprise-grade, out-of-the-box ready and completely customisable.

The initial assessment will determine feature compatibility. This would uncover whether the rest of engagement can proceed if there are no red flags per the customer.

## Benefits/Outcomes

Help agents better engage with customers using a modular agent desktop that provides better customer interaction and satisfaction. Service outages are kept to a minimum as everything is in the build in the Cloud so businesses are not relying on UCCX's active/ active redundancy models but rather the Clouds availability.

## Assumptions

- Customer will provide Tesrex consultants with unmetered and unrestricted administrative access
- Customer will provide all existing documentation pertaining to the platform
- Customer will agree change windows with Tesrex consultants and be responsible for all change control approvals
- Customer will assist with necessary connection, service accessibility and any other deemed necessary testing
- Each change window cannot exceed a maximum of 8 hours
- All work will be delivered remotely, unless there is a absolute necessity which may jeopardise the success of the project
- The Webex Contact Center cloud will be configured AS-IS; this means no change in the UCCX's existing configuration will be made unless agreed upon to further advance the projects intended requirement.
- No additional feature sets will be enabled or disabled unless agreed by the customer.
- 3rd party integrations are not included

## Deliverables

- Initiate Kick-off meeting with customer to understand the UCCX environment, use cases and expectations of the Webex Contact Centre cloud.
- Perform an assessment of UCCX to identify any existing configurations, workflows, scripts, queue's, Finesse Agent dashboard requirements etc so we can uncover any dependencies that may hinder the migration process.
- Share findings and dependencies to determine Go or No-Go status.
- Perform platform configurations on the Webex Cloud that represent the existing UCCX Scripts, Call Flows and Desktop Agent experience.
- Configure any PSTN Requirements that support Call Termination into the Cloud.
- Complete configuration in a maximum 14 working days with the least amount of disruption.

## Cost

Review & Compatibility check: £1,600

Migration to Webex Cloud: £6,400

## ► Get an email quote

If you are interested in our Cisco UCCX to Cloud Readiness service, please don't hesitate to let us know. You can either request an email quote that is personalised to what you need, or you can arrange a call with a member of our team. Please choose an option below:

Email quote

Arrange call

## ► About Tesrex

We're a team of Cisco specialised IT consultants and solution providers based in London. Our goal is to accelerate the adoption of next-generation technologies in the organisations we work with. Everything we do at Tesrex comes down to our ethos; Design. Deliver. Nurture. This core ethos shapes every experience our clients have while working with us.

As a company, our roots first sprouted in San Francisco, USA before we started working in the UK in 2016. Since then we have built a highly-skilled team with diverse knowledge so we can efficiently solve any challenge a customer presents to us and exceed expectations.

Want to talk? Reach out!

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