



Mobile Agent App Data Sheet

Comstice Mobile Agent App is a Cisco Finesse client for Cisco UCCE/PCCE and UCCX



Mobile Agent App Benefits

Contact Center Agent without Desktop PC

Comstice Mobile Agent App is a Cisco Finesse client on iPhone and Android. It helps agents that have no access to Desktop PCs to login as an agent and receive customer calls through their mobile device.

No Additional Server Required (Both for UCCE and UCCX)

Comstice Mobile Agent App communicates directly with Cisco Finesse server, there is no additional server required. Using a mobile VPN client or Network Address Translation to Finesse, agent app can communicate with Cisco Finesse directly. VPN is not mandatory.

Access to Customer CRM Data

Using the built-in mobile browser, agent can access to the CRM or ticket details of the calling customer and update the customer data. Comstice Mobile Agent App can integrate with any web-based CRM platform such as Salesforce, ZenDesk and display customer data.

Barcode Reader and Signature Pad

Comstice Mobile Agent App also includes a Signature Pad and Barcode scanner. The signature collected or the scanned barcode information can be linked with the customer ticket or their CRM profile.

Agent Selection based on Geolocation

Geolocations of mobile agent app users can be monitored centrally using Comstice Location Server hosted in your network. Once calling party's geolocation is identified either using speech recognition or a front desk agent, the call can be routed automatically by Cisco UCCE to the nearest agent available.

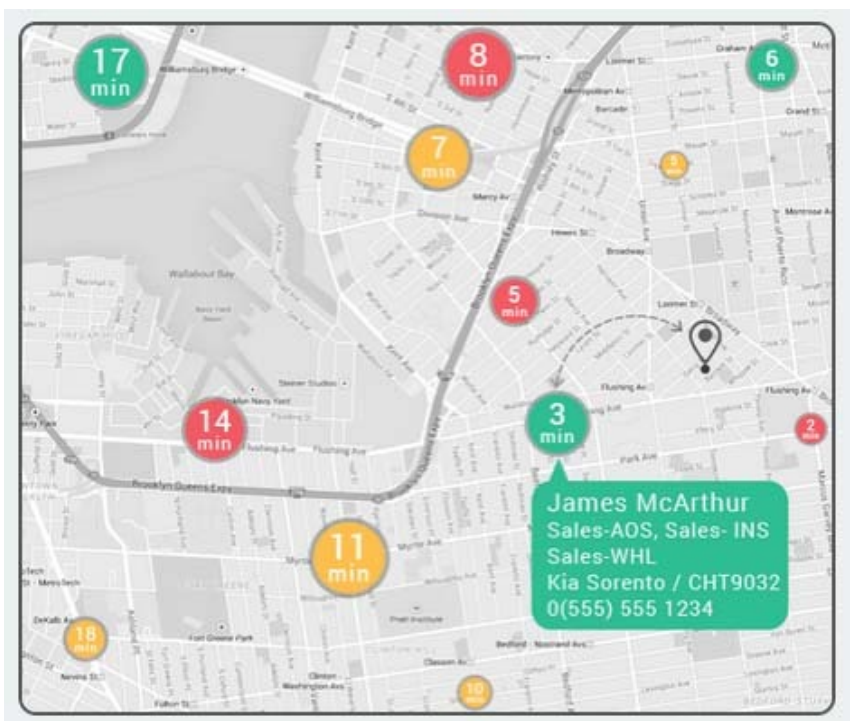
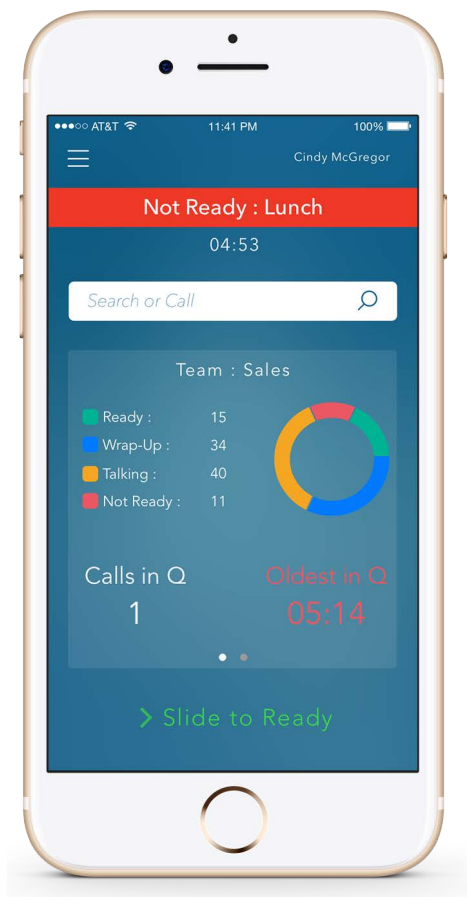
Mobile Agent App Use Cases

Use cases for

Cisco UCCE, PCCE and UCCX

In Cisco UCCE, Comstice Mobile Agent App works in a call-by-call mode so that agent can login and retrieve customer calls through their mobile phone line.

- Home-based agents
- On-call Medical nurses, service technicians
- Insurance Brokers, Real-Estate Agents
- Seasonal, temporary staff
- Remote workers without any physical hard phone.
- Field personnel to service customer inquiries.



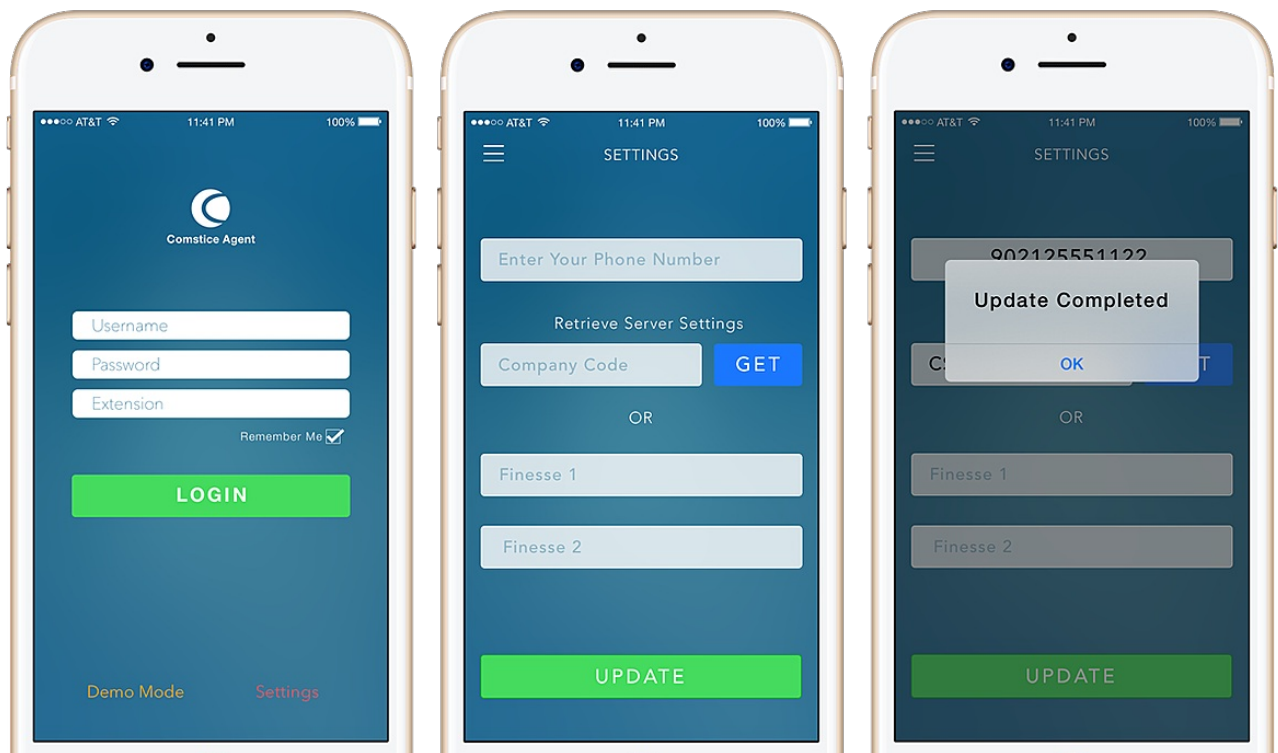
How It Works

1. Download Comstice Mobile Agent App

Comstice Mobile Agent App is available in AppStore and Google Play. You can download it free and run it in demo mode as well.

2. Retrieve Cisco Finesse settings

Using the company code provided by Comstice, agent can retrieve the necessary configuration so that mobile app can point to the correct Cisco Finesse server.



3. Login to Cisco UCCE or UCCX as an agent

User logs in using normal Cisco Agent credentials.

How to Use

4. Go to Ready state

Agent slides the screen and goes to Ready state and becomes available for customer calls.



5. Receive customer calls

In case of UCCE, customer call arrives to agent's cell line. If UCCX is used, Jabber Iphone or a physical IP Phone is used.

6. Hold, Transfer or Conference the call

Agent can hold, transfer and conference the call with others.

App Features

7. Update Call Variables

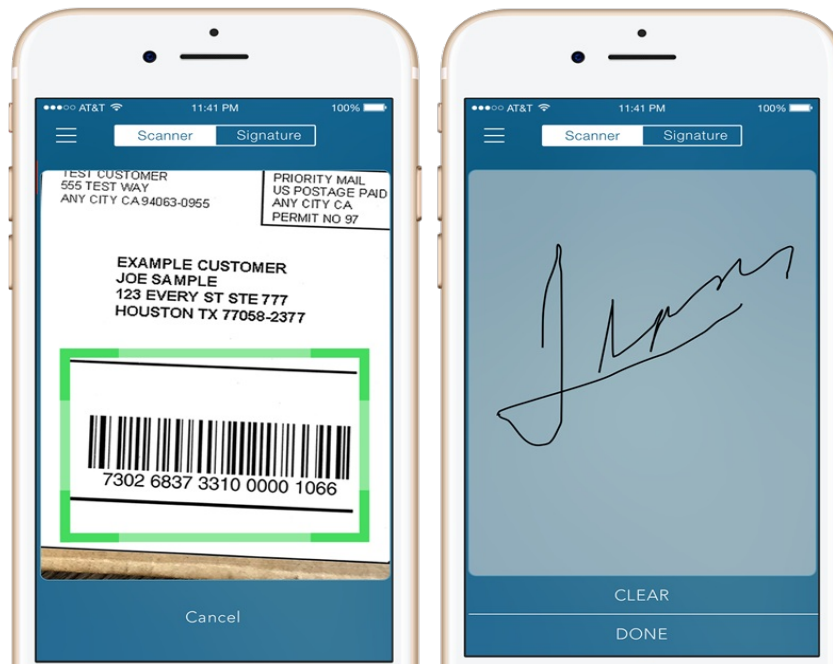
Agent can also update call variables for better reporting and before transferring the call to another queue.

8. Update Customer CRM Data

Using the built-in browser, agent can access customer's details and update accordingly.

9. Barcode Reader and Signature Pad

After finalising the service, agent can also collect barcode or signature information and attach them to the ticket.



Agent and Customer Geolocation

If the calling customer's geolocation directions are available as latitude and longitude, Mobile Agent App user can launch the built-in map function towards the customer.

It is also possible to monitor agent locations using the optional Comstice Location Server and route the call to the nearest agent.



Request Trial License

You can fill out the form to request trial license for your Cisco Contact Center environment.

[CLICK HERE TO REQUEST TRIAL](#)

