



Cisco Contact Center Enterprise

Review From A Customer



Cisco Contact Center Enterprise

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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Sr. Cisco Collaboration Presales Engineer at a tech services company with 51-200 employees

it_user375858

VALUABLE FEATURES

Usability Ease of integration Security Perfection Documentation

ROOM FOR IMPROVEMENT

Some usability issues need to be improved.

USE OF SOLUTION

I've used it for three years.

DEPLOYMENT ISSUES

There were no issues with the deployment.

STABILITY ISSUES

This is the stand-out point with Cisco CC. It's very stable.

SCALABILITY ISSUES

Cisco provides cost effective options for migration from Express to Enterprise CC suites.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 8/10 Technical Support: 9/10

PREVIOUS SOLUTIONS

No other solution was used.



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INITIAL SETUP

It's easy if you follow the documentation.

IMPLEMENTATION TEAM

We did it in-house.

ROI

It's satisfactory.

PRICING, SETUP COST AND LICENSING

It's fairly costly but it's worth it.

OTHER SOLUTIONS CONSIDERED

Avaya Genesys CC

OTHER ADVICE

Read the documentation which Cisco has provided.

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