

# Cicero – Providing Flexible Desktop Integration and Automation Solutions

As organizations grow and expand, it's sometimes necessary to add disparate systems and applications to maintain operations. How can enterprises cost-effectively integrate business applications that would not normally work together? How can they automate tasks such as copying and pasting data across applications?

Cicero software – from Gold-level Avaya DevConnect member Cicero Inc. – integrates different applications regardless of their platform, and automates workflow without the need for additional complex code. It extends the functionality of Avaya Communication Manager and Avaya IP Agent, providing desktop integration to application platforms including web and legacy such as character-based systems, CRM, web services, Java, and Microsoft Windows.

- **Communication Manager** is an open, scalable, and highly reliable telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices.
- **IP Agent** is a desktop software application built specifically to meet contact center needs, allowing agents to effectively manage both communications and tasks.

Whether applications run on the server or the desktop, Cicero provides the

flexibility for an organization to decide where, when and how application integration occurs. Cicero can be used to capture data from one application and initiate another processing event in a different application. The software can also be configured to create a composite application, simplifying complex workflows and helping reduce agent training time.

Cicero is a powerful, extensible integration tool for new and legacy environments, virtually eliminating the technical complexities of traditional application integration. It removes the need for writing new code or making invasive code modifications with its open architecture.

## Features

Cicero streamlines business process, sharing data between applications and navigating agents through required screens based on specific services. It allows contact center managers to identify additional workflows for simplification through automation and implement business logic for procedural accuracy. Other features include:

- **Visual Integration** – Automate processes using existing applications on an agent's desktop without changing the look and feel; create a custom graphical user interface; or create a composite application, toolbar or dashboard
- **Single Customer View** – Unify only required information from one or more applications in a single view to create a true 360 degree customer view
- **Call Insight** – Capture how agents use the integrated desktop by collecting



data on agent navigation and entered information to better understand call activities and improve customer service

- **Single Sign-on** – Manage agent logins with a central location to modify credentials
- **User and Application Management** – Monitor and respond immediately to automatically log a user back into an application or restart an application without agent interruption
- **Roles** – Create separate user roles based on business function, specifying a unique desktop with appropriate integrated applications and workflow for each user to perform their work

## Benefits

Implementing Cicero into an existing contact center environment can help deliver:

- **Greater customer service effectiveness** with improved application integration, better data quality, improved agent responsiveness and faster access to customer information during the call-adaptive, incremental CRM without the high cost or complexities of packaged solutions
- **Better operating efficiency** by allowing faster service times with significant reductions in errors and rework, shorter call durations and more complete channel integration

- **Higher customer retention** through more efficient call routing, better alignment of agent skills to customer demand and real done-in-one service, helping improve customer satisfaction, loyalty and retention
- **Higher productivity** with an easier to use, more effective interface, lower training costs, job stress and turnover, greater job diversity and satisfaction, and higher agent job performance in all key metrics
- **Business agility** through a more efficient IT portfolio, greater agent flexibility, easier resource scheduling, staffing and management, and faster deployment of new technologies and business solutions

## System Requirements

Cicero requires each workstation to include:

- Processor: Intel Pentium 1GHz minimum
- RAM: 512Mb minimum; 1Gb for Microsoft Windows Vista
- Disk Space: 75Mb minimum available
- Operating System: Windows XP Professional with Service Pack 2 or later; or Windows Vista
- Browser: Windows Internet Explorer 6 or later

## ABOUT DEVCONNECT

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit [www.avaya.com/devconnect](http://www.avaya.com/devconnect).

## Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or visit “Do Your Research” at [www.avaya.com](http://www.avaya.com).

## ABOUT CICERO

Cicero Inc. provides a unique approach to unifying desktop applications designed to address the specific business process needs for Global Fortune 500 and other companies and government organizations. The Cicero Platform is the original, patented desktop integration solution that streamlines business processes by automating applications and supporting Service Oriented Architectures, enhancing functionality of existing technology, increasing efficiency and effectiveness and improving customer satisfaction. Enterprise clients create and deploy fully integrated solutions within weeks and typically achieve a return on their investment within months.

Cicero is headquartered in Cary, North Carolina. For more information, visit [www.ciceroinc.com](http://www.ciceroinc.com).

## ABOUT AVAYA

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

For more information please visit [www.avaya.com](http://www.avaya.com).