



PRODUCT LIST

Skill Matrix



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Expertise Delivered

Implementation Services	Integration
Implementation of Webex Contact Center (WxCC) and Webex Calling solutions	CRM Integrations (e.g., Dynamics, Zendesk)
Entry Points, Queues, Flow Control, Business Hours, Prompt Management, Wrap-Up Reasons	Salesforce Adapter for WxCC
User Management (Skill profiles, team assignments) with RBAC (Role-Based Access Control)	ServiceNow (SNOW)
Call Recording enablement with Recording Management Portal	Custom Agent Desktop configurations
Agent Analytics and Performance Metrics	AI integrations
Reporting and Dashboards using Analyzer, with scheduling capabilities	Customization based on specific business needs
Custom Desktop Layouts for Supervisors and Agents	Technical Support & Services
Post-Call Survey configuration via Flow Designer	Migration from On-Prem to Webex Contact Center
AI Agent (Virtual Bot) integration	WxCC and Webex Calling Deployment
AI Assistant enablement for agent support	Platform Scaling and Expansion
Digital Channels via Webex Connect and Webex Engage	IVR Design, Flow Development, and Testing
Webex App integration for calling	Day-2 Operational Support post-Go-Live
WebRTC-based Agent Desktop (browser-based voice)	Ongoing Maintenance & Monitoring
RTMS (Real-Time Media Service) Voice Platform for enhanced call handling	Admin & Technical Knowledge Transfer
--	Training for Agents, Supervisors, and Admins
Pre & Post Install Technical Support	
Solution Quoting	
Design Documentation	
System Configuration	



Expertise Delivered

Implementation Services	Integration
Genesys Cloud CX Implementation & Genesys Cloud Voice (or BYOC Cloud/Premise)	Genesys Cloud CX
Inbound Call Flows, Queues, Architect Flow Control, Operating Hours, Audio Prompts, Wrap-Up Codes	Native Integrations: Dynamics 365, Zendesk, etc.
User Management, Skills & Queues Assignment, Teams; RBAC via Roles & Permissions	Genesys Cloud for Salesforce Integration
Native Voice Recording & Recording Management (with policies & retention), Also includes Screen recording	Genesys AppFoundry – ServiceNow Connector
Agent Performance & Analytics Dashboards	Genesys AI
Performance Dashboards, Scheduled Reports, Analytics Workspace	Custom integration with APIs
Post-Call IVR Surveys (via Architect)	Technical Support & Services
AI Agent (Genesys Dialog Engine Bot Flows)	Genesys Cloud CX
Agent Assist / Co-Pilot	Migration from On-Premises to Genesys Cloud
Genesys Digital & Messaging (SMS, WhatsApp, Web Chat, Email, Social, etc.)	Genesys Cloud CX & Genesys Cloud Voice Deployment
Genesys Cloud Communicate (calling & collaboration)	Day-2 Managed Services & Support
WebRTC Station in Genesys Cloud (native browser-based calling)	Architect Flow Design & Testing
Genesys Cloud Voice Platform (Telephony/Media Services)	Ongoing Maintenance & Monitoring
-	Knowledge Transfer Sessions & Documentation
-	Training for Agents, Supervisors, and Admins
Pre & Post Install Technical Support	
Genesys Cloud CX	
Solution Quoting	
Design Documentation	
System Configuration	





Expertise Delivered

Technical Implementation	WFM	QM
Expertise in CRM Integration (Agent Integrations, Screen-pop etc.)	Forecasting	Form Manager
3rd Party API Integration with Nice CXone.	Scheduling	Quality Planner
Experience in Nice CXone Personal Connection.	Real time Management	Category Manager
Experience in Nice CXone ACD/IVR Implementations, Voice, Screen & Digital: ☐ User Management ☐ Inbound & Outbound Voice ☐ Email ☐ Chat ☐ Digital Channels	Shift Swap	Quality Plan
	Reporting	Standard Evaluation
	Capacity Planning	Collaborative Evaluation
	User Management	Evaluation & Form Calibration
	Access Rights	Plan Monitoring
		Quality Performance
NICE CXone Bot		CXone Mpower Coaching
-		Self-Assessment
-		Quality Management for CRM Ticketing
-		BI Reports



Expertise Delivered

WFM
Forecasting
Scheduling
Real time Management
Shift Swap
Reporting
Capacity Planning
User Management
Access Rights





Expertise Delivered

Technical Implementation
CRM Integration
3rd Party API Integration
Experience in zoom Contact Center ACD/IVR Implementations, Voice, Screen & Digital: ☐ User Management ☐ Inbound & Outbound Voice ☐ Email ☐ Chat ☐ Digital Channels
Zoom Virtual Assistance (ZVA)

