
Administering Cisco Unified Contact Center Enterprise Part 1

DURATION: 5 DAYS

COURSE CODE: AUCCE1

FORMAT: LIVE/VIRTUAL

COURSE DESCRIPTION

The Administering Cisco Unified Contact Center Enterprise Part 1 is a 5 day instructor-led course presented by training partners to system engineers and customers who will be involved with Day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound / outbound UCCE environment. This course is intended for those administering the solution, or who may be responsible for Level 1-2 support of the solution.

LEARNING OBJECTIVES

- Identify the basic components and operations of the Unified CCE solution
- Configure and script a basic UCCE CVP deployment
- Perform the ICM configuration tasks required to support basic agent functionality
- Build and test a basic ICM script utilizing microapps
- Configure and script UCCE to support reporting requirements, precision queuing and RON.
- Identify how to successfully deploy the CVP VXML component in a Unified CCE solution
- Generate basic reports using Cisco Unified IC

WHO SHOULD ATTEND

Channel Partner / Reseller

Customer

Employee

COURSE OUTLINE

1. Cisco Unified Contact Center Enterprise v10 Foundations
2. UCCE Configuration and Scripting
3. Unified CCE Inbound Agent Considerations
4. Unified CCE IVR / VRU Functionality
5. Additional UCCE Considerations
6. VXML Implementation
7. Cisco Unified Intelligence Center Reporting