
Administering Cisco Unified Contact Center Enterprise Part 2

DURATION: 5 DAYS

COURSE CODE: AUCCE2

FORMAT: LIVE/VIRTUAL

COURSE DESCRIPTION

Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE Part 2) 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 gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound / outbound UCCE environment. This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The overall goal of this course is advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality.

WHO SHOULD ATTEND

Channel Partner / Reseller
Customer
Employee

LEARNING OBJECTIVES

Demonstrate advanced proficiency with add / move / change of the ACD / PBX (agent / skill) environment of UCCE.

Demonstrate advanced proficiency with add / move / change of the IVR (prompt / collect) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).

Demonstrate effective use of system tools to track and troubleshoot a call within a call flow.

COURSE OUTLINE

1. Cisco Unified Contact Center Enterprise v10 Overview
2. CCE Config and Scripting
3. CCE (ICM) Advanced Scripting
4. Advanced VXML Functionality
5. Supporting CCE