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Implementing Cisco Contact Center Enterprise

Duration: 3 Days   Course Code: CCEI   Version: 1.0

Overview:

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

This class will help you: Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

Target Audience:

Deployment engineer Sales engineer

Objectives:

- **After completing this course, you should be able to:**

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment

- Identify concepts necessary to create CCE system design specifications and deployment plans

- Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE Scripting tools to present call data collected from the caller to the gent desktop

- Discover how to install CCE software

- Administer CA signed security certificates to support the successful addition of a PCCE site

- Identify the tasks associated with adding Remote Site functionality to the PCCE environment

- Discuss integration of the CUIC, LiveData, and Finesse reporting environments

- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits

- Examine concepts necessary to create CCE system design specifications and deployment plans

- Create a series of routing scripts using PCCE

- Configure Single sign-on for Unified CCE

Prerequisites:

Attendees should meet the following prerequisites:

- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways
- CCNA - Implementing and Administering Cisco Solutions
- CLFNDU - Understanding Cisco Collaboration Foundations

Testing and Certification

Recommended as preparation for the following exams:

- There is no exam currently aligned to this course

- CCEF - Understanding Cisco Contact Center Enterprise Foundations
- CCEA - Administering Cisco Contact Center Enterprise
- CCEAA - Administering Advanced Cisco Contact Center Enterprise

Content:

Planning a Cisco Packaged Contact Center Enterprise Deployment

- Packaged CCE Component Overview
- Call Flows Review

Staging a Packaged CCE Deployment

- PCCE Deployment Planning and System Design Specification
- Software Compatibility and OS Requirements

Preparing CCE Software for Installation

- General Considerations and System Requirements
- Active Directory Considerations

Administering Security Certificates

- Security Certificate Overview
- Install and Configure Certificate Authority

Introducing the Packaged CCE Integration Wizard

- PCCE Inventory and Service Accounts
- Run the PCCE Wizard Adding a Site to Packaged CCE

Adding a Site to Packaged CCE

- PCCE Remote Site Overview
- Remote Site Security Certificate Considerations

Integrating Cisco Unified Intelligence Center, LiveData, and Finesse

- Compare Real Time vs. Live Data
- Complete Cisco Unified Intelligence Center Integration

Personalizing the Packaged CCE Dial Plan

- CCE Dial Plan Components
- Ingress Gateway and Cisco Unified Border Element Dial Plans Configuring to Validate Deployment

Configuring to Validate Deployment

- Confirm Configuration Readiness
- Cisco Unified Communications Manager Administration

Scripting for Packaged Contact Center Enterprise

- Configure Script Editor
- Use Microapps

Configuring Single Sign-On

- SSO Overview
- Configure SSO Prerequisites

Lab Practice

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Navigate Certificate Store
- Add a Remote Site to PCCE
- Personalize Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details for Final Testing
- Build a Series of Test Scripts
- Enable Single Sign-On

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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