

## Understanding Cisco Contact Center Enterprise Foundations

**Duration: 1 Day    Course Code: CCEF    Version: 1.0**

### Overview:

The **Understanding Cisco Contact Center Enterprise Foundations (CCEF)** course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

### Target Audience:

Anyone requiring an understanding of the Cisco Contact Center Enterprise solution

### Objectives:

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| <ul style="list-style-type: none"> <li>■ <b>After completing this course, you should be able to:</b></li> <li>■ Provide a high-level overview of the Cisco Contact Center portfolio</li> <li>■ List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions</li> </ul> | <ul style="list-style-type: none"> <li>■ Describe how calls flow through PCCE using appropriate terms and naming conventions</li> <li>■ Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment</li> <li>■ Identify advanced features available within the PCCE solution</li> </ul> |
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### Prerequisites:

**Attendees should meet the following prerequisites:**

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of IP networks
- CCNA - Implementing and Administering Cisco Solutions
- CLFNDU - Understanding Cisco Collaboration Foundations

### Testing and Certification

**Recommended as preparation for the following exams:**

- TBC

### Follow-on-Courses:

- CCEA - Administering Cisco Contact Center Enterprise
- CCEAA - Administering Advanced Cisco Contact Center Enterprise
- CCER - Reporting Cisco Contact Center Enterprise

## Content:

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|---|--|---|
| Introduction to CCE   | Terms and Naming Conventions Used in CCE                         | Discovering CCE Features Beyond Default |
| Cisco Contact Center Basics                                 | CCE Access Environment   | Agent Management                        |
| Cisco Contact Center Fundamentals                           | CCE Routing Configuration  | Agent Efficiency                        |
| Functionality of PCCE Components                            | Access Tools Available in CCE                                    | Labs                                    |
| Public Switched Telephone Network (PSTN) and Voice Gateways | Single Pane of Glass (SPOG)                                      | ■ This class does not have any labs.    |
| Cisco Unified Border Element (CUBE)                         | Cisco Intelligent Contact Management (ICM) Configuration Manager |   |

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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