

Understanding Cisco Contact Center Enterprise Foundations

Duration: 1 Day Course Code: CCEF Version: 1.0 Delivery Method: Virtual Learning

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Anyone requiring an understanding of the Cisco Contact Center Enterprise solution

Objectives:

- **After completing this course, you should be able to:**
- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

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:

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	

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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