

Reporting Cisco Contact Center Enterprise

Duration: 2 Days **Course Code: CCER** **Version: 1.0** **Delivery Method: Virtual Learning**

Overview:

The Reporting Cisco Contact Center Enterprise (CCER) course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources. The course explains the nuances of analyzing and troubleshooting in various deployment scenarios: Designed Tier 2/Day 2 Support. The Cisco® Contact Center Enterprise (CCE) solution helps businesses deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. The course teaches you the business application of the CCE solution providing the framework of interrelationship between both core and optional components required to configure the CCE solution.

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:

Administrators and Day 2 Support of a Cisco Contact Center Enterprise Deployment

Objectives:

- **After completing this course, you should be able to:**
- Explain the Cisco Unified Intelligence Center including the benefits and features of the system and describe the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment
- Understand the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance and provisioning functions
- Discuss the functional attributes of the Cisco Unified Intelligence Center
- Customize Cisco Unified Intelligence Center Reports and Views

Prerequisites:

Attendees should meet the following prerequisites:

- Basic knowledge of computer networking components: Windows Active Directory (AD) SQL Server and components (servers, routers, switch) is helpful but not required
- Understanding of Cisco Packaged Contact Center Enterprise components and call flows
- Experience administering Cisco Packaged Contact Center Enterprise
- CCNA - Implementing and Administering Cisco Solutions
- CLFNDU - Understanding Cisco Collaboration Foundations
- CCEF - Understanding Cisco Contact Center Enterprise

Testing and Certification

Recommended as preparation for the following exams:

- TBC

Content:

Cisco Unified Intelligence Center Foundations

- Cisco Unified Intelligence Center - Basics
- Cisco Unified Intelligence Center - Deployment Models

Cisco Unified Intelligence Center Administration and Operations Console

- Operations Console (OAMP) Console Introduction
- Admin User Management

Cisco Unified Intelligence Center Attributes

- Stock Reporting
- Dashboard Features

Cisco Unified Intelligence Center Custom Reports and Views

- Creating Views
- Building Report Definitions

Labs

- Exploring Cisco Unified Intelligence Center (CUIC) OAMP
- Working with Stock Reports
- Working with Dashboards
- Value Lists and Collections
- Exploring Supervisor Defaults
- Using Groups
- Editing Report Views Pt 1 of 2
- Editing Report Views Pt 2 of 2
- Report Definitions and Drilldowns
- Create Custom Route Call Detail (RCD) Report Definition (Database Query) and Report
- Value Lists and Drilldowns

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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