Troubleshooting Cisco Contact Center Enterprise

Duration: 2 Days   Course Code: CCET   Version: 1.0

Overview:

The **Troubleshooting Cisco Contact Center Enterprise (CCET)** course is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues.
This class will help you:
Learn the troubleshooting techniques to maximize the benefits the prepackaged deployment model PCCE
Anticipate and rectify possible deployment issues by learning the tools and processes that provide solutions for deployment issues

Objectives:

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

- Describe CCE flows and processes required to support and troubleshoot the PCCE deployment

- Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment

- Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

Prerequisites:

Attendees should meet the following prerequisites:

- Strong knowledge of computer networking components: Windows A/D, SQL Server, and components (servers, routers, switches)
- Strong understanding of IP networks
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- Experience administering and troubleshooting Cisco Unified Communications Manager and Voice Gateways
- CCNA - Implementing and Administering Cisco Solutions
- CLFNDU - Understanding Cisco Collaboration Foundations
- CLCOR - Implementing and Operating Cisco Collaboration Core Technologies
- CCEF - Understanding Cisco Contact Center Enterprise Foundations
- CCEA - Administering Cisco Contact Center Enterprise
- CCEI - Implementing Cisco Contact Center Enterprise
- CCEAA - Administering Advanced Cisco Contact Center Enterprise

Testing and Certification

Recommended as preparartion for the following exams:

- There is no exam currently aligned to this course

Content:

CCE Flows and Process Review	Diagnostic Framework Suite	Troubleshooting Cisco Finesse
Troubleshooting and Support Methodology	Run Analysis Manager	Troubleshooting a PCCE Deployment
PCCE Components	Run Unified System Command-Line Interface (CLI)	Lab Exercises
PCCE Call Flow Review	Troubleshooting CCE	■ Configure Access to Discovery Environment ■ Explore CCE Components ■ Explore Diagnostic Framework Suite
CCE Diagnostic Tools	Troubleshooting Certificates	■ Analyze Peripheral Gateway (PG) Logs ■ Navigate Certificate Store ■ View Cisco Finesse Logs

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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