Administering Cisco Unified Contact Center Enterprise Part 2

Duración: 5 Días   Código del Curso: AUCCE2   Version: 2.0

Temario:

Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE Part 2) is a 5 day instructor-led course presented by training partners to system engineers and customers who will be involved with day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound / outbound UCCE environment. This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The overall goal of this course is advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality.

Dirigido a:

Individuals involved in the advanced administration and support of a UCCE environment Channel Partner / ResellerCustomerEmployee

Objetivos:

- Upon completing this course, the learner will be able to meet these overall objectives:

- Demonstrate advanced proficiency with add / move / change of the ACD / PBX (agent / skill) environment of UCCE.

- Demonstrate advanced proficiency with add / move / change of the IVR (prompt / collect) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).

- Demonstrate effective use of system tools to track and troubleshoot a call within a call flow.

Prerequisitos:

- None
- AUCCE1 - Administering Cisco Unified Contact Center Enterprise Part 1

Exámenes y certificación

Recommended preparation for the following exam(s):

- **600-455 -** Designing Cisco Unified Contact Center Enterprise (UCCED)
- **600-460 -** Implementing and Supporting Unified Contact Center Enterprise (UCCEIS)
Delegates looking to take these exams will also need to have studied the AUCCE1 and DUCCE courses

Siguientes cursos recomendados:

The following courses are recommended for engineers involved in the deployment of a UCCE environment

- **DUCCE** - Deploying Cisco Unified Contact Center Enterprise
- **DUIC** - Deploying Cisco Unified Intelligence Center
- DUCCE - Deploying Cisco Unified Contact Center Enterprise
- DUIC - Deploying Cisco Unified Intelligence Center

Contenido:

- Module 1: Cisco Unified Contact Center Enterprise v10 Overview
- Module 2: CCE Config and Scripting
- Module 3: CCE (ICM) Advanced Scripting
- Module 4: Advanced VXML Functionality
- Module 5: Supporting CCE

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

info.cursos@globalknowledge.es

www.globalknowledge.com/es-es/

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid