Contact Center Enterprise Fundamentals and Administration

Durée: 5 Jours **Réf de cours: CCEFA** **Version: 1.0** **Méthodes d'apprentissage: Intra-entreprise & sur-mesure**

Résumé:

This 5 day course combines the 1 day CCEF course and the 4 day CCEA course. Booking both together saves you money and ensures your team gets the training they need as quickly as possible.

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. Focusing on the Cisco Contact Center Enterprise (CCE) family of products, you will 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.

The **Administering Cisco Contact Center Enterprise (CCEA)** course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

Public visé:

Anyone requiring an understanding of the Cisco Contact Center Enterprise solution and who provides administration and Day 2 Support.

Objectifs pédagogiques:

- **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
- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

Pré-requis:

Attendees should meet the following prerequisites:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not

Test et certification

Recommended as preparation for the following exams:

- **500-422 CCEA** - Administering Cisco Contact Center Enterprise Exam

required
- Working knowledge of Unified Communications Manager and voice gateways
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation

Après cette formation, nous vous conseillons le(s) module(s) suivant(s):

- CCEAAR - Contact Center Enterprise Advanced Administration and Reporting
- CCEAA - Administering Advanced Cisco Contact Center Enterprise
- CCER - Reporting Cisco Contact Center Enterprise

Contenu:

Introduction to CCE

- Cisco Contact Center Basics
- Cisco Contact Center Fundamentals

Functionality of PCCE Components

- Public Switched Telephone Network (PSTN) and Voice Gateways
- Cisco Unified Border Element (CUBE)

Terms and Naming Conventions Used in CCE

- CCE Access Environment
- CCE Routing Configuration

Access Tools Available in CCE

- Single Pane of Glass (SPOG)
- Cisco Intelligent Contact Management (ICM) Configuration Manager

Discovering CCE Features Beyond Default

- Agent Management
- Agent Efficiency

Cisco Unified Contact Center Review

- Contact Center Basics
- Components and Architecture

Deploying Basic Call Settings

- Associate Basic Call Settings
- Explore Media Routing Domains

Building a Basic Cisco Unified Contact Center Enterprise Script

- Introduce Script Editor
- Use Script Editor Nodes

Configuring Basic Agent Functionality

- Introduce Agent Functionality
- Configure Agent Desk Settings

Configuring Basic Call Treatment and Queuing

- Explore Media Server and Files
- Introduce Microapps

Implementing Precision Routing

- Introduce Precision Routing Basics
- Examine the Migration Path

Configuring RONA Support

- Introduce RONA Functionality
- Identify RONA Timeout Considerations

Configuring Agent Teams and Supervisors

- Configuring Teams and Supervisors
- Explore Agent Roles

Administering the Cisco Finesse Desktop

- Administering Cisco Finesse Desktop
- Introduce Cisco Finesse Administration

Implementing Voice XML Applications

- Introduce VXML
- Build a Basic Call Studio Project

Configuring Roles, Departments, and Business Hours

- Examine Post-Call Survey Functionality
- Configure Post-Call Survey

Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)

- Configure Unified CC Enterprise Administrators
- Configure Departments

Labs

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Administering ICM Dialed Numbers and Call Types
- Prepare a Basic Label Script
- Using ICM Tools for ICM Scripts
- Configure ICM for Basic Agent and Skill Group Functionality
- Configure UCM for Agent Functionality
- Test Basic Skill Group Functionality in an ICM Script
- Examine Media Files and Variables in ICM Scripts
- Build Basic ICM Scripts with MicroApps
- Configure and Implement Precision Routing
- Configure RONA
- Configure Agent Teams and Supervisors
- Cisco Finesse Administration
- Configure VXML Server and Install Call Studio
- Create and Deploy a Call Studio Project
- Integrate VXML Applications with a Unified CC Enterprise Script
- Configuring Roles, Departments, and Business Hours
- Run Unified IC Stock Reports

Autres moyens pédagogiques et de suivi:

• Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans