

Administering Cisco Contact Center Enterprise

Duration: 4 Days Course Code: CCEA Version: 1.0 Delivery Method: Virtual Learning

Overview:

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.

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:

Contact Center Administrators and Day 2 Support

Objectives:

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

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 Cisco Unified Contact Center Enterprise architecture and operation
- CLFNDU - Understanding Cisco Collaboration Foundations
- CLCOR - Implementing and Operating Cisco Collaboration Core Technologies
- CCEF - Understanding Cisco Contact Center Enterprise Foundations

Testing and Certification

Recommended as preparation for the following exams:

- TBC

Follow-on-Courses:

- CCEAA - Administering Advanced Cisco Contact Center Enterprise

Content:

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

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

info@globalknowledge.ie

www.globalknowledge.com/en-ie/

Global Knowledge, 3rd Floor Jervis House, Millennium Walkway, Dublin 1