

Administering Cisco Contact Center Enterprise

Duration: 4 Days Course Code: CCEA Version: 1.0

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.

Target Audience:

Contact Center Administrators and Day 2 Support

Objectives:

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

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 Head Office Tel.: +974 40316639

training@globalknowledge.qa

www.globalknowledge.com/en-qa/

Global Knowledge, Qatar Financial Center, Burj Doha, Level 21, P.O.Box 27110, West Bay, Doha, Qatar