

Administering Advanced Cisco Contact Center Enterprise

Duration: 3 Days Course Code: CCEAA Version: 1.0

Overview:

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) course teaches you how to execute advanced administration tasks associated with the Cisco Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

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:

Engineers involved in the deployment of a Cisco Unified Contact Center (UCCE) Solution.

Objectives:

- **After completing this course, you should be able to:**
- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.
- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.
- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.
- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.
- Successfully deploy Mobile Agent in a CCE Environment.
- Successfully deploy Post Call Survey in a CCE Environment.

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
- CCEA - Administering Cisco Contact Center Enterprise

Testing and Certification

Recommended as preparation for the following exams:

- TBC

Content:

PCCE Review

- Review PCCE Architecture and Components
- Review PCCE Protocols

Introducing Bulk Import Tools

- Use the PCCE Bulk Import Tool
- Use Bulk Import Templates

Configuring Advanced Scripting and CCE Data Exchange

- Design for Advanced Scripting
- CCE Data Exchange

Cisco Unified Communications Manager Initiated Call Flows

- Understand Transfer Types and Cisco Unified Custom Voice Portal (CVP) Call Flow Models
- Describe Subsequent Transfers

Using Gadgets to Customize the Finesse Desktop

- Obtain Finesse Custom Gadgets
- Deploy Finesse Custom Gadgets

Implementing Mobile Agent

- Examine Mobile Agent Functionality
- Identify Mobile Agent Architecture and Components

Implementing Post Call Survey

- Examine Post Call Survey Functionality
- Configure Post Call Survey

Labs

- Review Discovery
- Navigate CCE Discovery Architecture and Components
- Import Bulk Data
- Create a VXML Application Using Call Studio
- Configure Precision Queues
- Create a CCE Routing Script
- Customize the Finesse Desktop
- Test Your Call Flow
- Configure Cisco Unified Communications Manager (CUCM) as Routing Client and Agent Transfers
- Deploy Cisco Finesse Gadgets
- Implement Mobile Agent

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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