Administering Cisco Unified Contact Center Enterprise Part 1

Duration: 5 Days   Course Code: AUCCE1   Version: 2.0   Delivery Method: Virtual Learning

Overview:

This 5 day instructor-led course is designed for system engineers and customers involved with the support of a UCCE solution deployed in a CVP comprehensive environment. This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE 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:

This course is intended for those administering a UCEE solution, or responsible for Level 1-2 support.

Objectives:

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

- Identify the basic components and operations of the Unified CCE solution

- Configure and script a basic UCCE CVP deployment

- Perform the ICM configuration tasks required to support basic agent functionality

- Build and test a basic ICM script utilizing microapps

- Configure and script UCCE to support reporting requirements, precision queuing and RONA

- Deploy the CVP VXML component in a Unified CCE solution successfully

- Generate basic reports using Cisco Unified IC

Prerequisites:

Attendees should meet the following prerequisites:

- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of contact center operations

Testing and Certification

Recommended preparation for the following exam(s):

- **600-455 -** Designing Cisco Unified Contact Center Enterprise (UCCED)
- **600-460 -** Implementing and Suppporting Unified Contact Center Enterprise (UCCEIS)
Delegates looking to take these exams will also need to have studied the AUCCE2 and DUCCE courses

Follow-on-Courses:

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
- AUCCE2 - Administering Cisco Unified Contact Center Enterprise Part 2
- DUCCE - Deploying Cisco Unified Contact Center Enterprise

Content:

Cisco Unified Contact Center Enterprise v10 Foundations

- Introducing UCCE
- Unified CCE Components and Architecture
- UCCE Terms, Routing and Additional Components
- Accessing UCCE Tools

UCCE Configuration and Scripting

- Configuration Manager
- Script Editor Overview
- Scripting for CVP

Unified CCE Inbound Agent Considerations

- CTI Options Overview
- Configuring ICM for Agent Functionality
- Configuring UCM for Agent Functionality
- Scripting ICM for Agent Functionality

Unified CCE IVR/VRU Functionality

- Basic IVR Scripting with Microapps
- ICM Microapps
- Cisco Unified ICM Enterprise Scripting Using Microapplications

Additional UCCE Considerations

- ICM Considerations for Reporting and Monitoring
- Precision Routing
- RONA

VXML Implementation

- Basic VXML Functionality
- Installing and Configuring VXML

Cisco Unified Intelligence Center Reporting

- Cisco Unified IC Overview
- Cisco CUIC Reporting

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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