

## Administering Cisco Unified Contact Center Enterprise Part 2

**Duration: 5 Days    Course Code: AUCCE2    Version: 2.0    Delivery Method: Company Event**

### Overview:

This is a 5 day instructor-led course for system engineers and customers who will be involved with "Day2" support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support.

#### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### Target Audience:

Individuals involved in the advanced administration and support of a UCCE environment

### Objectives:

- **After attending 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
- Implement business rules as they apply to scripting and routing in Unified CM
- Install a basic CCE VXML Solution
- Install, configure and run a CCE Outbound Option Campaign
- Describe how to support CCE

### Prerequisites:

#### Attendees should meet the following prerequisites:

- Attendance of AUCCE Part 1 or equivalent real world experience is a requirement to attend this course
- Working knowledge of Unified Communications Manager and Voice Gateways would be very helpful
- AUCCE1 - Administering Cisco Unified Contact Center Enterprise Part 1

### Testing and Certification

#### Recommended preparation for the following exam(s):

- **600-455** - Designing Cisco Unified Contact Center Enterprise (UCCED)
  - **600-460** - Implementing and Supporting Unified Contact Center Enterprise (UCCEIS)
- Delegates looking to take these exams will also need to have studied the AUCCE1 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
- **DUCCE** - Deploying Cisco Unified Contact Center Enterprise
- **DUIC** - Deploying Cisco Unified Intelligence Center

## Content:

### Cisco Unified Contact Center Enterprise v10 Foundations

- Lesson 1: Introducing UCCE
- Lesson 2: Unified CCE Architecture and Components
- Lesson 3: UCCE Terms, Routing and Additional Components
- Lesson 4: Accessing UCCE Tools

### CCE Configuration and Scripting Review

- Lesson 1: Configuration Manager and Script Editor Review
- Lesson 2: CTI Review
- Lesson 3: Agent Skill Review
- Lesson 4: Microapps and Media File Review
- Lesson 5: Precision Routing Review
- Lesson 6: Transfers and RONA Review
- Lesson 7: Mobile Agents

### Implementing Business Rules

- Lesson 1: Advanced Scripting and Routing
- Lesson 2: ICM Scripting Variables, Expressions, Formulas and Functions
- Lesson 3: Creating an Administrative Script for Time of Day Routing
- Lesson 4: Creating Feature Control Sets and Users
- Lesson 5: Silent Monitoring and Recording

### CCE VXML Solution

- Lesson 1: Basic VXML Functionality
- Lesson 2: Installing and Configuring VXML Solution
- Lesson 3: Basic VXML SQL Database Lookup
- Lesson 4: Exploring Courtesy Callback
- Lesson 5: Agent Greeting

### UCCE Outbound Option

- Lesson 1: Outbound Option
- Lesson 2: Configuring Outbound Option for Agent and IVR Campaigns

### CCE Support Considerations

- Lesson 1: Supporting UCCE
- Lesson 2: Diagnostic Framework Suite
- Lesson 3: UCCE Support
- Lesson 4: Tracking an Agent Call Through the Database

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## 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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