Implementing Cisco Contact Center Enterprise Chat & Email

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

Overview:

The Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. Learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.
This course will help you:
Configure, integrate, and deploy Cisco Enterprise Chat and Email into existing Enterprise Contact Center environments
Grow your understanding of Cisco ECE administration and features

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 and implementation of Cisco Contact Cneter Enterprise Chat and Email

Objectives:

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

■ Describe the ECE solution as deployed with Cisco Contact Center Enterprise (CCE)

■ Define the components of ECE that make up the available deployment models available for enterprise solutions

■ Utilize the Classic ECE interface to differentiate between partitions

■ Utilize the Classic ECE interface to differentiate between processes and instances

■ Configure the PCCE requirements necessary to integrate ECE

■ Configure the requirements necessary to integrate ECE with the Single Pane of Glass used with PCCE

■ Configure the requirements necessary to integrate ECE with email services

■ Add the ECE Agent gadget to the Cisco Finesse Desktop layout

■ Describe the installation requirements for a high-availability deployment of ECE

■ Describe a basic email and chat call flow through the ECE/PCCE environment

■ Understand the general operational requirements for adding CCE Agent, skill, and scripting objects and importing them into CCE

■ Navigate the administrative tabs in both the Business Partition and Department view of the Single Pane of Glass

■ Add and import objects into the ECE

■ Describe the configurations options found in the Email and Chat Queue

■ Describe the configuration and verification of chat functionality in a CCE ECE environment

■ Configure and verify ECE settings

■ Configure an entry point for a chat queue and introduce template sets

■ Customize the chat experience

■ Define and verify the configuration requirements to deploy callback and delayed callback

■ Describe the benefits of implementing Agent Single Sign-on in the ECE/CCE environment

■ Configure the requirements necessary to implement Agent Single Sign-on in the ECE/CCE environment

Prerequisites:

Attendees should meet the following prerequisites:

- Strong knowledge of computer networking components: Windows A/D, SQL
- Strong understanding of IP networks
- Advanced experience administering Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- CCEF - Understanding Cisco Contact Center Enterprise Foundations
- CCEA - Administering Cisco Contact Center Enterprise
- CCEAA - Administering Advanced Cisco Contact Center Enterprise
- CCEI - Implementing Cisco Contact Center Enterprise

Testing and Certification

Recommended as preparation for the following exams:

- TBC

Content:

Deploying Cisco Enterprise Chat and Email

- What is ECE?
- ECE Components and Deployment Models
- Install ECE Software
- Classic ECE Navigation
- Prepare PCCE for ECE
- Integrate ECE with the SPOG
- PCCE/ECE Integration Tasks
- Integrate ECE with Email
- Integrate ECE with Cisco Finesse
- High Availability Considerations
- ECE Call Flow Primer

ECE General Administration

- SPOG Partition Overview
- SPOG Department Overview
- Add and Import Objects into ECE
- ECE Queues

Cisco ECE Email Administration

- Personalize the Email Trail
- Workflows
- CCE Scripting for Email
- Verify Email to Agent
- Blended Routing
- Storage Management

Cisco ECE Chat Administration

- ECE Configuration for Chat
- Chat Entry Points
- Verify Chat Operation
- Customize Chat
- Callback/Delayed Callback

Cisco Enterprise Chat and Email Features

- ECE Reports
- Agent Single Sign-On for ECE
- Troubleshoot ECE

Lab outline

- Navigate CCE Discovery Architecture and Components
- Navigate ECE and CCE Discovery Architecture and Components
- Navigate ECE Email and Cisco Finesse integration
- Add and Import CCE Resources into ECE
- Personalize the Email Trail
- Build a Department Workflow
- Build CCE Script for Email
- Agent Verification of Email
- Configure and Verify Chat Operation
- Customize Chat
- Explore Reporting for ECE
- Support Single Sign On (SSO) for ECE
- Troubleshoot ECE

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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