

Understanding Cisco Contact Center Enterprise Foundations

Duration: 1 Day Course Code: CCEF Version: 1.0

Overview:

The **Understanding Cisco Contact Center Enterprise Foundations (CCEF)** course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

Target Audience:

Anyone requiring an understanding of the Cisco Contact Center Enterprise solution

Objectives:

- **After completing this course, you should be able to:**
- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

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 IP networks
- CCNA - Implementing and Administering Cisco Solutions
- CLFNDU - Understanding Cisco Collaboration Foundations

Testing and Certification

Recommended as preparation for the following exams:

- There is no exam currently aligned to this course

Follow-on-Courses:

- CCEA - Administering Cisco Contact Center Enterprise
- CCEAA - Administering Advanced Cisco Contact Center Enterprise
- CCER - Reporting Cisco Contact Center Enterprise

Content:

Introduction to CCE

- Cisco Contact Center Basics
- Cisco Contact Center Fundamentals
- Fu

Functionality of PCCE Components

- Public Switched Telephone Network (PSTN) and Voice Gateways
- Cisco Unified Border Element (CUBE)

Terms and Naming Conventions Used in CCE

- CCE Access Environment
- CCE Routing Configuration

Access Tools Available in CCE

- Single Pane of Glass (SPOG)
- Cisco Intelligent Contact Management (ICM) Configuration Manager

Discovering CCE Features Beyond Default

- Agent Management
- Agent Efficiency

Labs

- This class does not have any labs.

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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