

## Understanding Cisco Contact Center Enterprise Foundations

Duration: 1 Day Course Code: CCEF Version: 1.0 Delivery Method: Virtual Learning

### 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.

### 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:

Anyone requiring an understanding of the Cisco Contact Center Enterprise solution

### Objectives:

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

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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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