

Administering Cisco Unified Contact Center Enterprise Part 1

Duración: 5 Días **Código del Curso: AUCCE1** **Version: 2.0**

Temario:

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.

Dirigido a:

Channel Partner / ResellerCustomerEmployee

Objetivos:

- **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
- Identify how to successfully deploy the CVP VXML component in a Unified CCE solution.
- Generate basic reports using Cisco Unified IC

Prerequisites:

- None required

Exámenes y certificación

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 AUCCE2 and DUCCE courses

Siguientes cursos recomendados:

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

Contenido:

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

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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