
Administering Cisco Unified Contact Center Enterprise Part 1

Duration: 5 Days **Course Code: AUCCE1** **Version: 2.0**

Overview:

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.

Target Audience:

This course is intended for those administering a UCCE solution, or responsible for Level 1-2 support.

Objectives:

- **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
 - Deploy the CVP VXML component in a Unified CCE solution successfully
 - Generate basic reports using Cisco Unified IC
-

Prerequisites:

Attendees should meet the following prerequisites:

- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of contact center operations

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 AUCCE2 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
 - AUCCE2 - Administering Cisco Unified Contact Center Enterprise Part 2
 - DUCCE - Deploying Cisco Unified Contact Center Enterprise
-

Content:

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

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK