
Administering Cisco Unified Contact Center Enterprise Part 2

Duration: 5 Days **Course Code: AUCCE2** **Version: 2.0**

Overview:

This is a 5 day instructor-led course for system engineers and customers who will be involved with "Day2" support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support.

Target Audience:

Individuals involved in the advanced administration and support of a UCCE environment

Objectives:

- **After attending 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
 - Implement business rules as they apply to scripting and routing in Unified CM
 - Install a basic CCE VXML Solution
 - Install, configure and run a CCE Outbound Option Campaign
 - Describe how to support CCE
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Prerequisites:

Attendees should meet the following prerequisites:

- Attendance of AUCCE Part 1 or equivalent real world experience is a requirement to attend this course
- Working knowledge of Unified Communications Manager and Voice Gateways would be very helpful
- AUCCE1 - Administering Cisco Unified Contact Center Enterprise Part 1

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 AUCCE1 and DUCCE courses
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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
 - **DUCCE** - Deploying Cisco Unified Contact Center Enterprise
 - **DUIC** - Deploying Cisco Unified Intelligence Center
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Content:

Cisco Unified Contact Center Enterprise v10 Foundations

- Lesson 1: Introducing UCCE
- Lesson 2: Unified CCE Architecture and Components
- Lesson 3: UCCE Terms, Routing and Additional Components
- Lesson 4: Accessing UCCE Tools

CCE Configuration and Scripting Review

- Lesson 1: Configuration Manager and Script Editor Review
- Lesson 2: CTI Review
- Lesson 3: Agent Skill Review
- Lesson 4: Microapps and Media File Review
- Lesson 5: Precision Routing Review
- Lesson 6: Transfers and RONA Review
- Lesson 7: Mobile Agents

Implementing Business Rules

- Lesson 1: Advanced Scripting and Routing
- Lesson 2: ICM Scripting Variables, Expressions, Formulas and Functions
- Lesson 3: Creating an Administrative Script for Time of Day Routing
- Lesson 4: Creating Feature Control Sets and Users
- Lesson 5: Silent Monitoring and Recording

CCE VXML Solution

- Lesson 1: Basic VXML Functionality
- Lesson 2: Installing and Configuring VXML Solution
- Lesson 3: Basic VXML SQL Database Lookup
- Lesson 4: Exploring Courtesy Callback
- Lesson 5: Agent Greeting

UCCE Outbound Option

- Lesson 1: Outbound Option
- Lesson 2: Configuring Outbound Option for Agent and IVR Campaigns

CCE Support Considerations

- Lesson 1: Supporting UCCE
- Lesson 2: Diagnostic Framework Suite
- Lesson 3: UCCE Support
- Lesson 4: Tracking an Agent Call Through the Database

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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