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Learning Style: Virtual Classroom

Technology: Cisco

Difficulty: Intermediate

Course Duration: 3 Days

Implementing Cisco Contact Center Enterprise CCEI



About this course:

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco© Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and

organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2-3 solution support. The focus is on Day 1 support for a new CCE deployment.

Course Objectives:

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Use the Integration Wizard to configure the various platforms and servers installed in the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

Audience:

The primary audience for this course is as follows:

- Deployment engineer
- Sales engineer

Prerequisite:

The knowledge and skills that a learner should have before attending this course are as follows:

- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

Course Outline:

Planning a Cisco Packaged Contact Center Enterprise Deployment

- Packaged CCE Component Overview
- Call Flows Review

Staging a Packaged CCE Deployment

- PCCE Deployment Planning and System Design Specification
- Software Compatibility and OS Requirements

Preparing CCE Software for Installation

- General Considerations and System Requirements
- Active Directory Considerations

Administering Security Certificates

- Security Certificate Overview
- Install and Configure Certificate Authority

Introducing the Packaged CCE Integration Wizard

- PCCE Inventory and Service Accounts
- Run the PCCE Wizard

Adding a Site to Packaged CCE

- PCCE Remote Site Overview
- Remote Site Security Certificate Considerations

Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse

- Compare Real Time vs. Live Data
- Complete Cisco Unified Intelligence Center Integration

Personalizing the Packaged CCE Dial Plan

- CCE Dial Plan Components
- Ingress Gateway and Cisco Unified Border Element Dial Plans

Configuring to Validate Deployment

- Confirm Configuration Readiness
- Unified Communication Manager Administration

Scripting for Packaged Contact Center Enterprise

- Configure Script Editor

- Use Microapps

Configuring Single Sign-On

- SSO Overview
- Configure SSO Prerequisites

Lab Outline:

Labs are designed to assure learners a whole practical experience, through the following practical activities:

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Certificate Store Navigation
- Add a Remote Site to PCCE
- Personalize Cisco Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details to Facilitate Final Testing
- Configure Deployment of VXML Functionality
- Build a Series of Test Scripts
- Enable Single Sign-On

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