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Learning Style: Virtual Classroom

Provider: Cisco

Difficulty: Intermediate

Course Duration: 5 Days

Deploying Cisco Unified Contact Center Express v6.0 (UCCXD)



About this course:

In this course, you'll gain an understanding of Cisco's Unified Contact Center Express (Unified CCX) product and all of its associated client applications and scripting tools. You will learn about all of the Unified CCX components, servers,

deployment options, and clients. You will learn how to perform capacity planning, choose the correct product features, and install the product.

Our instructors place major emphasis on the Unified CCX script editing tool, Unified CCX Editor, which allows administrators to script the contact center's caller experience through the system, including queries, recordings, menu input, digit string input, and database operations. You will cover the Cisco Finesse Agent and Supervisor Desktops as well as the Finesse Desktop Administration tool to optimize the call agent's desktop display and options, supervisor optimization of the call center, and reporting options and customizations. You will explore Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) technologies, Social Miner, and Outbound Dialing technologies and you'll examine options for troubleshooting, reporting, and maintaining the system.

Our voice network labs use the latest hardware and software and all of our IP telephony courses provide a simulated public switched telephone network (PSTN).

This course includes 30 Cisco e-lab credits. Your e-Lab credits are good for 90 days after your course ends and can be used for additional practice on the course you just completed or to explore technologies from other courses in the QuickStart e-Lab portfolio.

Course Objective:

- Planning and deploying a Cisco Unified CCX system version 11.0
- Telephony and media configuration for deployment with CUCM
- Scripting techniques and best practices
- Scripting operations including greeting, prompt and collect, caller input, database queries, and logic
- Time-of-day and holiday operations
- Queue management and best practices for queuing
- Finesse Agent, Finesse Supervisor, and Finesse Administrator
- Cisco IP Phone Agent
- Session Management
- CUIC and real-time reporting
- Remote Monitoring
- Outbound preview dialing
- TTS and ASR
- Real-Time Monitoring
- Disaster recovery

Audience:

- Systems integrators who deploy Cisco Unified CCX
- System engineers, architects, and support staff who:
 - Maintain and configure Finesse supervisor and Finesse agent clients
 - Write scripts and maintain script integrity
 - Require a fundamental understanding of the issues and solutions related to implementation

- Maintain the server system and telephony system for the contact center

Prerequisite:

- Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing
- Basic knowledge of CUCM
- Basic knowledge of contact center operations
- Familiarity with Microsoft desktop applications and SQL database operations

Course Outline:

Module 1. Cisco Unified CCX

Relationship between the Unified CCX platform and the three products it supports
Three Cisco products supported by the Unified CCX engine platform
Unified CCX hardware and software components to include all server types, standby deployments, and scalability
New and improved functions of the three Unified CCX products to include Unified CCX v11.0

Module 2. Designing and Ordering

Properly size the Unified CCX products by using calculators provided by Cisco
Properly order Unified CCX products using the Unified CCX configuration and ordering tool
Network considerations surrounding a Unified CCX deployment
Using the Solution Reference Network Design for Cisco Unified CCX and Cisco Unified IP IVR and other documents to support a Unified CCX design and deployment

Module 3. Installation and Configuration

Installing Unified CCX software on all servers in a cluster
Activating and configuring all components in a CCX cluster
Configuring and testing a simple CCX Script Application
Troubleshooting installations using log files

Module 4. Unified CCX Editor

Navigate the Unified CCX Editor functionality
Creating, deleting, and editing variables
Saving and uploading valid scripts to the repository
Performing the debug process to test a script
Troubleshooting an application and script using trace files

Module 5. Basic Unified CCX Editor Steps

- Creating a simple script workflow to answer a call
- Adding comments to identify and explain the script and subsequent groups of steps
- Playing voice prompts to share information or instructions with callers
- Terminating and ending a call
- Validate, save as, upload, refresh, and debug a script

Module 6. Caller and System Inputs

- Collecting information from a caller by presenting a list of choices using the menu step
- Collecting digits from a caller by using the Get Digit String step
- Getting information from the system to alter the logic of the call flow
- Validate, save as, upload, refresh, and debug the script

Module 7. Database Access

- Connecting to a database
- Reading and getting information from the database by creating a SQL query within a script step
- Referencing database locations
- Writing information to a SQL database
- Closing the database connection and terminating database resources

Module 8. Logical Operations

- Applying Boolean logic in scripts
- Creating and modifying counters
- Creating and managing timing loops
- Redirecting script logic based on the evaluation of “If” statements
- Using call subflows as reusable scripts
- Creating specialized prompts

Module 9. Caller Transfers

- Creating day-of-week and time-of-day ranges for different handling
- Transferring calls to various extensions as a function of day and time
- Getting information associated with a call
- Designating calls as completed for reporting
- Determining if the caller has hung up
- Determining if today is a holiday

Module 10. Configuring Unified CCX

- Cisco Unified CCX product, features, and capabilities
- Configuring Unified CCX on the CUCM and CCX server

Module 11. Finesse Product Suite

Configuring Finesse Agent Desktop and Finesse Supervisor Desktop
Testing the Finesse Agent Desktop and Finesse Supervisor Desktop
configurations
Examining the IP Phone Agent

Module 12. Unified CCX Script Techniques

Defining and using Unified CCX Editor Unified CCX steps
Testing a sample application using the Unified CCX steps in the Unified
CCX Editor

Module 13. Finesse Administrator

Configuring the Unified CCX enterprise data using the Finesse Desktop
Administrator
Configuring work flows, personnel, and teams
Creating screen pops and macros
Creating wrap-up codes

Module 14. Outbound Dialer and Agent Chat

Examine Outbound Dialer

Module 15. Session Management

Examine Session Management to retrieve information from a previous call

Module 16. Media Resource Control Protocol (MRCP) Speech Technologies

Examine Nuance ASR and TTS servers

Module 17. Reporting

Accessing and analyzing real-time reports
Configure Cisco Unified Intelligence Center (CUIC) historical reporting
Accessing and analyzing historical reports

Module 18. Servicing and Troubleshooting

Traces and logs

Labs:

- Lab 1: Remote Labs Access
- Lab 2: Disaster Recovery Lab
- Lab 3: IP Phone Registration
- Lab 4: 9951 Registration
- Lab 5: Exclusive – Unified FX Phone Control
- Lab 6: Cisco Jabber
- Lab 7: UCCX Initialization and Configuration

- Lab 8: UCCX Disaster Recovery
- Lab 9: UCCX Telephony and Media Fundamentals
- Lab 10: UCCX Script Editor Fundamentals
- Lab 11: UCCX Scripting Foundations Lab
- Lab 12: UCCX Scripting Prompting and Input Collection
- Lab 13: UCCX Scripting Database Access
- Lab 14: UCCX Scripting Logical Operations
- Lab 15: UCCX Scripting Time of Day
- Lab 16: UCCX Prompt Management
- Lab 17: UCCX Agent and Supervisor and Queue Provisioning
- Lab 18: UCCX Finesse Agent and Supervisor Desktops
- Lab 19: UCCX Advanced Queue Design and Scripting
- Lab 20: UCCX Finesse Desktop Administrator
- Lab 21: UCCX Advanced Scripting and Screen Pops
- Lab 22: Cisco Unified Intelligence Center (CUIC) Reporting
- Lab 23: UCCX Serviceability

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