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Learning Style: Virtual Classroom

Technology: Cisco

Difficulty: Advanced

Course Duration: 3 Days

Administering Advanced Cisco Contact Center Enterprise (CCEAA)



About this Course:

The **Administering Advanced Cisco Contact Center Enterprise (CCEAA)** v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco® Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

This course will help you:

- Learn how to optimize management of CCE solutions for proactive management of contact centers tasks
- Manage the effects of using CCE solutions for scalability and interaction between the solution components for centralized application management

Course Objectives:

After taking this course, you should be able to:

- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.
- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.
- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.
- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.
- Successfully deploy Mobile Agent in a CCE Environment.
- Successfully deploy Post Call Survey in a CCE Environment.

Audience:

The primary audience for this course is as follows:

- Deployment engineer
- Sales engineer

Prerequisites:

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and voice gateways
- Basic understanding of Cisco Unified Contact Center Enterprise architecture

and operation

Course Outline:

Module 1 – PCCE Review

PCCE Architecture and Components Review
PCCE Protocols Review
PCCE Call Flow Review
PCCE Access Tools Review
Discovery 01-1: Review Discovery
Discovery 01-2: Navigating CCE Discovery Architecture and Components

Module 2 – Introducing Bulk Import Tools

Use the PCCE Bulk Import Tool
Use Bulk Import Templates
Discovery 02-1: Importing Bulk Data

Module 3 – Configuring Advanced Scripting and CCE Data Exchange

Design for Advanced Scripting
CCE Data Exchange
Using Call Studio
Implement Database Lookup using VXML
Collect Response from the Caller
Invoking Call Studio Applications with CCE Routing Scripts
Discovery 3-01 Creating VXML Application using Call Studio
Discovery3-02 Configure Precision Queues
Discovery 3-03 Creating CCE Routing Script
Discovery 3-04 Customizing Finesse Desktop
Discovery 3-05 Testing your Call Flow

Module 4 – CUCM Initiated Call Flows

Understand Transfer Types and CVP Call Flow Models
Describe Subsequent Transfers
Perform UCM Configurations for Transfers
Configure CUCM as Routing Client and Agent Transfers
Discovery 4-01 Configure CUCM as Routing Client and Agent Transfers

Module 5 – Using Gadgets to Customize the Finesse Desktop

Obtain Finesse Custom Gadgets
Deploy Finesse Custom Gadgets
Discovery 5-01 Deploying Finesse Gadgets

Module 6 – Implementing Mobile Agent

Examining Mobile Agent Functionality

Identify Mobile Agent Architecture and Components
Configuring Mobile Agent
Logging in as Mobile Agent
Planning Mobile Agent Design and Integration
Discovery 6-01 Implementing Mobile Agent

Module 7 – Implementing Post Call Survey

Examining Post Call Survey Functionality
Configuring Post Call Survey
Reporting Considerations for Post Call Survey
Discovery 7-01 Implementing Post Call Survey

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