



# Administering Cisco Contact Center Enterprise (CCEA) v1.0

## What you'll learn in this course

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

## Course duration

- Instructor-led training: 4 days in the classroom
- Virtual instructor-led training: 4 days of web-based classes

## How you'll benefit

This course will help you:

Leverage the Cisco Unified Contact Center Enterprise (UCCE) for a smooth integration of inbound and outbound voice applications to support multiple communication channels.

Manage a multichannel contact functionality with IP telephony as a unified solution to rapidly deploy within a distributed contact center infrastructure.

## Who should enroll

- Account and project managers
- Contact Center Enterprise (CCE) administrators
- Deployment engineers
- Technical sales

## Technology areas

- Collaboration

## Course details

### Objectives

After taking this course, you should be able to:

- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

### Recommended knowledge and training

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

Recommended Cisco offerings that may help you meet these prerequisites:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)



## Outline

- Cisco Unified Contact Center Review
  - Contact Center Basics
  - Components and Architecture
- Deploying Basic Call Settings
  - Associate Basic Call Settings
  - Explore Media Routing Domains
- Building a Basic Cisco Unified Contact Center Enterprise Script
  - Introduce Script Editor
  - Use Script Editor Nodes
- Configuring Basic Agent Functionality
  - Introduce Agent Functionality
  - Configure Agent Desk Settings
- Configuring Basic Call Treatment and Queuing
  - Explore Media Server and Files
  - Introduce Microapps
- Implementing Precision Routing
  - Introduce Precision Routing Basics
  - Examine the Migration Path
- Configuring RONA Support
  - Introduce RONA Functionality
  - Identify RONA Timeout Considerations
- Configuring Agent Teams and Supervisors
  - Configuring Teams and Supervisors
  - Explore Agent Roles
- Administering the Cisco Finesse Desktop
  - Administering Cisco Finesse Desktop
  - Introduce Cisco Finesse Administration
- Implementing Voice XML Applications
  - Introduce VXML
  - Build a Basic Call Studio Project
- Configuring Roles, Departments, and Business Hours
  - Examine Post-Call Survey Functionality
  - Configure Post-Call Survey
- Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)
  - Configure Unified CC Enterprise Administrators
  - Configure Departments

## How to enroll

To enroll in the CCEA course or explore our larger catalog of courses on Cisco Digital Learning, contact us at <LP email/URL>

### Lab outline

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Administering ICM Dialed Numbers and Call Types
- Prepare a Basic Label Script
- Using ICM Tools for ICM Scripts
- Configure ICM for Basic Agent and Skill Group Functionality
- Configure UCM for Agent Functionality
- Test Basic Skill Group Functionality in an ICM Script
- Examine Media Files and Variables in ICM Scripts
- Build Basic ICM Scripts with MicroApps
- Configure and Implement Precision Routing
- Configure RONA
- Configure Agent Teams and Supervisors
- Cisco Finesse Administration
- Configure VXML Server and Install Call Studio
- Create and Deploy a Call Studio Project
- Integrate VXML Applications with a Unified CC Enterprise Script
- Configuring Roles, Departments, and Business Hours
- Run Unified IC Stock Reports

