Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0

What you'll learn in this course

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

Course duration

- Instructor-led training: 1 day in the classroom
- Virtual instructor-led training: 1 day of web-based classes

How you'll benefit

This course will help you:

- Learn how to manage timely, disparate data using CCER as a reporting solution
- Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.
- Understand the foundational components of Contact Center Enterprise solutions

Who should enroll

- Account and project managers
- Business liaisons
- Deployment engineers
- Managers overseeing CCE deployments
- Technical sales

Technology areas

Collaboration

Course details

Objectives

After taking this course, you should be able to:

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

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 IP networks

Recommended Cisco offerings that may help you meet these prerequisites:

- Implementing and Administering Cisco Solutions (CCNA®)

- Understanding Cisco Foundation Collaborations (CLFNDU)

How to enroll

To enroll in the CCEF course or explore our larger catalog of courses on Cisco Digital Learning, contact us at <training@fastlane-mea.com>

Lab outline

Introduction to CCE
Cisco Contact Center Basics
Cisco Contact Center Fundamentals
Functionality of PCCE Components
Public Switched Telephone Network (PSTN) and Voice Gateways
Cisco Unified Border Element (CUBE)
Terms and Naming Conventions Used in CCE
CCE Access Environment
CCE Routing Configuration
Access Tools Available in CCE
Single Pane of Glass (SPOG)
Cisco Intelligent Contact Management (ICM)
Configuration Manager
Discovering CCE Features Beyond Default
Agent Management
Agent Efficiency

Lab outline

This class does not have any labs.

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