



Implementing Cisco Contact Center Enterprise 1.0

What you'll learn in 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.

This class will help you:

- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

Course duration

- Instructor-led training: 3 days in the classroom with hands-on practice
- E-learning: 3 days of hands-on practice

Who should enroll

- Deployment engineer
- Sales engineer

Course details

Objectives:

After taking this course, you should be able to:

- 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
- Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE Scripting tools to present call data collected from the caller to the agent desktop
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Identify the tasks associated with adding Remote Site functionality to 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

Recommended knowledge and training

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

- 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

Recommended Cisco offerings that may help you meet these prerequisites:

- Administering Cisco Contact Center Enterprise (CCEA)
- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Administering Cisco Solutions (CCNA®)

How to enroll

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

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
- Adding a Site to Packaged CCE
 - PCCE Remote Site Overview
 - Remote Site Security Certificate Considerations
- Integrating Cisco Unified Intelligence Center, LiveData, and 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
- Configuring to Validate Deployment
 - Confirm Configuration Readiness
 - Cisco Unified Communications Manager Administration
- Scripting for Packaged Contact Center Enterprise
 - Configure Script Editor
 - Use Microapps
- Configuring Single Sign-On
 - SSO Overview
 - Configure SSO Prerequisites

Lab outline

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

