



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 <training@fastlane-mea.com>

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

