Administering Cisco Unified Contact Center Enterprise Part 1 (AUCCE1)

Duration: 5 days

Who should attend?

1. The target audience for this course is channel partners and field support personnel who are responsible for sales, implementation or administration of a Cisco Unified Contact Center and VRU implementation in customer enterprise networks, specifically individuals filling these roles.
2. Managers overseeing UCCE deployments

Prerequisites

The knowledge and skills that a learner must have before attending this course are as follows:

1. Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
2. Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required
3. Working knowledge of Unified Communications Manager and Voice Gateways:
4. Basic understanding of contact center operations
5. # Course Objectives

Upon completing this course, you will be able to meet these overall objectives:

1. Identify the basic components and operations of the Unified CCE solution.
2. Configure and script a basic UCCE CVP deployment.
3. Perform the ICM configuration tasks required to support basic agent functionality.
4. Build and test a basic ICM script utilizing microapps.
5. Configure and script UCCE to support reporting requirements, precision queuing and RONA.
6. Identify how to successfully deploy the CVP VXML component in a Unified CCE solution.
7. Generate basic reports using Cisco Unified IC.

Course Content

The Administering Cisco Unified Contact Center Enterprise Part 1 is a 5 day instructor-led course presented by training partners to system engineers and customers who will be involved with Day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This course describes the requirements, resources and tools needed to

perform routine adds, moves and changes in the inbound / outbound UCCE environment. This course is intended for those administering the solution, or who may be responsible for Level 1-2 support of the solution.