

Administering Cisco Unified Contact Center Enterprise v1

AUCCE



Delivery Type: Classroom

Duration: 5 days

Overview

This course will be delivered using v9.0 software, giving delegates an enhanced experience. Additional hand-out will be provided to supplement the standard Cisco training materials (currently based on v8.0). This course is also suitable for those on earlier versions of CCE and CUIC.

This is an instructor-led course aimed at system engineers and customers involved in day-to-day interaction with the Cisco Unified Contact Center Enterprise (CCE) product. This course will give you an understanding of the Cisco Unified CCE system, the Intelligent Contact Management (ICM) routing application, and Cisco Outbound Option. You will accomplish this by configuring the Cisco Unified CCE software, use the ICM routing software to route calls from Cisco Unified IP IVR and from Cisco Unified Communications Manager. Additionally, you will configure the Cisco Outbound Option and use various ICM utilities to aid you in locating configuration errors .

Target Audience

Cisco Unified Communications system channel partners, resellers, system engineers and customers who will be configuring and maintaining the Cisco Unified Contact Center Enterprise products, as well as those partners looking to achieve the Cisco UCCE ATP.

Pre-Requisites

Attendees should meet the following prerequisites:

- ✓ Familiarity with call center operations
- ✓ Microsoft Active Directory
- ✓ Microsoft Windows 2003
- ✓ Microsoft SQL Server 2005

Objectives

After completing this program, you will be able to:

- ✓ Demonstrate an overall understanding of the Cisco Unified CCE system, the Intelligent Contact Management (ICM) routing application, and its environment
- ✓ Configure a Cisco Unified CCE system that routes from Cisco Unified IP IVR

- ✓ Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database
- ✓ Understand administrative scripting, translation routing concepts, and how translation routing operates
- ✓ Configure a new Cisco Unified CCE system that routes from Cisco Unified Communications Manager
- ✓ Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign
- ✓ Describe basic reporting characteristics of Cisco Unified Intelligence Center

Certification

Recommended preparation for exam(s):

- ✓ 642-241: Unified Contact Center Enterprise Design (Rq for SE role)
- ✓ 642-242: Unified Contact Center Enterprise Implementation (Rq for DE/TS role)
- ✓ 642-243: Unified Contact Center Enterprise Support (Rq for DE/TS role)
- ✓ These exams are required for partners looking to achieve the Cisco UCCE ATP accreditation.

Follow on Courses

The following courses are recommended for further study:

- ✓ DUCCE - Deploying Cisco Unified Contact Center Enterprise
- ✓ DUIC - Deploying Cisco Unified Intelligence Center