

# Cisco Unified Customer Voice Portal Implementation v8.0

CVPI



**Delivery Type:** Classroom

**Duration:** 5 days

## Overview

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

This course defines the tasks necessary for the Operation, Administration, Management and Provisioning of Cisco Unified Customer Voice Portal as it is installed in a comprehensive Cisco Unified Intelligent Contact Management Enterprise environment.

## Pre-Requisites

**Delegates should meet the following prerequisites;**

- ✓ CCNA - ICND1 and ICND2
- ✓ CVOICE - Cisco Voice Over IP
- ✓ CIPT1 - Implementing Cisco Unified Communications Manager, Part 1
- ✓ UCCEFT- Fast Track : Administering and Deploying Cisco Unified Contact Center Enterprise
- ✓ IPCAS - Cisco IPCC Enterprise Advanced Scripting

## Objectives

**After completing this program, you will be able to:**

- ✓ Explain the components, function, and call flow of a Cisco Unified CVP solution when it is deployed in either a standalone or comprehensive model
- ✓ Configure a functional Cisco Unified CVP comprehensive deployment model with Cisco Unified ICM Enterprise
- ✓ Demonstrate the use of the six Cisco Unified CCE microapplications that are available to support caller interaction with Cisco Unified CVP
- ✓ Describe Voice Extensible Markup Language (VXML) as a technology and describe the benefits that it provides to Cisco Unified CVP; install and configure the Cisco Unified CVP VXML solution for Cisco Unified CVP
- ✓ Execute the steps that are required to configure a Cisco Unified CVP environment to provide historical data and to configure and use the diagnostic features and tools to ensure end-to-end serviceability
- ✓ Design a Cisco Unified CVP solution that is designed for failover protection and high

availability and use the recommended troubleshooting techniques to isolate and correct system failures

### **Target Audience**

- ✓ This course will be beneficial for Individuals with telephony or data networking background who are familiar with network infrastructure and IP Communication components upon which Cisco Unified CVP will be implemented.

### **Further Information**

- ✓ This course is required for those partners wishing to participate in the Customer Voice Portal ATP. Participation in an ATP program is at Cisco's invitation.