# Fast Track : Administering and Deploying Cisco Unified Contact Center Enterprise v8.0

**UCCEFT**

**Delivery Type:** Classroom
**Duration:** 10 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 ten-day instructor-led UCCEFT 8.0 course is a combination of three courses: AUCCE, DUCCE and DUIC. This course is aimed at system engineers and customers involved in day-to-day interaction with the Cisco Unified Contact Center Enterprise (CCE) and the Cisco Unified Intelligence Center (CUIC) product. The first and second part of 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 installing and configuring the Cisco Unified CCE software, use the ICM routing software to route calls from Cisco Unified IP IVR and Cisco Unified Communications Manager. You will gain an understanding of the Unified CCE deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting options. The Unified CCE software will be installed and Unified CCE troubleshooting tools explored. Additionally, you will install and configure the Cisco Outbound Option and use various ICM utilities to aid you in locating configuration errors. The third part of this course covers the Cisco Unified Intelligence Center 8.0 which is a comprehensive, end-to-end reporting solution, designed to make the task of creating reports and managing disparate data sources easier on the customer and, at the same time, present a consistent user interface and a common tool to access the varied data across multiple Cisco product families.

## 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 and the Cisco Unified Intelligence Center product, as well as those partners looking to achieve the Cisco UCCE ATP.

## Certification

### Recommended preparation for exam(s):

- ✓ 642-241: Unified Contact Center Enterprise Design.
- ✓ 642-242: Unified Contact Center Enterprise Implementation.
- ✓ 642-243: Unified Contact Center Enterprise Support.
- ✓ All three exams are required to achieve the Cisco UCCE ATP accreditation.

## Pre-Requisites

- ✓ Familiarity with call center operations.
- ✓ Microsoft Active Directory.
- ✓ Microsoft Windows 2003.
- ✓ Microsoft SQL Server 2005.
- ✓ Desired: Working knowledge of Unified Contact Center Enterprise
- ✓ Desired: Working knowledge of Contact Center Operations.

## Objectives

- ✓ Demonstrate an overall understanding of the Cisco Unified CCE system, processes, the ICM routing application, and its environment.
- ✓ Install and 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 and an Application Gateway.
- ✓ 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.
- ✓ Install and 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.
- ✓ Install and utilize Cisco Support Tools, Cisco Analysis Manager, and Cisco Unified Intelligence Center.
- ✓ Provide a comprehensive overview of the Cisco Unified Intelligence Center.
- ✓ Demonstrate how to install, administer, and provide security for the CUIC solution.

- ✓ Describe reporting concepts and capabilities and features of CUIC reports.
- ✓ Provide a detailed description of how custom reports from normal data sources (Cisco Unified CCE and Cisco CVP) and new data sources can be created to meet specific customer requirements.

## Further Information

CVPI – Cisco Customer Voice Portal Implementation is the recommended follow-on-course.