QUICKSTART

Over 35 Years Of Technology Training

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Learning Style: Virtual Classroom

Technology: Cisco

Difficulty: Intermediate

Course Duration: 5 Days

Administering Unified Contact Center Enterprise with CVP Part 2 v11x (AUCCE2)

About this course:

Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE2) is an Advanced 5-day instructor-led course for system engineers and customers who will be involved with day 2 support of a UCCE solution deployed in a CVP

comprehensive environment. This Cisco UCCE course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment.

This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The AUCCE Part 1 course or equivalent prior experience is a prerequisite for attending this course. The overall goal of this online Cisco IT class is to develop advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality. Learn more about Administering Cisco Unified Contact Center Enterprise Part 2 by QuickStart below.

Course Objective:

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

- Demonstrate advanced proficiency with add/move/change of the ACD/PBX (agent/skill) environment of UCCE.
- Demonstrate advanced proficiency with add/move/change of the IVR (prompt/collect) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).
- Demonstrate effective use of system tools to track and troubleshoot a call within a call flow.

Audience:

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers
- Day 2 support personnel responsible advanced administration and support of the UCCE environment

Prerequisite:

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

- Attendance of AUCCE Part 1 or equivalent real world experience is a requirement to attend this course
- DO NOT take this course if you are new to UCCE
- Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful.

Course Outline:

Module 1: Cisco Unified Contact Center Enterprise v10 Foundations

- Lesson 1: Introducing UCCE
- Lesson 2: Unified CCE Architecture and Components
- Lesson 3: UCCE Terms, Routing and Additional Components
- Lesson 4: Accessing UCCE Tools

Module 2: CCE Configuration and Scripting Review

- Lesson 1: Configuration Manager and Script Editor Review
- Lesson 2: CTI Review
- Lesson 3: Agent Skill Review
- Lesson 4: Microapps and Media File Review
- Lesson 5: Precision Routing Review
- Lesson 6: Transfers and RONA Review
- Lesson 7: Mobile Agents

Module 3: Implementing Business Rules

- Lesson 1: Advanced Scripting and Routing
- Lesson 2: ICM Scripting Variables, Expressions, Formulae and Functions
- Lesson 3: Creating and Admin Script for Time of Day Routing
- Lesson 4: Creating Feature Control Sets and Users

Module 4: CCE VXML Solution

- Lesson 1: Basic VXML Functionality
- Lesson 2: Installing and Configuring VXML solution
- Lesson 3: Basic VXML - SQL Database Lookup
- Lesson 4: Exploring Courtesy Callback
- Lesson 5: Agent Greeting

Module 5: CCE Outbound

- Lesson 1: Introduction to Outbound Option
- Lesson 2: Configuring Outbound Option for Agent and IVR Campaigns

Module 6: CCE Support considerations

- Lesson 1: Supporting UCCE
- Lesson 2: Diagnostic Framework Suite
- Lesson 3: UCCE Support
- Lesson 4: Tracking an Agent call through the Database

Lab Outline

- Lab 1-1: Check out the Lab Environment
- Lab 1-2: Explore Voice Gateway
- Lab 1-3: Explore CVP and ICM Servers
- Lab 2-1: Administering ICM Dialed Numbers and Call Types
- Lab 2-2: Media Files and Variables in ICM Scripting
- Lab 2-3: Basic IVR Scripting with MicroApps

- Lab 2-4: Configure ICM for basic Agent and Skill Group Functionality
- Lab 2-5: Configure UCM for Agent Functionality
- Lab 2-6: Install CTIOS Agent Desktop(Optional)
- Lab 2-7: Scripting for Skill Groups and Queuing
- Lab 2-8: Configuring Precision Routing
- Lab 2-9: RONA
- Lab 2-10: CTI Route Point Initiated Calls
- Lab 2-11: Agent initiated transfers into UCCE using the ICM Dialed Number Plan
- Lab 2-12: Configure Calls using SIP with Proxy
- Lab 3-1: Administrative Scripting
- Lab 3-2: Feature Control Sets and Users
- Lab 4-1: VXML Server Configuration and Call Studio Installation
- Lab 4-2: Create and Deploy a Basic Call Studio Project
- Lab 4-3: Integrate VXML Applications with ICM Script
- Lab 4-4: SQL DB Lookup Functionality for VXML
- Lab 4-5: Courtesy Callback
- Lab 4-6: Agent Greeting
- Lab 5-1: Configure SIP Outbound Dialer Basic Agent Campaign
- Lab 5-2: Challenge Lab: Build IVR campaign
- Lab 6-1: Using Troubleshooting Tools
- Lab 6-2: Track a call thru RCD and TCD
- Lab 6-3: Instructor generated Break/Fix lab.