

CCEA

Administering Cisco Contact Center Enterprise

32 horas

Collaboration

Cisco

Cisco Continuing Education Credits

32 CE Credits

INTRODUÇÃO

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

OBJETIVO DO CURSO

After taking this course, you should be able to:

- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

PÚBLICO-ALVO

- Account and project managers
- Contact Center Enterprise (CCE) administrators
- Deployment engineers
- Technical sales

PRÉ-REQUISITOS

To fully benefit from this course, you should have the following knowledge:

Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required

Working knowledge of Unified Communications Manager and voice gateways

Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation

Recommended Cisco offerings that may help you meet these prerequisites:

Understanding Cisco Contact Center Enterprise Foundations (CCEF)

Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

Understanding Cisco Collaboration Foundations (CLFNDU)

Outline

Cisco Unified Contact Center Review

Contact Center Basics

Components and Architecture

Deploying Basic Call Settings

Associate Basic Call Settings

Explore Media Routing Domains

Building a Basic Cisco Unified Contact Center Enterprise Script

Introduce Script Editor

Use Script Editor Nodes

Configuring Basic Agent Functionality

Introduce Agent Functionality

Configure Agent Desk Settings

Configuring Basic Call Treatment and Queuing

Explore Media Server and Files

Introduce Microapps

Implementing Precision Routing

Introduce Precision Routing Basics

Examine the Migration Path

Configuring RONA Support

Introduce RONA Functionality

Identify RONA Timeout Considerations

Configuring Agent Teams and Supervisors

Configuring Teams and Supervisors

Explore Agent Roles

Administering the Cisco Finesse Desktop

Administering Cisco Finesse Desktop

Introduce Cisco Finesse Administration

Implementing Voice XML Applications

Introduce VXML

Build a Basic Call Studio Project

Configuring Roles, Departments, and Business Hours

Examine Post-Call Survey Functionality

Configure Post-Call Survey

Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)

Configure Unified CC Enterprise Administrators

Configure Departments

Lab exercises

Navigate CCE Discovery Architecture and Components

Explore ICM Configuration Tools

Administering ICM Dialed Numbers and Call Types

Prepare a Basic Label Script

Using ICM Tools for ICM Scripts

Configure ICM for Basic Agent and Skill Group Functionality

Configure UCM for Agent Functionality

Test Basic Skill Group Functionality in an ICM Script

Examine Media Files and Variables in ICM Scripts

Build Basic ICM Scripts with MicroApps

Configure and Implement Precision Routing

Configure RONA

Configure Agent Teams and Supervisors

Cisco Finesse Administration

Configure VXML Server and Install Call Studio

Create and Deploy a Call Studio Project

Integrate VXML Applications with a Unified CC Enterprise Script

Configuring Roles, Departments, and Business Hours

Run Unified IC Stock Reports