

## CCEAA

# Administering Advanced Cisco Contact Center Enterprise

24 horas

Collaboration

Cisco

### Cisco Continuing Education Credits

**30 CE Credits**

## INTRODUÇÃO

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco® Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

## OBJETIVO DO CURSO

After taking this course, you should be able to:

Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.

Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.

Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.

Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.

Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.

Successfully deploy Mobile Agent in a CCE Environment.

Successfully deploy Post Call Survey in a CCE Environment.

## PÚBLICO-ALVO

Deployment engineer

Sales engineer

## PRÉ-REQUISITOS

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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:

Administering Cisco Contact Center Enterprise (CCEA)

Understanding Cisco Contact Center Enterprise Foundations (CCEF)

Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

Understanding Cisco Collaboration Foundations (CLFNDU)

Outline

PCCE Review

Review PCCE Architecture and Components

Review PCCE Protocols

Introducing Bulk Import Tools

Use the PCCE Bulk Import Tool

Use Bulk Import Templates

Configuring Advanced Scripting and CCE Data Exchange

Design for Advanced Scripting

CCE Data Exchange

Cisco Unified Communications Manager Initiated Call Flows

Understand Transfer Types and Cisco Unified Custom Voice Portal (CVP) Call Flow Models

Describe Subsequent Transfers

Using Gadgets to Customize the Finesse Desktop

Obtain Finesse Custom Gadgets

Deploy Finesse Custom Gadgets

Implementing Mobile Agent

Examine Mobile Agent Functionality

Identify Mobile Agent Architecture and Components

Implementing Post Call Survey

Examine Post Call Survey Functionality

Configure Post Call Survey

Lab practice

Review Discovery

Navigate CCE Discovery Architecture and Components

Import Bulk Data

Create a VXML Application Using Call Studio

Configure Precision Queues

Create a CCE Routing Script

Customize the Finesse Desktop

Test Your Call Flow

Configure Cisco Unified Communications Manager (CUCM) as Routing Client and Agent Transfers

Deploy Cisco Finesse Gadgets

Implement Mobile Agent