

## CCER

# Reporting Cisco Contact Center Enterprise

16 horas

Collaboration

Cisco

Cisco Continuing Education Credits

**12 CE Credits**

## INTRODUÇÃO

The Reporting Cisco Contact Center Enterprise (CCER) v1.0 course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources. The course explains the nuances of analyzing and troubleshooting in various deployment scenarios: Designed Tier 2/Day 2 Support. The Cisco® Contact Center Enterprise (CCE) solution helps businesses deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. The course teaches you the business application of the CCE solution providing the framework of interrelationship between both core and optional components required to configure the CCE solution.

## OBJETIVO DO CURSO

After taking this course, you should be able to:

Explain the Cisco Unified Intelligence Center including the benefits and features of the system and describe the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment

Understand the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance and provisioning functions

Discuss the functional attributes of the Cisco Unified Intelligence Center

Customize Cisco Unified Intelligence Center Reports and Views

## PÚBLICO-ALVO

Administrators

Business liaisons

Deployment engineers

Managers overseeing CCE deployments

## PRÉ-REQUISITOS

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

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

Understanding of Cisco Packaged Contact Center Enterprise components and call flows

Experience administering Cisco Packaged Contact Center Enterprise

Recommended Cisco offerings that may help you meet these prerequisites:

Understanding Cisco Contact Center Enterprise Foundations (CCEF)

Administering Cisco Contact Center Enterprise (CCEA)

Cisco Certified Network Associate (CCNA®)

Understanding Cisco Foundation Collaborations (CLFNDU)

## CONTEÚDO PROGRAMÁTICO

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Outline

Cisco Unified Intelligence Center Foundations

Cisco Unified Intelligence Center - Basics

Cisco Unified Intelligence Center - Deployment Models

Cisco Unified Intelligence Center Administration and Operations Console

Operations Console (OAMP) Console Introduction

Admin User Management

Cisco Unified Intelligence Center Attributes

Stock Reporting

Dashboard Features

Cisco Unified Intelligence Center Custom Reports and Views

Creating Views

Building Report Definitions

Lab exercises

Exploring Cisco Unified Intelligence Center (CUIC) OAMP

Working with Stock Reports

Working with Dashboards

Value Lists and Collections

Exploring Supervisor Defaults

Using Groups

Editing Report Views Pt 1 of 2

Editing Report Views Pt 2 of 2

Report Definitions and Drilldowns

Create Custom Route Call Detail (RCD) Report Definition (Database Query) and Report

Value Lists and Drilldowns