

UCCXD (DEPLOYING CISCO UNIFIED CONTACT CENTER EXPRESS (UCCXD) 6.0) 6.0

Objetivo

Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) Understand how to maintain and monitor a Cisco Unified CCX system

Público Alvo

Channel Partners and Resellers Customers Employees

Pré-Requisitos

Internetworking Fundamentals Basic IP Telephony Concepts Cisco Unified Communications Manager Cisco IP Phones Cisco IP Communicator Contact Center Operations

Carga Horária

40 horas (5 dias).

Conteúdo Programático

Module 1: Cisco Unified CCX Product Introduction

Lesson 1-1: Cisco Unified CCX Product Packages

Lesson 1-2: Cisco Unified CCX Architecture

Lesson 1-3: Designing Cisco Unified CCX

Module 2: Cisco Unified CCX Installation and Configuration

Lesson 2-1: Installing Cisco Unified CCX

Lesson 2-2: Managing Cisco Unified CCX

Lesson 2-3: Configuring Basic Properties of Cisco Unified CCX

Module 3: Cisco Unified CCX Scripting

Lesson 3-1: Understanding Script Editor Basics

Lesson 3-2: Creating a Basic IVR Script
Lesson 3-3: Prompting and Collecting Information
Lesson 3-4: Accessing an External Database
Lesson 3-5: Making Decisions
Lesson 3-6: Confirming Caller Input

Module 4: Cisco Unified CCX ACD Operations

Lesson 4-1: Implementing Cisco Unified CCX
Lesson 4-2: Scripting Fundamentals for Cisco Unified CCX
Lesson 4-3: Using Finesse Administration and Call Recording
Lesson 4-4: Advanced Scripting Topics for Cisco Unified CCX
Lesson 4-5: Using Cisco Unified CCX Reports

Module 5: Cisco Unified CCX Premium Functions

Lesson 5-1: Configuring the Outbound Dialer
Lesson 5-2: Configuring Agent Email and Agent Web Chat
Lesson 5-3: Understanding ASR and TTS

Module 6: Cisco Unified CCX Maintenance

Lesson 6-1: Using Cisco Unified RTMT
Lesson 6-2: Using the Disaster Recovery System

Lab Details:

Lab 1: Review Cisco Unified Contact Center Express Installation
Lab 2: Provisioning Telephony and Media
Lab 3: Understanding Script Editor Basics
Lab 4: Start Your New Locator Script
Lab 5: Prompt and Collect Information from a Caller
Lab 6: Accessing a Database
Lab 7: Loops, Counters, and Decision-Making
Lab 8: Confirming Caller Input
Lab 9: Configuring Cisco Unified Contact Center Express
Lab 10: Cisco Unified Contact Center Express Scripting
Lab 11: Using Finesse Administration and Call Recording
Lab 12: Advanced Cisco Unified Contact Center Express Scripting Techniques
Lab 13: Cisco Unified Contact Center Express Reporting
Lab 14: Outbound Preview Dialing
Lab 15: Agent Email and Web Chat
Lab 16: Spoken Names and Automatic Speech Recognition
Lab 17: Using the Cisco Unified Real Time Monitoring Tool