

CCEA (ADMINISTERING CISCO CONTACT CENTER ENTERPRISE) 1.0

Objetivo

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)

Carga Horária

32 horas (4 dias).

Conteúdo Programático

- 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