

# CCER (REPORTING CISCO CONTACT CENTER ENTERPRISE) 1.0

---

## Objetivo

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

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)

## Carga Horária

16 horas (2 dias).

## Conteúdo Programático

- 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