

# CCEI (IMPLEMENTING CISCO CONTACT CENTER ENTERPRISE) 1.0

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## Objetivo

After taking this course, you should be able to: Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment Identify concepts necessary to create CCE system design specifications and deployment plans Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE Scripting tools to present call data collected from the caller to the agent desktop Discover how to install CCE software Administer CA signed security certificates to support the successful addition of a PCCE site Identify the tasks associated with adding Remote Site functionality to the PCCE environment Discuss integration of the CUIC, LiveData, and Finesse reporting environments Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits Examine concepts necessary to create CCE system design specifications and deployment plans Create a series of routing scripts using PCCE Configure Single sign-on for Unified CCE

## Público Alvo

Deployment engineer Sales engineer

## Pré-Requisitos

To fully benefit from this course, you should have the following knowledge: Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components Understanding of IP networks Strong understanding of Cisco Packaged Contact Center Enterprise functionality Advanced experience administering of Cisco Packaged Contact Center Enterprise Working knowledge of Unified Communications Manager and Voice Gateways Recommended Cisco offerings that may help you meet these prerequisites: Administering Cisco Contact Center Enterprise (CCEA) Administering Advanced Cisco Contact Center Enterprise (CCEAA) Understanding Cisco Contact Center Enterprise Foundations (CCEF) Understanding Cisco Collaboration Foundations (CLFNDU) Implementing and Administering Cisco Solutions (CCNA®)

## Carga Horária

24 horas (3 dias).

## Conteúdo Programático

Planning a Cisco Packaged Contact Center Enterprise Deployment  
Packaged CCE Component Overview  
Call Flows Review

Staging a Packaged CCE Deployment  
PCCE Deployment Planning and System Design Specification  
Software Compatibility and OS Requirements

Preparing CCE Software for Installation  
General Considerations and System Requirements  
Active Directory Considerations

Administering Security Certificates  
Security Certificate Overview  
Install and Configure Certificate Authority

Introducing the Packaged CCE Integration Wizard  
PCCE Inventory and Service Accounts  
Run the PCCE Wizard Adding a Site to Packaged CCE

Adding a Site to Packaged CCE  
PCCE Remote Site Overview  
Remote Site Security Certificate Considerations

Integrating Cisco Unified Intelligence Center, LiveData, and Finesse  
Compare Real Time vs. Live Data  
Complete Cisco Unified Intelligence Center Integration

Personalizing the Packaged CCE Dial Plan  
CCE Dial Plan Components  
Ingress Gateway and Cisco Unified Border Element Dial Plans Configuring to Validate Deployment

Configuring to Validate Deployment  
Confirm Configuration Readiness  
Cisco Unified Communications Manager Administration

Scripting for Packaged Contact Center Enterprise  
Configure Script Editor  
Use Microapps

Configuring Single Sign-On  
SSO Overview  
Configure SSO Prerequisites

Lab Practice  
Navigate CCE Discovery Architecture and Components  
Explore ICM Configuration Tools  
Observe Installed CCE Software  
Navigate Certificate Store  
Add a Remote Site to PCCE  
Personalize Finesse Server  
Configure Site Dial Plan

Verify Configuration Details for Final Testing  
Build a Series of Test Scripts  
Enable Single Sign-On