

CCECE (IMPLEMENTING CISCO CONTACT CENTER ENTERPRISE CHAT AND EMAIL) 1.0

Objetivo

After taking this course, you should be able to: Describe the ECE solution as deployed with Cisco Contact Center Enterprise (CCE) Define the components of ECE that make up the available deployment models available for enterprise solutions Utilize the Classic ECE interface to differentiate between partitions Utilize the Classic ECE interface to differentiate between processes and instances Configure the PCCE requirements necessary to integrate ECE Configure the requirements necessary to integrate ECE with the Single Pane of Glass used with PCCE Configure the requirements necessary to integrate ECE with email services Add the ECE Agent gadget to the Cisco Finesse Desktop layout Describe the installation requirements for a high-availability deployment of ECE Describe a basic email and chat call flow through the ECE/PCCE environment Understand the general operational requirements for adding CCE Agent, skill, and scripting objects and importing them into CCE Navigate the administrative tabs in both the Business Partition and Department view of the Single Pane of Glass Add and import objects into the ECE Describe the configurations options found in the Email and Chat Queue Describe the configuration and verification of chat functionality in a CCE ECE environment Configure and verify ECE settings Configure an entry point for a chat queue and introduce template sets Customize the chat experience Define and verify the configuration requirements to deploy callback and delayed callback Describe the benefits of implementing Agent Single Sign-on in the ECE/CCE environment Configure the requirements necessary to implement Agent Single Sign-on in the ECE/CCE environment

Público Alvo

Deployment engineers

Pré-Requisitos

Before taking this course, student should have: Strong knowledge of computer networking components: Windows A/D, SQL Strong understanding of IP networks Advanced experience administering Cisco Packaged Contact Center Enterprise Experience deploying Cisco Packaged Contact Center Enterprise

Carga Horária

32 horas (4 dias).

Conteúdo Programático

Deploying Cisco Enterprise Chat and Email
ECE General administration
Cisco ECE Email administration
Cisco ECE Chat administration

Cisco Enterprise Chat and Email features

Lab outline

- Navigate CCE discovery architecture and components
- Navigate ECE and CCE discovery architecture and components
- Navigate ECE Email and Cisco Finesse integration
- Add and Import CCE Resources into ECE
- Personalize the Email Trail
- Build a Department Workflow
- Build CCE Script for Email
- Agent Verification of Email
- Configure and Verify Chat Operation
- Customize Chat
- Explore Reporting for ECE
- Support Single Sign On (SSO) for ECE
- Troubleshoot ECE