

CCET (CCET) 1.0

Objetivo

After taking this course, you should be able to: Describe CCE flows and processes required to support and troubleshoot the PCCE deployment Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

Público Alvo

Account manager Deployment engineer Deployment project manager Sales engineer

Pré-Requisitos

To fully benefit from this course, you should have the following knowledge: Strong knowledge of computer networking components: Windows A/D, SQL Server, and components (servers, routers, switches) Strong understanding of IP networks Advanced experience administering of Cisco Packaged Contact Center Enterprise Experience deploying Cisco Packaged Contact Center Enterprise Experience administering and troubleshooting Cisco Unified Communications Manager and Voice Gateways 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) Implementing and Administering Cisco Solutions (CCNA®) Administering Cisco Contact Center Enterprise (CCEA) Administering Advanced Cisco Contact Center Enterprise (CCEAA) Implementing Cisco Contact Center Enterprise (CCEI)

Carga Horária

16 horas (2 dias).

Conteúdo Programático

- CCE Flows and Process Review
- Troubleshooting and Support Methodology
- PCCE Components
- PCCE Call Flow Review
- CCE Diagnostic Tools
- Diagnostic Framework Suite
- Run Analysis Manager
- Run Unified System Command-Line Interface (CLI)
- Troubleshooting CCE
- Troubleshooting Certificates
- Troubleshooting Cisco Finesse

Troubleshooting a PCCE Deployment

Lab Exercises

Configure Access to Discovery Environment

Explore CCE Components

Explore Diagnostic Framework Suite

Analyze Peripheral Gateway (PG) Logs

Navigate Certificate Store

View Cisco Finesse Logs