
Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) V1.0

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HAPPENS EVERYDAY!***

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) V1.0

Course Duration

4 days

Course Price

\$3,595.00

36 CLCs

Methods of Delivery

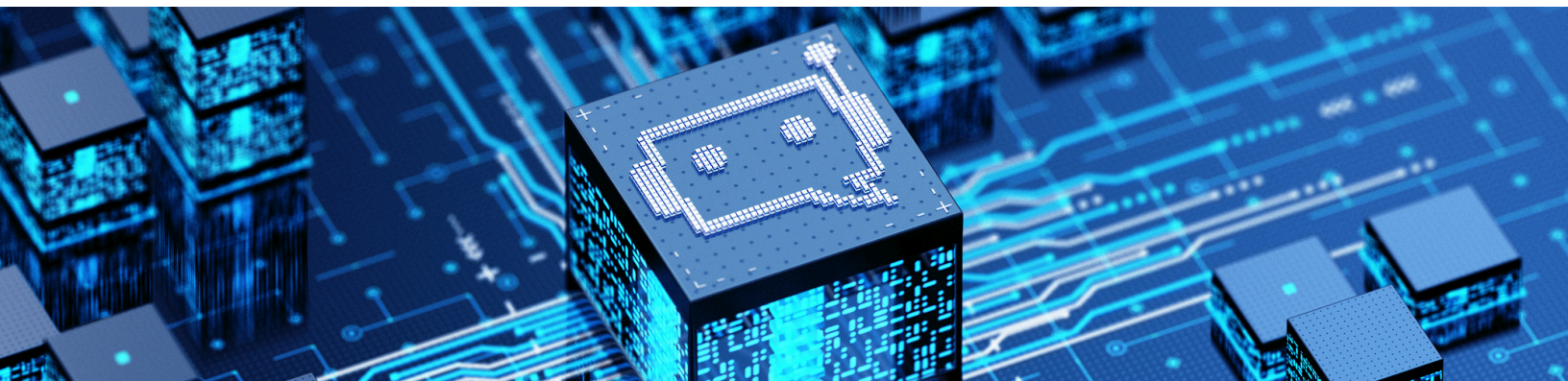
In-Person ILT

Virtual ILT

Onsite ILT

About this Class

The Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) v1.0 course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.



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How you will benefit

This class will help you:

- Configure, integrate, and deploy Cisco Enterprise Chat and Email into existing Enterprise Contact Center environments
- Grow your understanding of Cisco ECE administration and features

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The job roles best suited to the material in this course are:

- Deployment Engineers

Prerequisites

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

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Objectives

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

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Cont. Objectives

After taking this course, you should be able to:

- 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

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Course Outline

Module 1: Deploying Cisco Enterprise Chat and Email

- **ECE Solution Overview**

- Architecture and deployment use cases for ECE in a CCE environment
- Supported deployment models: standalone, co-resident, and high availability

- **Components of ECE Deployment**

- Roles of application servers, web servers, and database instances
- Integration with PCCE and foundational prerequisites

- **Preparing the PCCE Environment for Integration**

- Configuration of routing clients, media routing domains, and skill targets
- Synchronization of agents and attributes between PCCE and ECE

- **Preparing ECE for Integration**

- Initial configuration tasks, such as domain creation and partition setup
- Object structure including departments, business partitions, and workflows

Module 2: ECE General Administration

- **Classic Interface Overview**

- Navigation through ECE administrative interface
- Understanding partitions, processes, and instances

- **Object Management**

- Creating and importing users, agents, attributes, and queues
- Synchronization with CCE and SPOG environments

- **Single Pane of Glass (SPOG) Integration**

- Viewing and managing ECE components within the centralized PCCE UI
- Object linking and synchronization between platforms

- **System Monitoring and Logging**

- Enabling system logs for event tracing and diagnostics
- Administrative tools used for troubleshooting and status monitoring

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Course Outline

Module 3: Cisco ECE Email Administration

- **Email Queue Configuration**
 - Defining and assigning skill-based or precision-based queues
 - Configuring entry points and templates for incoming email
- **Email Routing and Workflow**
 - Associating departments and agents with email processes
 - Using workflow logic to route emails based on attributes and rules
- **Finesse Email Gadget Integration**
 - Embedding the ECE email interface into the Cisco Finesse desktop layout
 - Customizing gadget placement and interaction
- **Email Trail Customization**
 - Adjusting email response formatting, history, and content visibility

Module 4: Cisco ECE Chat Administration

- **Chat Queue Configuration**
 - Defining real-time chat routing behavior and queue priorities
 - Entry point setup and live web integration
- **Chat Workflow and Template Management**
 - Creating and applying chat templates and canned responses
 - Handling inbound chat routing through skill or precision mapping
- **Customizing the Chat Experience**
 - Modifying visual presentation of the chat interface for end users
 - Personalization through JavaScript, branding, and chat hooks
- **Callback and Delayed Callback Features**
 - Configuration and deployment of callback options within chat
 - Delayed callback setup and associated scripting needs

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Course Outline

Module 5: Cisco Enterprise Chat and Email Features

- **Agent Experience Enhancements**
 - Integration of ECE tools with Finesse for a seamless desktop experience
 - Auto-accept, presence updates, and multichannel alerting
- **Single Sign-On (SSO) Integration**
 - Agent authentication with identity providers via SAML
 - Configuration steps for enabling SSO across CCE and ECE
- **Importing and Verifying Objects**
 - Ensuring proper synchronization of CCE agents, teams, and skills into ECE
 - Testing imported configurations in live scenarios
- **Reporting and Analytics**
 - Accessing and interpreting chat and email metrics via CUIC or ECE reporting tools
 - Dashboards and real-time agent reporting options

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Lab Outline

- Lab 1: Navigate CCE discovery architecture and components
- Lab 2: Navigate ECE and CCE discovery architecture and components
- Lab 3: Navigate ECE Email and Cisco Finesse integration
- Lab 4: Add and Import CCE Resources into ECE
- Lab 5: Personalize the Email Trail
- Lab 6: Build a Department Workflow
- Lab 7: Build CCE Script for Email
- Lab 8: Agent Verification of Email
- Lab 9: Configure and Verify Chat Operation
- Lab 10: Customize Chat
- Lab 11: Explore Reporting for ECE
- Lab 12: Support Single Sign On (SSO) for ECE
- Lab 13: Troubleshoot ECE