

## IMPLEMENTING CISCO CONTACT CENTER ENTERPRISE CHAT AND EMAIL (CCECE) V1.0

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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.

#### How you'll 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 in 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 primary audience for this course is as follows:

- 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

#### Course Duration

4 days

#### Course Price

\$3,595.00 or 36 CLCs

#### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

## 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

### 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

## **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

## **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**