Current Technologies Computer Learning Centers

+1 (219) 764-3800
6210 Central Ave, Portage IN
sales@ctclc.com
www.ctclc.com

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TROUBLESHOOTING CISCO CONTACT CENTER ENTERPRISE (CCET) V1.0

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The Troubleshooting Cisco Contact Center Enterprise (CCET) V1.0 is a two-day course is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues.

How you'll benefit

This class will help you:

- Learn the troubleshooting techniques to maximize the benefits the prepackaged deployment model PCCE
- Anticipate and rectify possible deployment issues by learning the tools and processes that provide solutions for deployment issues

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
- Sales Engineers
- Deployment Project Managers
- Account Managers

Prerequisites

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

Course Duration
2 days
Course Price
$1,795.00 or 18 CLCs
Methods of Delivery
- Instructor Led
- Virtual ILT
- On-Site

OUTLINE

Module 1: CCE Flows and Process Review
- **Describe CCE Flows and Processes**
  - Examine the standard PCCE message flow between components
  - Understand interaction timing, media routing, and script invocation
- **PCCE Component Review**
  - Identify core components: ICM, CVP, CUCM, PG, Finesse, and their services
  - Clarify the operational role of each system in supporting live calls
- **PCCE Call Flow Review**
  - Review how a call traverses through CVP, ICM, and agent targets
  - Detail signaling and media handling across protocols such as SIP and JTAPI
- **PCCE Processes**
  - Outline key background services (e.g., Router, Logger, OPC, CTI Server)
  - Discuss service health, failover behavior, and logging structure

Module 2: CCE Diagnostic Tools
- **Introduce Diagnostic Tools**
  - Overview of diagnostic and log collection tools available to Tier 3 engineers
  - Importance of log correlation and timestamps in CCE troubleshooting
- **Diagnostic Framework Suite**
  - Introduction to the suite and how it consolidates log access
  - Navigation of the web interface and access to logs by component
- **Run Analysis Manager**
  - Launch and filter logs using Analysis Manager interface
  - Generate reports based on recent errors and trace events
- **Run Unified System CLI**
  - Use CLI tools to execute commands, pull logs, and analyze system status
  - Familiarize with common commands for PGs, Routers, and Loggers
- **Run Diagnostic Framework Portico**
  - Access logs via Portico browser interface
  - Filter by node, date, or subsystem for targeted log review
- **Run Single Pane of Glass (SPOG)**
  - Utilize SPOG to check system health, access service alerts, and retrieve logs
  - Identify alert conditions and system-level faults from a central view
- **ICM Command Line Tools**
  - Explore command-line tools such as procmon, dumplog, and enable/disable trace
  - Understand command syntax and expected outputs for diagnostics

Module 3: Troubleshooting CCE
- **Troubleshoot Certificates**
  - Examine how certificate errors can affect component communication
  - Use MMC, browser inspection, and OpenSSL to validate certificates
  - Troubleshoot trust chain issues and expired/invalid certs
- **Troubleshoot Cisco Finesse**
  - Review Finesse call flow from agent to server and back
  - Capture and interpret Finesse logs to identify UI, CTI, or call state errors
  - Validate desktop layout, gadget loading, and REST API responses
- **Troubleshoot a PCCE Deployment**
  - Examine lab-based scenarios encountered in a sample PCCE build
  - Apply a troubleshooting process to resolve component registration, data sync, and scripting issues

LAB OUTLINE

Discovery 01-1
- **Configure Access to Discovery Environment**
- **Setup the Discovery environment**

Discovery 01-2
- **Explore CCE Components**
- **Explore the Inventory of a PCCE Deployment, confirm the AW Sync Status of the deployment, and access the Diagnostic Framework Portico**

Discovery 2-1
- **Explore Diagnostic Framework Suite**
- **Explore diagnostic tools used to access data logs across the platform.**

Discovery 2-2
- **Analyze PG Logs**
- **Examine the tools that are used to analyze peripheral gateway / agent transactions.**

Discovery 3-1
- **Navigate Certificate Store**
- **Navigate the various certificate stores found in the PCCE environment, across multiple server types and Operating Systems**

Discovery 3-2
- **View Cisco Finesse Logs**
- **Enable Cisco Finesse client/server logging and view the contents of the logged information**