
Administering Cisco Contact Center Enterprise (CCEA) V1.0

***WHERE GREAT TRAINING
HAPPENS EVERYDAY!***

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Course Duration

4 days

Course Price

\$3,595.00

36 CLCs

Methods of Delivery

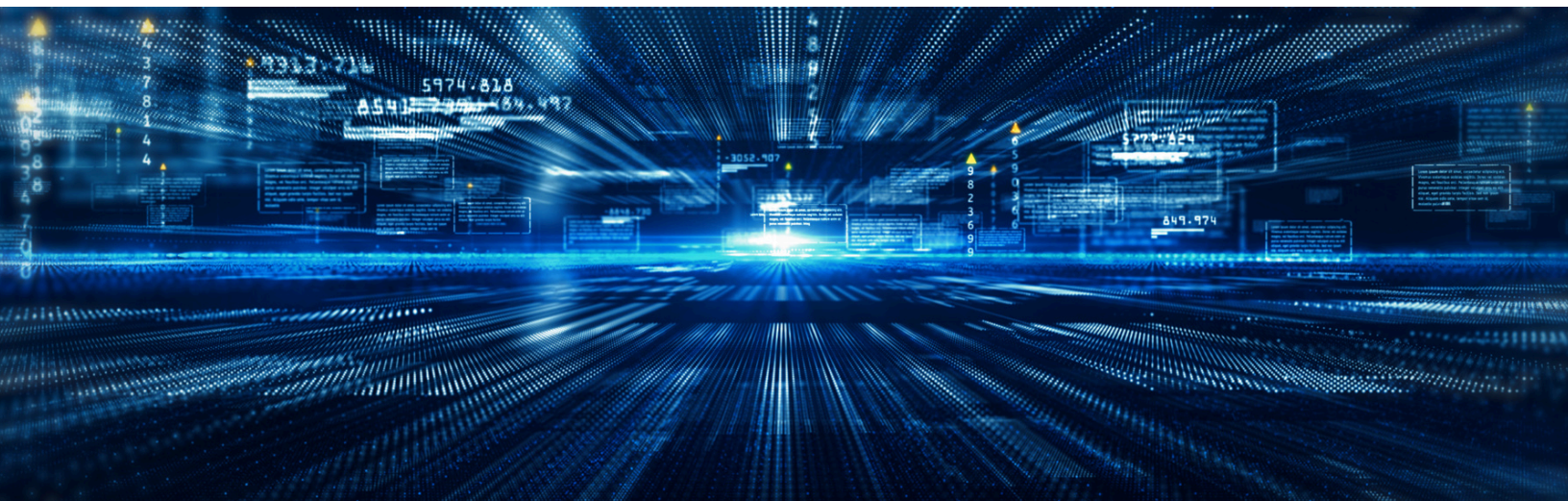
In-Person ILT

Virtual ILT

Onsite ILT

About this Class

The Administering Cisco Contact Center Enterprise (CCEA) V1.0 is a 4-day course presented to CCE Administration personnel involved with 'Day 2' support of a CCE solution deployment. This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound CCE environment. This course is intended for those administering the solution, or who may be responsible for Tier 1 support of the CCE solution.



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How you will benefit

This class will help you:

- Leverage the Cisco Unified Contact Center Enterprise (UCCE) for a smooth integration of inbound and outbound voice applications to support multiple communication channels.
- Manage a multichannel contact functionality with IP telephony as a unified solution to rapidly deploy within a distributed contact center infrastructure.

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
- Contact Center Enterprise (CCE) Administrators
- Technical Sales
- Account and Project Managers

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Objectives

After taking this course, you should be able to:

- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and voice gateways
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation



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Course Outline

Module 1: Cisco Unified Contact Center Review

- **Contact Center Basics**
 - Purpose and function of a contact center
 - Overview of inbound voice flow
- **Components and Architecture**
 - Core CCE components: ICM, PG, CVP, CUCM, Finesse
 - System topology and service interactions
- **Call Flow**
 - Media and signaling path through the CCE environment
 - Routing logic and key call processing stages
- **CCE Access Tools**
 - Introduction to tools such as Configuration Manager and Script Editor
 - Navigation and access roles

Module 2: Deploying Basic Call Settings

- **Media Routing Domains**
 - Segmenting media types for routing logic
 - Creating MRDs for voice and digital channels
- **Call Types**
 - Definition and association with scripts and reporting
 - Creating and modifying call types in Configuration Manager
- **Dialed Numbers**
 - Mapping DN's to call types and call flows
 - Use in entry point configuration

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Course Outline

Module 3: Building a Basic Cisco Unified Contact Center Enterprise Script

- **Introduction to Script Editor**
 - Interface overview and navigation
- **Use Script Editor Nodes**
 - Common nodes: Start, Label, Queue, Route Select, Termination
- **Understand Variables**
 - Use of ECC and system variables in routing
- **Schedule Scripts**
 - Calendar and time-of-day control over script execution
- **Manage Additional ICM Scripting Tools**
 - Use of tools such as Script Manager and Script Scheduler

Module 4: Configuring Basic Agent Functionality

- **Introduce Agent Functionality**
 - Agent login workflow and system requirements
- **Configure Agent Desk Settings**
 - Agent device profiles and CTI configurations
- **Configure Skill Groups and Skill Targets**
 - Grouping agents by skill or role
 - Enabling routing logic to target agent groups
- **Configure an Agent**
 - Adding agent user records and extensions
- **Configure Agent Targeting Rules**
 - Defining which devices agents can use
- **Build an Agent Routing ICM Script**
 - Directing calls to agents using Skill Groups
- **Prepare Agent Logon**
 - Testing and validating agent login in Finesse



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Module 5: Configuring Basic Call Treatment and Queuing

- **Media Server and Files**
 - Hosting and managing audio prompts
- **ECC Variables**
 - Passing external call context and data
- **Microapps**
 - Self-contained IVR functions within CVP scripts
- **Play Media Microapp**
 - Playing static audio to callers
- **Get Digits Microapp**
 - Collecting input such as account numbers or PINs
- **Menu Microapp**
 - Providing IVR options for user navigation
- **Play Data Microapp**
 - Announcing dynamic data such as wait times
- **Get Speech Microapp**
 - Enabling basic speech recognition
- **Capture Microapp**
 - Capturing variable input from callers
- **Scripting with Microapps**
 - Integrating Microapps into routing scripts

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Module 6: Implementing Precision Routing

- **Exploring the Basics**
 - Introduction to precision-based routing methods
- **Migration Path**
 - Transitioning from Skill Group to Precision Queue routing
- **Skill Groups vs. Precision Queues**
 - Comparison of routing flexibility and control
- **Configuring Attributes and Precision Queues**
 - Creating attribute definitions and mapping to agents
- **Precision Routing Sample Scenario**
 - Real-world example using multiple attributes and queue logic

Module 7: Configuring RONA Support

- **RONA Function Overview**
 - Definition and impact on call handling
- **RONA Time-out Considerations**
 - Timing parameters for agent non-response
- **RONA Script Logic**
 - Script examples to handle re-routing after RONA

Module 8: Configuring Agent Teams and Supervisors

- **Agent Roles**
 - Assigning users to agents and defining permissions
- **Supervisor**
 - Supervisor functionality and monitoring options
- **Team Function**
 - Creating teams, associating agents, and setting reporting groups

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Module 9: Administering the Cisco Finesse Desktop

- **Finesse Server Integration**
 - System registration and agent interaction
- **Custom Call Variable Layouts**
 - Configuring the Finesse UI with relevant call data
- **Phone Books**
 - Creating internal directories for agent use
- **Reason Codes**
 - Managing agent state transitions and wrap-up
- **Workflows**
 - Automating desktop behavior based on call variables or agent states

Module 10: Implementing Voice XML Applications

- **VXML Overview**
 - Role of VoiceXML in dynamic call treatment
- **CCE VXML Architecture and Logic Flow**
 - Integration points with Call Studio, VVB, and ICM
- **Build Basic Call Studio Project**
 - Creating menus and prompts within the Call Studio GUI
- **Deploy Project, Verify Config**
 - Uploading VXML applications and linking in scripts
- **CCE Scripting for External VXML Applications**
 - Routing logic for invoking and handling external VXML apps



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Module 11: Configuring Roles, Departments, and Business Hours

- **Introducing Roles**
 - Administrative access control across tools
- **Configuring CCE Administrators**
 - Assigning permissions based on job function
- **Configuring Departments**
 - Logical grouping of users and resources
- **Defining Business Hours**
 - Creating time templates for script and routing logic

Module 12: Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)

- **Introduce and Navigate CUIC**
 - Overview of the CUIC interface and navigation structure
- **Reporting Touch Points**
 - Key integration points for data gathering
- **Access CUIC Stock Reports**
 - Using out-of-the-box reports for operational metrics
- **Create Custom Dashboards**
 - Building personalized dashboards with widgets and filters

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Lab Outline

- **Discovery 1-1: Navigating CCE Discovery Architecture and Components**
- **Discovery 1-2: Exploring ICM Configuration Tools**
- **Discovery 2-1: Administering ICM Dialed Numbers and Call Types**
- **Discovery 3-1: Prepare a Basic Label Script**
- **Discovery 3-2: Use ICM Tools for ICM Scripts**
- **Discovery 4-1: Configure ICM for Basic Agent and Skill Group Functionality**
- **Discovery 4-2: Configure CUCM for Agent Functionality**
- **Discovery 4-3: Testing Basic Skill Group Functionality in an ICM Script**
- **Discovery 5-1: Media Files and Variables in ICM Scripting**
- **Discovery 5-2: Basic IVR Scripting with MicroApps**
- **Discovery 6-1: Configure and Implement Precision Routing**
- **Discovery 7-1: Configuring RONA**
- **Discovery 8-1: Configure Agent Teams and Supervisors**
- **Discovery 9-1: Finesse Administration**
- **Discovery 10-1: VXML Server Configuration and Call Studio Installation**
- **Discovery 10-2: Create and Deploy a Cisco Unified Call Studio Project**
- **Discovery 10-3: Integrate VXML Applications with a CCE Script**
- **Discovery 11-1: Configuring Roles, Departments, and Business Hours**
- **Discovery 12-1: Reporting**