
Understanding Cisco Contact Center Enterprise Foundations (CCEF) V1.0

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Understanding Cisco Contact Center Enterprise Foundations (CCEF) V1.0

Course Duration

1 day

Course Price

\$995.00

10 CLCs

Methods of Delivery

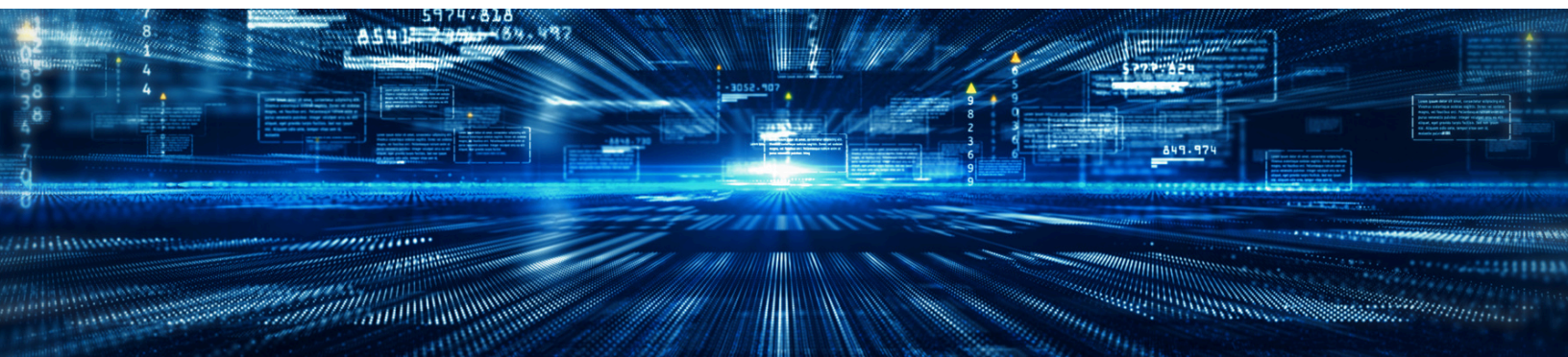
In-Person ILT

Virtual ILT

Onsite ILT

About this Class

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) V1.0 course is an architectural overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise (CCE) solution components and deployment models. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. The course is intended for Administration and Deployment Teams as well as Management and Executives to understand the Business application of the CCE solution. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course provides a framework around the relationship between both core and optional components required to effectively configure, support, deploy, and troubleshoot the CCE solutions.



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How you will benefit

This class will help you:

- Learn how to manage timely, disparate data using CCER as a reporting solution
- Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.
- Understand the foundational components of Contact Center Enterprise solutions

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
- Technical Sales
- Account and Project Managers
- Managers overseeing CCE Deployments
- Business Liaisons

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Objectives

After taking this course, you should be able to:

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

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 IP networks

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Course Outline

Module 1: Introduction to CCE

Cisco Contact Center Basics

- Introduces fundamental concepts of a contact center, including the roles of agents, supervisors, and routing systems. This provides the foundation for understanding how customer calls and interactions are managed in enterprise environments.

Key Performance Indicators

- Describes the critical metrics used to evaluate contact center performance, such as Average Handle Time (AHT), Service Level, Abandonment Rate, and First Call Resolution.

Cisco Contact Center Fundamentals

- Covers the core architecture and operational principles of Cisco's contact center platforms, including scalability, high availability, and distributed deployment.

Cisco Contact Center Portfolio

- Provides an overview of Cisco's contact center offerings including Unified Contact Center Enterprise (UCCE), Packaged CCE (PCCE), and Contact Center Express (UCCX), and explains which solution fits various customer needs.

Module 2: Functionality of PCCE Components

Public Switched Telephone Network (PSTN) and Voice Gateways

- Reviews how customer calls enter the enterprise network through traditional telephony systems and are handed off to the contact center infrastructure.

Cisco Unified Border Element (CUBE)

- Explains how CUBE facilitates SIP trunking and acts as a demarcation point between the service provider and enterprise voice network.

Cisco Unified SIP Proxy (CUSP)

- Describes how CUSP enables call routing and load balancing for SIP-based voice traffic in large-scale deployments.

VXML Gateway and Virtual Voice Browser (VVB)

- Covers how these components deliver IVR functionality using VoiceXML to provide self-service call flows.

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Cont. Module 2

Customer Voice Portal (CVP)

- Discusses how CVP integrates with VVB and ICM to provide call treatment, queuing, and self-service before routing calls to agents.

Intelligent Contact Manager (ICM)

- The central routing engine that processes routing logic and communicates with all components to determine the best call treatment or agent target.

Cisco Unified Communications Manager (CUCM)

- Describes CUCM's role in call control, agent registration, and media resource management in a PCCE environment.

Finesse Agent Desktop

- Introduces the browser-based agent and supervisor desktop interface used to handle voice and digital interactions.

PCCE Logical Call Flow

- Walks through the sequence of call routing from PSTN to agent desktop, highlighting the role of each system component.

Module 3: Terms and Naming Conventions Used in CCE

CCE Access Environment

- Peripherals: External systems such as gateways or ACDs connected to ICM.
- Routing Clients: Logical interfaces representing the source of routing requests.
- Route Requests: Instructions sent to ICM to determine how to handle an interaction.

CCE Routing Configuration

- Media Routing Domains: Logical segmentation of routing by media type (voice, chat, email).
- Dialed Numbers: Entry points into the routing system, typically PSTN numbers or IVR triggers.
- Call Types: Categories that define how calls are grouped and reported within ICM.

CCE Scripting Basics

- Scripts and Script Scheduling: Define and control routing behavior using decision logic, schedules, and priorities.
- Skill Targets: Destinations such as agents, skill groups, or queues to which calls can be routed.

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Course Outline

Cont. Module 3

CCE Target Verification and Selection

- Agent Targeting Rule: Determines agent-device pairings eligible to receive calls.
- Labels: Routing instructions returned to gateways or CVP for final call delivery.

CCE Targets

- Skill Groups: Collections of agents grouped by common skill or function.
- Precision Queues: Attribute-based routing logic allowing more granular agent selection.
- Agents: Individual call handlers who are associated with various skill groups or queues.

Module 4: Access Tools Available in CCE

Single Pane of Glass (SPOG)

- A centralized dashboard interface that provides unified access to multiple configuration and monitoring tools across the contact center.

Configuration Manager

- The primary tool for configuring ICM components such as call types, skill groups, routing clients, and labels.

Script Editor

- A graphical tool used to create, modify, and schedule routing scripts executed by ICM.

CUCM Web Administration

- Interface for managing agent extensions, phones, device profiles, and dial plan configurations in Unified Communications Manager.

Call Studio Application

- Used to design CVP call flows with IVR menus, audio prompts, and integration with backend systems via VXML.

Gateway Access

- Enables inspection and configuration of gateway behavior related to dial peers, SIP trunking, and call routing.



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Module 5: Discovering CCE Features Beyond Default

Agent Management

- Agent Greeting: Plays a pre-recorded greeting to callers before agent interaction.
- Whisper: Allows supervisors to speak to agents without the caller hearing.
- Silent Monitoring: Enables supervisors to listen to live calls for quality assurance.

Agent Efficiency

- Mobile Agent: Allows agents to connect remotely using external devices.
- Extension Mobility: Supports login from any workstation or IP phone.
- Single Sign-on: Simplifies access across multiple contact center applications.

Customer Satisfaction

- Courtesy Call Back: Offers callers the option to be called back instead of waiting in queue.
- Post-Call Survey: Gathers caller feedback after the interaction to evaluate service quality.

Advanced Features

- Agent Request: Enables customers to request specific agents based on prior interactions.
- Enterprise Chat and Email: Supports digital communication channels integrated with the routing engine.
- Outbound Option: Manages proactive outbound campaigns including preview, progressive, and predictive dialing.
- Task Routing: Routes non-voice tasks such as emails or cases using the same logic as voice calls.
- Video Contact Center: Facilitates high-touch customer interactions with integrated video.

Enhanced Integration

- Avaya Support: Enables coexistence or migration from Avaya systems.
- ICM Gateway Support: Allows integration with legacy or third-party ACDs.
- Third Party Integration: Supports external CRMs and workforce optimization tools.
- Customer Virtual Assistant: Leverages AI for intelligent self-service and conversational IVR.
- Command Execution Panel: Provides agents with actionable buttons and contextual controls embedded within the desktop.