

Deploying Cisco Unified Contact Center Express (UCCXD)

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The Deploying Cisco Unified Contact Center Express (UCCXD) is a 5-day course that provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment. This includes the deployment of Cisco Unified Contact Center Express and Cisco Unified IP Interactive Voice Response (IVR) (Cisco Unified CCX and Cisco Unified IP IVR) as contact center solutions. Tasks include planning, installation, and configuration, scripting, and troubleshooting.

How you'll benefit

This class will help you:

- Understand how to maintain and monitor a Cisco Unified CCX system.
- Learn how to install, configure and use features found in Cisco Unified CCX Premium such as Remote Monitoring, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS).

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:

- Cisco Unified Communications system channel partners and resellers
- System engineers
- Customers deploying and maintaining Cisco Unified Contact Center Express products.

Prerequisites

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Internetworking Fundamentals
- Basic IP Telephony Concepts
- Cisco Unified Communications Manager
- Cisco IP Phones, Cisco IP Communicator
- Contact Center Operations

Course Duration

5 days

Course Price

\$4,195.00 or 43 CLCs

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

OUTLINE

Module 1: Cisco Unified CCX Product Overview

- **Cisco Unified CCX Product Packages**
 - Overview of Cisco Unified CCX Base, Enhanced, and Premium license tiers
 - Feature comparison across editions including scripting, media capabilities, and integrations
- **Cisco Unified CCX Architecture**
 - High-level architectural design including application server roles and integration with CUCM
 - Functional components: Unified IP IVR, ACD engine, Desktop services, and Recording
- **Designing Cisco Unified CCX**
 - System sizing guidelines based on number of agents and concurrent calls
 - Hardware and software compatibility, cluster design, and deployment planning
 - Tools for sizing and ordering such as Cisco Collaboration Sizing Tool (CST)

Module 2: Cisco Unified CCX Installation and Configuration

- **Installing Cisco Unified CCX**
 - Step-by-step process for ISO installation and initial configuration wizard
 - Licensing, service activation, and cluster registration
- **Managing Cisco Unified CCX**
 - Navigating the CCX Administration interface
 - Setting up user roles, language packs, and cluster details
- **Configuring Basic Properties of Cisco Unified CCX**
 - Telephony integration with CUCM via JTAPI
 - Setting up CTI ports, route points, and system parameters
 - Configuring media resources, time zones, and prompt management

Module 3: Cisco Unified CCX Scripting

- **Understanding Script Editor Basics**
 - Installing and launching the Script Editor tool
 - Interface overview, palette, variables pane, and workspace layout
- **Creating a Basic IVR Script**
 - Designing a script to greet callers, provide options, and route calls
 - Use of basic steps: Start, Accept, Play Prompt, Menu, and Goto
- **Prompting and Collecting Information**
 - Using Get Digit String and Menu nodes to collect DTMF input
 - Managing caller responses and input validation
- **Accessing an External Database**
 - Configuring JDBC data sources and executing SQL queries
 - Using Set Enterprise Data and DB Read steps to retrieve information
- **Making Decisions**
 - Use of If, Switch, and Decision nodes for dynamic call flow control
 - Handling branching logic based on caller input or backend data
- **Confirming Caller Input**
 - Playing back collected values and confirming actions before routing
 - Use of Set Contact Info and Call Subflow for structured routing

Module 4: Cisco Unified CCX ACD Operations

- **Implementing Cisco Unified CCX**
 - Defining Contact Service Queues (CSQs), Resource Groups, and Agents
 - Assigning skills and configuring call distribution algorithms
- **Scripting Fundamentals for Cisco Unified CCX**
 - ACD-related steps: Select Resource, Queue to CSQ, and Set Priority
 - Building call flows that include queuing, timeout handling, and music-on-hold

- **Using Desktop Administration**
 - Setting up agent and supervisor desktops using the Desktop Admin utility
 - Customizing workspaces, softphone behavior, and wrap-up codes
- **Advanced Cisco Unified Contact Center Express Scripting Topics**
 - Use of subflows, event handling, and Exception steps
 - Configuring call control logic for transfers and conference scenarios
- **Using Cisco Unified CCX Reports**
 - Accessing historical and real-time reports using CUIIC or Unified CCX Report Viewer
 - Understanding key metrics for CSQ performance, agent status, and call handling

Module 5: Cisco Unified Contact Center Express Premium Functions

- **Configuring the Outbound Dialer**
 - Setting up campaigns, dialing modes (preview, progressive), and dialing lists
 - Integrating with call scripts and agent desktops for outbound calls
- **Configuring Agent Email and Agent Web Chat**
 - Enabling multi-channel interaction using Finesse gadgets and connectors
 - Routing chat and email to CSQs and handling responses through the desktop
- **Understanding ASR and TTS**
 - Integrating Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) engines
 - Scripting voice-enabled IVR flows using recognition grammars and TTS prompts

Module 6: Cisco Unified CCX Maintenance

- **Using Cisco Unified RTMT**
 - Monitoring system performance metrics, CTI events, and agent statistics
 - Setting thresholds and alerts for critical services and CPU/memory usage
- **Using the Disaster Recovery System**
 - Backing up and restoring system configurations and historical data
 - Scheduling backups and ensuring platform resiliency