

Deploying Cisco Unified Contact Center Express (UCCXD)

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Deploying Cisco Unified Contact Center Express (UCCXD)

Course Duration

5 Days

Course Price

\$4,195.00

43 CLCs

Methods of Delivery

In-Person ILT

Virtual ILT

Onsite ILT

About this Class

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.

Deploying Cisco Unified Contact Center Express (UCCXD)

How you will 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 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:

- 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, you should have the following knowledge:

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

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Objectives

After taking this course, you should be able to:

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite. This overview will cover descriptions of the product, compatibility, and hardware and software options, architecture, and sizing and ordering tools.
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of the most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX.
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques.
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting.
- Describe 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).
- Understand how to maintain and monitor a Cisco Unified CCX system.

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Course 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

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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

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Cont. Module 4

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

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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