

Administering Cisco Unified Contact Center Enterprise (AUCCEv1.0)

Course Objectives

- Demonstrate an overall understanding of the Cisco Unified Contact Center Enterprise v8.0 (Cisco Unified CCEv8.0) system, the Intelligent Contact Management (ICM) routing application, and its environment.
- Configure a Cisco Unified CCE system that routes from Cisco Unified IP IVR v8.0.
- Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database.
- Understand administrative scripting, translation routing concepts, and how translation routing operates.
- Configure a new Cisco Unified CCE system that routes from Cisco Unified Communications Manager.
- Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign.
- Describe basic reporting characteristics of the Cisco Unified Intelligence Center.

Prerequisites

The knowledge and skills you must have before attending this course are as follows:

- Familiarity with Call Center operations
- Microsoft Active Directory
- Microsoft Windows 2003
- Microsoft SQL Server 2005
- Familiarity with CIPT
- DUCCE course attendance is a plus.

Course Outline

Module1: Cisco Unified Contact Center Enterprise v8.0 Product Overview

Presenting Cisco Unified Contact Center Enterprise v8.0
Call Routing Options
Components of Cisco Unified Contact Center Enterprise v8.0
Intelligent Contact Management Routing Techniques
ICM Pre-Route
ICM Post-Route

Module2: Configuring Cisco Unified Contact Center Enterprise v8.0

Introduction
Integrating Cisco Unified Communications Manager v8.0

Integrating Cisco Unified IP IVR
Cisco Unified Customer Voice Portal
Cisco Unified CCE v8.0 Configurations
Agent Desktop Options
Using the Cisco Unified CCE v8.0 Script Editor

Module3: Extended Functions

Creating Feature Control Sets and Users
Using Script Editor Utilities
LesCreating and Using Cisco Unified CCE v8.0 Variables
Configuring Access to an External Database
LesAdding Multiple Skill Groups

Module4: Administrative Scripts and Translation Routing

Understanding Administrative Scripts
Understanding Translation Routing

Module5: Configuring a Second Peripheral

New Peripheral Basic Configuration
Creating Translation Routes for Cisco Unified Contact Center Enterprise v8.0
Enterprise Services and Skill Groups

Module6: Configuring Cisco Outbound Option

Cisco Outbound Option Overview
Cisco Outbound Option Configuration

Module7: Cisco Unified Intelligence Center

Cisco Unified IC Overview
Cisco Unified IC Reporting