Unified Contact Center Enterprise v10 Ultimate Camp (UCCE-uc v10.0)

Course Objectives

- Deploying the Unified CCE v10.0 solution including installation.
- Configure and script a basic UCCE CVP deployment.
- Deploying HA.
- Perform the ICM configuration tasks required to support basic agent functionality.
- Build and test a basic ICM script utilizing microapps.
- Configure and script UCCE to support reporting requirements, precision queuing and RONA.
- Identify how to successfully deploy the CVP VXML component in a Unified CCE solution.
- Deploying Mobile Agent and Agent Greeting
- Generate basic reports using Cisco Unified IC.
- Using troubleshooting tools to identify issues with inbound and outbound Contact Center functionality

Prerequisites

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

- Cisco CCNA®
- Knowledge and skills equivalent to having attended the Cisco Voice over IP (CVOICE) course
- Knowledge and skills equivalent to having attended the Cisco IP Telephony Part 1 (CIPT1) course

Course Outline

1. Course Introduction

2. Cisco Unified Contact Center Enterprise v10 Foundations

- Introducing UCCE
- Unified CCE Architecture and Components
- UCCE Terms, Routing, and Additional Components
- Accessing UCCE Tools

3. Preparing UCCE for Basic IVR Scripting

- UCCE Protocols and Call Flows
- Using Domain Manager

- Introducing the Unified CCE Main Installer
- Central Controller Installation
- Installing Admin Data Servers and Clients
- Configuring ICM for CVP
- Configuring CVP for UCCE
- UCCE Voice Gateway Internetworking Considerations
- Basic IVR Scripting with Microapps

4. Preparing UCCE for Basic Agent Functionality

- Configure UCM to Support UCCE
- Installing UCCE CTI Software
- UCCE Configuration and Scripting for Additional Agent and IVR Functionality
- Enabling Transfers and RONA

5. CCE Configuration and Scripting Review

- Configuration Manager and Script Editor Review
- CTI Review
- Agent Skill Review
- Microapps and Media File Review
- Precision Routing Review
- Transfers and RONA Review
- Mobile Agents

6. Implementing Business Rules

- Advanced Scripting and Routing
- ICM Scripting Variables, Expressions, Formulas and Functions
- Creating an Administrative Script for Time of Day Routing
- Creating Feature Control Sets and Users
- Silent Monitoring and Recording

7. CCE VXML Solution

- Basic VXML Functionality
- Installing and Configuring VXML Solution
- Basic VXML SQL Database Lookup
- Exploring Courtesy Callback
- Agent Greeting

8. Installing CCE Outbound Option

- Introduction to Outbound Option
- Outbound Option Installation and Configuration
- Configuring Outbound Option for Agent and IVR Campaigns

9. Cisco Unified Intelligence Center Reporting

- Cisco Unified IC Overview

- Cisco CUIC Reporting

10. CCE Support Considerations

- Supporting UCCE
- Diagnostic Framework Suite
- UCCE Support
- Tracking an Agent Call Through the Database