Deploying Cisco Unified Contact Center Express v5.0 (UCCX)

Course Objectives

- 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 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.

Prerequisites

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

- Internetworking Fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Center operations

Course Outline

1: Cisco Unified CCX Product Overview

- Cisco Unified CCX Product Packages
    - Cisco Unified CCX Product Family
    - Cisco Unified CCX Primary Functions
    - Cisco Unified CCX Product Package Options
    - Cisco Unified CCX Compatibility
    - Cisco Unified CCX Operating Systems
    - Cisco Unified CCX Hardware Platforms
    - Cisco Unified CCX Capacities
- Cisco Unified CCX Architecture
    - The Cisco Unified CCX Environment
    - Cisco Unified CCX Cluster Components

- o Cisco Unified CCX Datastores
  - o Cisco Unified CCX Deployment Models
- Designing Cisco Unified CCX
  - o Design Considerations and Terminology
  - o Call Center Sizing Calculations
  - o Unified Communications Sizing Tool
  - o Network Considerations from the SRND

2: Cisco Unified CCX Installation and Configuration

- Installing Cisco Unified CCX
  - o Preliminary Considerations
  - o Single Server or First Node Installation
  - o Single Server or First Node Server Setup
  - o Second Node Installation and Setup
  - o Installing Cisco Unified CCX in a VM
  - o Migrating to a VM
  - o Installation Log Files
  - o Upgrading Cisco Unified CCX
- Managing Cisco Unified CCX
  - o Cisco Unified Communications Manager Administration
  - o Cisco Unified CCX Administration
  - o Cisco Unified CCX Subsystems
  - o Administration Tools
  - o Supervisor and User Web Pages
  - o Cisco Desktop Work Flow Administrator
  - o Cisco Desktop Administrator
  - o Serviceability and Maintenance Summaries
- Configuring Basic Properties of Cisco Unified CCX
  - o Call Flow Terms Defined
  - o The Cisco Unified CCX Call Flow
  - o Basic Cisco Unified CCX Configuration
  - o Configuration Wizards

3: Cisco Unified CCX Scripting

- Installing the Cisco Unified CCX Script Editor
  - o Installing the Cisco Unified CCX Script Editor
  - o Knowing the Script Editor
  - o Script Management
  - o Debugging a Script
- Creating a Basic IVR Script
  - o Starting a New Script
  - o Starting and Ending a Script and a Call
  - o Additional Steps for Playing a Message
- Prompting and Collecting Information
  - o Common Prompt and Collect steps
  - o Additional Prompting Steps
  - o Assigning Variable Information

- o Getting and Setting Contact Information
- o Transferring a call
- Accessing an External Database
  - o Database Access Overview
  - o Setting up the Database Subsystem
  - o Using Database Steps
- Making Decisions
  - o Steps used to create a loop
  - o Steps Used for Counting
  - o Decision Steps
- Confirming Caller Input
  - o Creating Generated Prompts
  - o Confirmation Steps
  - o Conditional Prompt Steps

4: Cisco Unified CCX ACD Operations

- Implementing Cisco Unified CCX
  - o ACD Components Defined
  - o Cisco Unified CCX Desktop Client Configuration Tool
  - o Cisco IP Phone Agent
  - o Cisco Agent Desktop
  - o Cisco Supervisor Desktop
  - o The Call Flow Revisited
  - o Configuring Cisco Unified CCX ACD Properties
- Scripting Fundamentals for Cisco Unified CCX
  - o Basic Cisco Unified CCX Script Design
  - o Cisco Unified CCX Script Steps
- Using Desktop Administration
  - o Cisco Desktop Administration Overview and Installation
  - o Cisco Agent Desktop Configuration Setup
  - o Work Flow Configuration
  - o Work Flow Groups Configuration
  - o Cisco Desktop Administrator
- Advanced Cisco Unified Contact Center Express Scripting Topics
  - o Day of Week, Time of Day, and Holiday Routing
  - o Using Subflows, Real-time Data, and Exception Handling
  - o Manipulating Data
  - o Using Email and HTTP Applications
- Using Cisco Unified CCX Reports
  - o Cisco Unified CCX Reporting Options
  - o Real-time Reporting
  - o Cisco Unified IC
  - o Historical Reporting Client

5: Cisco Unified Contact Center Express Premium Functions

- Using Remote Monitoring
  - o Remote Monitoring Overview

- o Remote Monitoring Configuration
- o CSQ Device IDs
- Configuring the Outbound Dialer
  - o Outbound Dialer Overview
  - o Common Outbound Configurations
  - o Outbound IVR Dialing
  - o Outbound Direct Preview Dialing
  - o Outbound Direct Preview Dialer Configuration
  - o Outbound Dialer Reports
  - o Troubleshooting Information
- Configuring Agent Email and Agent Web Chat
  - o Agent Email
  - o Agent Email Configuration
  - o Defining Agent Web Chat
  - o Agent Web Chat Configurations
- Understanding ASR and TTS
  - o MRCP ASR and TTS Overview
  - o Provisioning ASR and TTS Servers
  - o Grammars
  - o Script Editor Steps
  - o Spoken Names
  - o Text-to-Speech

6: Cisco Unified CCX Maintenance

- Using Cisco Unified RTMT
  - o Cisco Unified RTMT Concepts
  - o Installing Cisco Unified RTMT
  - o Performance Monitoring
  - o Tools
- Using the Disaster Recovery System
  - o DRS Overview
  - o Performing Backups
  - o Restoring a Backup