



**DATA SHEET**

# CISCO IPCC ENTERPRISE PPDIOO WORKSHOP

**COURSE OVERVIEW**

The Cisco® IPCC Enterprise PPDIOO Workshop is a comprehensive five-day course that emulates IPCC deployments in the classroom to enable you to prepare for enabling the deployment of real-world IPCC environments.

**WHO SHOULD ATTEND**

This course is intended for professionals working for Cisco Intelligent Contact Management (ICM) and for IPCC Advanced Technology Partners, Advanced Services delivery teams, sales engineers, project managers, system architects, and project engineers.

**OBJECTIVES**

Upon completion of this course, you will be able to convert business requirements into call flow design and scripts, develop IPCC scripts, produce standard reports, properly document configuration and scripting implementations, undertake fundamental debugging/fault finding of the IPCC solution, and deploy a solution and test for acceptance.

**Course Prerequisites**

Table 1 shows course prerequisites.

**Table 1 Course Prerequisites**

Prerequisite Knowledge	Relevant Courses
<ul style="list-style-type: none"><li>• IPCC/Advanced Technology Provider (ATP) certification</li><li>• Cisco ICM/IPCC Product Training</li><li>• Project Management Experience</li></ul>	<ul style="list-style-type: none"><li>• ICM Product Trainnig (ICMPT), IPCC Product Training (IPCCF), ICM System Administration (ICMSA)</li></ul>

**Cisco Part Number**

AS-TRAIN-E in North America and Europe.  
AS-TRAIN-E-A in Asia Pacific.  
AS-TRAIN-E-L in Latin America.

**DURATION**

Five days.

**Course Outline**

1. IPCC Technical Review
2. IPCC Engagement Process and PPDIOO Methodology
3. Case Study
4. Prepare and Plan: Customer Requirements
5. Design and Implement
6. Operate and Optimize
7. Troubleshooting

## Lab Outline

Lab 1: CDR to Network Diagram

Lab 2: Network Diagram to ARA

Lab 3: Call Flow Description to Script Editor Input

Lab 4: Placing Test Calls Through an IPCC Enterprise

Lab 5: Report Validation

## REGISTRATION INFORMATION

For more information about schedules and registration for this course, please contact [asckt\\_registration@cisco.com](mailto:asckt_registration@cisco.com). The part number for this course is AS-TRAIN-B in North America and Europe, AS-TRAIN-B-A in Asia Pacific, and AS-TRAIN-B-L in Latin America.

### For More Information

For more information about Advanced Services Education course offerings, including custom training options as well as Advanced Services Curriculum Planning Services and Advanced Services Technical Knowledge Library (TKL), refer to the Advanced Services Education Website at [www.cisco.com/go/ase](http://www.cisco.com/go/ase).



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