Administering Advanced Cisco Contact Center Enterprise (CCEAA)

Description

The **Administering Advanced Cisco Contact Center Enterprise (CCEAA)** training teaches you how to execute advanced administration tasks associated with the Cisco® Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

This training also earns you 30 Continuing Education (CE) credits toward recertification.

How you'll benefit

This training will help you:

- Learn how to optimize management of CCE solutions for proactive management of contact centers tasks
- Manage the effects of using CCE solutions for scalability and interaction between the solution components for centralized application management
- Earn 30 CE credits toward recertification

Who should enroll

- Deployment Engineers
- Sales Engineers

Technology areas

- Collaboration

Objectives

- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration
- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop

- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools, enabling CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports) and non-Contact Center calls and calls handled by Agents, whether existing or new
- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop
- Successfully deploy Mobile Agent in a CCE Environment
- Successfully deploy Post Call Survey in a CCE Environment

Prerequisites

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and voice gateways
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation

These skills can be found in the following Cisco Learning Offerings:

- Administering Cisco Contact Center Enterprise (CCEA)
- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)

Outline

- PCCE Review
- Introducing Bulk Import Tools
- Configuring Advanced Scripting and CCE Data Exchange
- Cisco Unified Communications Manager Initiated Call Flows
- Using Gadgets to Customize the Finesse Desktop
- Implementing Mobile Agent
- Implementing Post Call Survey

Lab Outline

- Review Discovery
- Navigate CCE Discovery Architecture and Components
- Import Bulk Data
- Create a VXML Application Using Call Studio
- Configure Precision Queues
- Create a CCE Routing Script
- Customize the Finesse Desktop
- Test Your Call Flow
- Configure Cisco Unified Communications Manager (CUCM) as Routing Client and Agent Transfers
- Deploy Cisco Finesse Gadgets
- Implement Mobile Agent

Link

- [Cisco Learning Locator](#)