

Understanding Cisco Contact Center Enterprise Foundations (CCEF)

Description

The **Understanding Cisco Contact Center Enterprise Foundations (CCEF)** training gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This training is the foundation for additional training required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

This training also earns you 6 Continuing Education (CE) credits toward recertification.

How you'll benefit

This training will help you:

- Learn how to manage timely, disparate data using CCER as a reporting solution
- Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.
- Understand the foundational components of Contact Center Enterprise solutions
- Earn 6 CE credits toward recertification

Who should enroll

- Account and Project Managers
- Business Liaisons
- Deployment Engineers
- Managers overseeing CCE deployments
- Technical Sales

Technology areas

- Collaboration

Objectives

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the PCCE architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

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 IP networks

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

- [Implementing and Administering Cisco Solutions \(CCNA\)](#)
- [Understanding Cisco Foundation Collaborations \(CLFNDU\)](#)

Outline

- Introduction to CCE
- Functionality of PCCE Components
- Terms and Naming Conventions Used in CCE
- Access Tools Available in CCE
- Discovering CCE Features Beyond Default

Link

- [Cisco Learning Locator](#)