

Implementing Cisco Contact Center Enterprise (CCEI)

Description

The **Implementing Cisco Contact Center Enterprise (CCEI)** training teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This training teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

This training also earns you 24 Continuing Education (CE) credits toward recertification.

How you'll benefit

This training will help you:

- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises
- Earn 24 CE credits toward recertification

Who should enroll

- Deployment Engineers
- Sales Engineers

Technology areas

- Collaboration

Objectives

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Use the Integration Wizard to configure the various platforms and servers installed in the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

Prerequisites

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

- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

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

- [Administering Cisco Contact Center Enterprise \(CCEA\)](#)
- [Administering Advanced Cisco Contact Center Enterprise \(CCEAA\)](#)
- [Understanding Cisco Contact Center Enterprise Foundations \(CCEF\)](#)
- [Understanding Cisco Collaboration Foundations \(CLFNDU\)](#)
- [Implementing and Administering Cisco Solutions \(CCNA\)](#)

Outline

- Planning a Cisco Packaged Contact Center Enterprise Deployment
- Staging a Packaged CCE Deployment
- Preparing CCE Software for Installation
- Administering Security Certificates
- Introducing the Packaged CCE Integration Wizard
- Adding a Site to Packaged CCE
- Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse
- Personalizing the Packaged CCE Dial Plan
- Configuring to Validate Deployment
- Scripting for Packaged Contact Center Enterprise
- Configuring Single Sign-On

Lab Outline

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Certificate Store Navigation
- Add a Remote Site to PCCE
- Personalize Cisco Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details to Facilitate Final Testing
- Configure Deployment of VXML Functionality
- Build a Series of Test Scripts
- Enable Single Sign-On

Link

- [Cisco Learning Locator](#)