Troubleshooting Cisco Contact Center Enterprise (CCET)

Description

The **Troubleshooting Cisco Contact Center Enterprise (CCET)** training is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues.

This training also earns you 16 Continuing Education (CE) credits toward recertification.

How you'll benefit

This training will help you:

- Learn the troubleshooting techniques to maximize the benefits the prepackaged deployment model PCCE
- Anticipate and rectify possible deployment issues by learning the tools and processes that provide solutions for deployment issues
- Earn 16 CE credits toward recertification

Who should enroll

- Account Managers
- Deployment Engineers
- Deployment Project Managers
- Sales Engineers

Technology areas

- Collaboration

Objectives

- Describe CCE flows and processes required to support and troubleshoot the PCCE deployment
- Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment
- Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

Prerequisites

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

- Strong knowledge of computer networking components: Windows A/D, SQL Server, and components (servers, routers, switches)
- Strong understanding of IP networks
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- Experience administering and troubleshooting Cisco Unified Communications Manager and Voice

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

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

Outline

- CCE Flows and Process Review
- CCE Diagnostic Tools
- Troubleshooting CCE

Lab Outline

- Configure Access to Discovery Environment
- Explore CCE Components
- Explore Diagnostic Framework Suite
- Analyze Peripheral Gateway (PG) Logs
- Navigate Certificate Store
- View Cisco Finesse Logs

Link

- [Cisco Learning Locator](#)