Administering Cisco Contact Center Enterprise

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **5 Gün**

https://bilginc.com/tr/egitim/administering-cisco-contact-center-enterprise-4378-egitimi/

Overview

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

This class will help you:

- Leverage the Cisco Unified Contact Center Enterprise (UCCE) for a smooth integration of inbound and outbound voice applications to support multiple communication channels.
- Manage a multichannel contact functionality with IP telephony as a unified solution to rapidly deploy within a distributed contact center infrastructure.

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- 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

Recommended Cisco offerings that may help you meet these prerequisites:

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

What You Will Learn

After taking this course, you should be able to:

- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

Outline

Cisco Unified Contact Center Review

- Contact Center Basics
- Components and Architecture

Deploying Basic Call Settings

- Associate Basic Call Settings
- Explore Media Routing Domains

Building a Basic Cisco Unified Contact Center Enterprise Script

- Introduce Script Editor
- Use Script Editor Nodes

Configuring Basic Agent Functionality

- Introduce Agent Functionality
- Configure Agent Desk Settings

Configuring Basic Call Treatment and Queuing

- Explore Media Server and Files
- Introduce Microapps

Implementing Precision Routing

- Introduce Precision Routing Basics
- Examine the Migration Path

Configuring RONA Support

- Introduce RONA Functionality
- Identify RONA Timeout Considerations

Configuring Agent Teams and Supervisors

- Configuring Teams and Supervisors
- Explore Agent Roles

Administering the Cisco Finesse Desktop

- Administering Cisco Finesse Desktop
- Introduce Cisco Finesse Administration

Implementing Voice XML Applications

- Introduce VXML
- Build a Basic Call Studio Project

Configuring Roles, Departments, and Business Hours

- Examine Post-Call Survey Functionality
- Configure Post-Call Survey

Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)

- Configure Unified CC Enterprise Administrators
- Configure Departments