

Cisco® Administering Cisco® Unified Contact Center Enterprise, Part 1 v10.0 (AUCCE1)

Course Overview

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This is a 5-day class

Administering Cisco Unified Contact Center Enterprise, Part 1 (AUCCE1) is a 5 day instructor-led course presented by training partners to system engineers and customers who will be involved with "Day 2" support of a UCCE solution deployed in a CVP comprehensive environment. This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those administering the solution, or who may be responsible for Level 1-2 support of the solution.

Who Should Attend

The target audience for this course is channel partners and field support personnel who are responsible for sales, implementation or administration of a Cisco Unified Contact Center and VRU implementation in customer enterprise networks, specifically individuals filling these roles. Day 1 and Day 2 support personnel. The secondary audience for this course is as follows: Managers overseeing UCCE deployments

Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives: Identify the basic components and operations of the Unified CCE solution. Configure and script a basic UCCE CVP deployment. Perform the ICM configuration tasks required to support basic agent functionality. Build and test a basic ICM script utilizing microapps. Configure and script UCCE to support reporting requirements, precision queuing and RONA. Deploy the CVP VXML component in a Unified CCE solution successfully. Generate basic reports using Cisco Unified IC

Course Outline

1 Cisco Unified Contact Center Enterprise v10 Foundations

Introducing UCCE
Unified CCE Components and Architecture
UCCE Terms, Routing and Additional Components
Accessing UCCE Tools

2 UCCE Configuration and Scripting

Configuration Manager
Script Editor Overview
Scripting for CVP

3 Unified CCE Inbound Agent Considerations

CTI Options Overview
Configuring ICM for Agent Functionality
Configuring UCM for Agent Functionality
Scripting ICM for Agent Functionality

4 Unified CCE IVR/VRU Functionality

Basic IVR Scripting with Microapps
ICM Microapps
Cisco Unified ICM Enterprise Scripting Using Microapplications



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5 Additional UCCE Considerations

ICM Considerations for Reporting and Monitoring
Precision Routing
RONA

6 VXML Implementation

Basic VXML Functionality
Installing and Configuring VXML

7 Cisco Unified Intelligence Center Reporting

Cisco Unified IC Overview
Cisco CUIC Reporting