

Cisco® Unified Contact Center Enterprise Advanced Administration v11.5 (UCCE-AA)

Course Overview

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This is a 5-day class

UCCE-AA - Cisco Unified Contact Center Enterprise Advanced Administration v11.5 is a 5-day instructor-led course that prepares learners to implement more advanced functions and options in the Cisco Unified CCE environment. This course will provide the student a more comprehensive look at complex topics such as advanced routing techniques, Cisco Finesse Administration, using VoiceXML applications, accessing an external database, and translation routing.



This course will also provide students with the capability of implementing Cisco Options such as the Cisco Outbound Option, Courtesy Callback, and Agent Greetings and Whisper announcements.

Finally, the student will learn about advanced reporting topics such as advanced administration, importing reports, and custom reporting.

Who Should Attend

Cisco Unified Communications system channel partners and resellers. System and technical support engineers. Customers who are deploying and maintaining Cisco Unified CCE solution products.

Course Objectives

- Understand CCE solutions, architecture, solution options, deployment models, integrated features and call flow options.
- Apply advanced scripting principles using the expression editor and custom functions as well as implement silent monitoring and recording.
- Understand Cisco Finesse administration and how to set up reason/wrap-up codes, desktop layout, custom variables, and workflow applications and implement Finesse IP Phone Agent.
- Understand and implement VoiceXML applications and configure access to an external database via the VXML Server.
- Understand the concepts behind translation routing to include when, why, and how to implement translation routing in a Cisco Unified CCE or traditional ICM environment.
- Implement Cisco Unified CCE Options including Cisco Outbound dialing, Courtesy Callback, Agent Greeting/Whisper announcements, and Mobile Agent.
- Understand advanced CUIC reporting concepts including administration, importing reports, and custom reporting.

Course Outline

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1 Cisco Unified Contact Center Enterprise Overview

Lesson 1: Presenting Cisco Unified Contact Center Enterprise

Cisco Unified CCE Solutions

New/Deprecated Features and Enhancements

Cisco Unified CCE Reference Designs

Cisco Unified CCE Reference Design Specifications

Cisco Unified CCE Core Components

Optional Cisco Components

Optional Third-Party Components

Cisco Unified CCE Solution Integrated Features

Solution Administration

Compatibility

Lesson 2: Cisco Unified CCE Core Components

Cisco Unified Communications Manager

Cisco Unified CM Cluster Nodes

Cisco Unified CM Database Architecture

Intracluster Communications

Call Processing Subscriber Redundancy

CTI Manager Service

Partitions and Calling Search Spaces

Basic Call Handling

Agent Phones

Cisco Unified CCE/ICM

Definitions

Traditional ICM

Traditional ICM Deployment Models

ICM Components

ICM Databases

ICM Terms

Cisco Unified CVP

Cisco Unified CVP Product Components

Additional Components

Cisco Unified CVP Functional Deployment Models

Lesson 3: Cisco Unified CCE Options

Optional Cisco Unified CCE Components

Cisco Unified CCE Third-Party Components

Cisco Unified CCE Integrated Features

Solution Administration

Lesson 4: Basic Call Flow Models

Call Flow Types

Traditional ICM Pre-route

Traditional ICM Post-route

Cisco Unified CCE Call Flow

Traditional ICM Translation Routing

Translation Route to VRU

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2 Implementing Business Rules

- Lesson 1: Advanced Scripting and Routing
 - Importing and Exporting ICM Scripts
 - Script Explorer
 - Script Locks
 - Select Customer
 - Find Node ID
 - Script Real-time
 - Script Queue Real-Time
 - Reporting
 - Area Code Routing
 - Route Select Node
 - Congestion Control
 - Supervisor/Emergency Assistance Scripting
- Lesson 2: ICM Scripting Variables, Expressions, Formulas, and Functions
 - Review ICM Variables
 - Formula Editor
 - Built-In Functions
 - Custom Functions
- Lesson 3: Silent Monitoring and Recording
 - Network-Based Recording
 - Phone-Based Recording
- Lesson 4: Advanced CVP Configurations
 - Configuring CVP Components
 - CVP Outbound Messaging
 - Uploading Scripts and Media

3 Using Finesse Administration

- Lesson 1: Finesse Overview
 - Define Finesse
 - Finesse Architecture
 - Finesse Gadgets
- Lesson 2: Finesse Administration
 - The Administration Interface
 - Agent Request APIs
 - Settings
 - Call Variables Layouts
 - Desktop Layout
 - Phone Books
 - Reasons
 - Team Resources
 - Workflows
- Lesson 3: Finesse IP Phone Agent
 - Define IP Phone Agent
 - Configuring IP Phone Agent

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4 Using CVP VoiceXML Applications

Lesson 1: Basic VoiceXML Functionality
Describe VoiceXML Applications
Configuring for VoiceXML
Lesson 2: Using Call Studio
Describe the Call Studio Environment
Describe Elements and How to Configure Them
Using Tag Substitution
Starting a New Project
Importing an Existing Project
Validating and Saving a Project
Deploying a Project as an Application
Admin and Project Batch Files
Lesson 3: ICM Scripting for VoiceXML Applications
Invoking a VoiceXML Application
ECC Variable Settings for VoiceXML Applications
Passing Information To/From a VoiceXML Application
Lesson 4: Accessing an External Database
Overview of Database Access
Adding a JDBC Driver
Configuring the JNDI Context Information
Using the Database Element in Call Studio
Returning the Information to ICM

5 Translation Routing

Lesson 1: Traditional Translation Routing
Translation Routing Concepts
Translation Routing Requirements
Translation Routing Call Flow
Lesson 2: Translation Routing to CVP
Translation Routing Requirements
Translation Routing Call Flow
Translation Routing Configurations

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6 Configuring Cisco Unified CCE Options

- Lesson 1: Cisco Outbound Option
 - Define Outbound Option
 - Outbound Components
 - Configuring an Agent-Based Campaign
 - Configuring an IVR-Based Campaign
- Lesson 2: Courtesy Callback
 - Define Courtesy Callback
 - Components of Courtesy Callback
 - Call Flow
 - Courtesy Callback Configurations
 - ICM Scripting for Courtesy Callback
- Lesson 3: Agent Greeting/Whisper Announcements
 - Define Agent Greeting and Whisper Announcements
 - Creating Agent Greetings
 - Creating Whisper Announcements
 - Invoking Agent Greeting/Whisper Announcements
- Lesson 4: Mobile Agent
 - Describe Mobile Agent
 - Mobile Agent Call Modes
 - Mobile Agent Requirements
 - Mobile Agent Configurations

7 CUIC Reporting for the Advanced User

- Lesson 1: CUIC Overview
 - Review CUIC basics
- Lesson 2: CUIC Administration
 - User Management
 - Device Management
 - Control Center
 - Report Scheduler Email Settings
 - CCE User Integration
- Lesson 3: Importing and Using CVP Reports
 - Find and Import CVP Stock Reports
 - Run CVP Stock Reports
 - Setting Up Gateway and Trunk Group Reporting
- Lesson 4: Custom Reporting
 - Custom Reporting Requirements and Key Concepts
 - Using Value Lists and Collections
 - Understanding Report Definitions
 - Creating a Report Definition
 - Creating a New Report
 - Call Detail Reporting