

Cisco® Unified Contact Center Enterprise Deployment v11.5 (UCCE-D)

Course Overview

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This is a 5-day class

Cisco Unified Contact Center Enterprise Deployment (UCCE-D) is a 5-day instructor-led course that helps prepare learners to deploy the Cisco Unified CCE v11.5 solution. This course will provide the student with the underlying knowledge to understand deployment design solutions, requirements for deployment, and how to install and configure all major Cisco Unified CCE components. As a part of deployment activities, the student will understand how to install and integrate Intelligent Contact Manager (ICM) with Active Directory, how to install and integrate Cisco Unified CVP components using an IOS-based voice browser and Cisco Virtualized Voice Browser (Cisco VVB), how to install and integrate Cisco Finesse, how to install and integrate Cisco Unified Intelligence Center with Active Directory and associated Data Sources for reporting purposes, and how to install and configure Agent- and IVR-based Outbound Option dialing campaigns. And finally, the student will learn how to setup and use troubleshooting tools including RTMT, System CLI, Diagnostic Framework, and ICM command-line utilities to find status information and log files, and to track a call from the point of entry to the agent desktop.

Who Should Attend

The primary audience for this course is as follows:

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.
- Understand underlying Cisco Unified CCE processes, messaging and fault tolerance schemes.
- Install, upgrade and make basic configurations in Cisco Unified Communications Manager.
- Install, create databases, integrate, and upgrade all ICM components to include the ICM Router, Logger, Administration & Data Server, Peripheral Gateways, CTI Gateway and Cisco Finesse.
- Install, integrate, configure, and upgrade Cisco Unified CVP components to include the CVP Call Server, Voice XML Server, Media Server, Reporting Server and Cisco VVB.
- Install, upgrade, and make configurations for Cisco Unified Intelligence Center and Cisco Outbound Option Agent- and IVR-based campaigns.

Course Outline



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Cisco® Unified Contact Center Enterprise Deployment v11.5 (UCCE-D)

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 Component

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 Cisco Unified CCE Core Components

Lesson 1: Cisco Unified CM
Cisco Unified CM Architecture
Cisco Unified CM Fault Tolerance
Lesson 2: Cisco Unified CCE/Intelligent Contact Manager
ICM Architecture
ICM Processes and Services
ICM Fault Tolerance
Lesson 3: Cisco Unified CVP
CVP Architecture
CVP Fault Tolerance

3 Installing Cisco Unified Communications Manager

Lesson 1: Installation Prerequisites
Network
Platform
Software
Browser
Username and Password
Licensing
Required Installation Information
Lesson 2: Cisco Unified CM Installation
Installation Types
Pre-installation Tasks
Install CUCM
Lesson 3: Post-installation Configurations
Licensing
Service Activation
Lesson 4: Creating Basic Infrastructure
Regions
Device Pools
Partitions
Calling Search Spaces
Trunks
Route Groups
Route Lists
Route Patterns
IP Phones
Application User Accounts
Lesson 5: Upgrading Cisco Unified CM
Understanding Upgrades and Migrations
Requirements and Limitations
Supported Upgrade Paths
Upgrade Sequence and Timing
Pre-Upgrade Tasks
Upgrade Procedures

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4 Installing Intelligent Contact Manager

Lesson 1: Installation Requirements

Platform

Network

Software

VM

Compatibility

Lesson 2: Pre-installation Tasks

Set Up Active Directory and DNS

Set Up Virtual Machines

Set Up Third Party Software

Lesson 3: Install the Main Installer

Install the ICM Software Installer

Set Up Organizational Units

Add Users to Security Groups

Lesson 4: Install the Central Controller

Add ICM Instance

Create the Logger Database

Set Up the ICM Router

Set Up the ICM Logger

Lesson 5: Install the Administration and Data Server

Create the HDS Database

Set Up the Administration and Data Server

Start Central Controller

Set the Deployment Type and Congestion Control

Lesson 6: Install the Peripheral Gateway

Configure the PG for CUCM

Configure the PG for Cisco Unified CVP

Set Up the PG for CUCM

Set Up the PG for Cisco Unified CVP

Install the JTAPI Client for Cisco Unified CM PG

Lesson 7: Install CTI Services

Set Up CTI Server

Lesson 8: Cisco Finesse

Finesse Agent Desktop

Finesse IP Phone Agent

Installation Requirements

Install Finesse

Finesse Configurations

Upgrading Finesse

Lesson 9: Upgrading ICM

Multistage Upgrades

Pre-Upgrade Overview

Upgrade Overview

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5 Installing Cisco Unified CVP

Lesson 1: Installation Prerequisites

CVP Server

Ops Console

Reporting Server

Call Studio

Lesson 2: Install the CVP Server

Ops Console

CVP Server

Reporting Server

Remote Operations

License CVP Components

Lesson 3: Configure Cisco Unified CVP Components

Call Server

VXML Server

Media Server

Reporting Server

Gateways

Cisco Unified CM

ICM

ASR/TTS

Lesson 4: Upgrading Cisco Unified CVP Upgrade Path

Upgrade Strategies

Upgrade VM

Upgrade Windows

Upgrade CVP

6 Installing and Configuring Cisco Unified CCE Options

Lesson 1: Cisco Outbound Option

Enable Outbound Option

Add Outbound Database

Configure the Media Routing PG and Dialer Peripheral

Configure the Dialer

Set Up the Media Routing PG and Dialer

Outbound Option Configurations

Lesson 2: Cisco Unified Intelligence Center

Installation Prerequisites

Install CUIC

Import Stock Reports

CUIC Configurations

Upgrading CUIC

7 Supporting Cisco Unified CCE

Lesson 1: Maintenance Activities

Back-up and Restore

Database Purge

Lesson 2: UCCE Troubleshooting Tools

RTMT

Diagnostic Framework

System CLI

ICM Command Line Tools

Syslog and SNMP