

Cisco Deploying Unified Contact Center Enterprise v10.0 (DUCCE)

Course Overview

This is a 5-day class

Deploying Cisco Unified Contact Center Enterprise (DUCCE) is a 5-day instructor-led course intended for system engineers and customers who will be involved with day-to-day maintenance and installation of the Cisco Unified Contact Center Enterprise v10.0 (CCE) product deployed in a CVP comprehensive environment. This course gives the learner an understanding of the Unified CCE v10.0 deployment capabilities, processes, fault tolerance, installation, and troubleshooting tools for inbound and outbound Contact Center functionality. This will be accomplished by installing and configuring the Unified CCE v10.0 software and introducing Unified CCE v10.0 troubleshooting tools.

Who Should Attend

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers
- System engineers

The secondary audience for this course is as follows:

- Customers deploying and maintaining Cisco Unified Contact Center Enterprise products

Course Objectives

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  <div>Upon completing this course, the learner will be able
to meet these overall objectives:&nbsp;</div>
  <ul>
    <li>Demonstrate an overall understanding of the Cisco
Unified CCE v10.x solution, processes, and its
environment.</li>
    <li>Install and configure a Cisco Unified CCE v10.x
solution as deployed with Unified CVP, including CTI
functionality used with Unified Communications Manager.</li>
    <li>Install and configure Cisco Outbound Option using a
SIP Dialer.</li>
    <li>Utilize the Legacy Command Line Utilities within the
ICM environment for support and troubleshooting UCCE.</li>
    <li>Utilize the Diagnostic Framework suite of utilities
(Analysis Manager, Diagnostic Portico, CLI) within the UCCE
environment for support and troubleshooting of UCCE.</li>
    <li>Demonstrate proficiency with various utilities within
the UCCE solution for troubleshooting and support of the
environment</li>
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Course Outline

1 Cisco Unified Contact Center Enterprise v10 Foundations

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

2 Preparing UCCE for Basic IVR Scripting

UCCE Call Flows and Protocols
Using Domain Manager
Introducing the Unified CCE Main Installer
Central Controller Installation
Installing Admin Data Servers and Clients
Configuring ICM for CVP
Configuring CVP for UCCE
UCCE Voice Gateway Internetworking Considerations
Basic IVR Scripting with Microapps

3 Preparing UCCE for Basic Agent Functionality

Configure UCM to Support UCCE
Installing UCCE CTI Software
UCCE Configuration and Scripting for Additional Agent and IVR
Functionality
Enabling Transfers and RONA

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4 Installing CCE VXML Solution

Basic VXML Functionality
Installing and Configuring VXML Solution
Exploring Courtesy Callback

5 Installing CCE Outbound

Introduction to Outbound Option
Outbound Option Installation and Configuration
Configuring Outbound Option for Agent and IVR Campaigns

6 Supporting CCE

ICM Processes
Diagnostic Framework Suite
UCCE Support
Service Assurance