

Cisco® Administering Cisco® Unified Contact Center Enterprise Boot Camp v10.0 (AUCCE-BC)

Course Overview

This is a 5-day class

AUCCE-BC v10.0 describes the requirements needed to configure, monitor, and support a Cisco Unified CCE deployment which will include these topics: agent configuration, CTIOS and Finesse desktops, scripting for Cisco Unified CCE, Cisco Unified CVP, and Voice XML, Administrative scripting, Skill Group and Precision Queue routing, External Database access, Courtesy Callback, Agent Greeting, Outbound Campaign Dialing, reporting, and troubleshooting tools. This class covers all topics represented in the AUCCE1 and AUCCE2 courseware.

Who Should Attend

The primary audience for this course is as follows:

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.

Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

- Identify the basic components and operations of the Cisco Unified CCE solution.
- Understand basic configuration tools and create a simple script.
- Perform the ICM configuration tasks required to support basic agent functionality.
- Build and test a basic IVR script utilizing Cisco Unified CVP MicroApps.
- Configure and script Cisco Unified CCE to support reporting requirements, skill group and precision queuing, ring-no-answer, transfers, time-of-day and day-of-week routing.
- Deploy and integrate the Cisco Unified CVP VXML component for external database access, Courtesy Callback and Agent Greeting.
- Understand requirements and configure Cisco Unified CCE for Outbound Campaign Dialing.
- Understand basic concepts and generate reports using Cisco Unified Intelligence Center.
- Describe Cisco Unified CCE support tools and call tracking.

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

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2 UCCE Configuration & 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

- Media Files and Variables in ICM Scripts
- Basic IVR Scripting with Microapps

5 Additional UCCE Considerations

- Configuring CCE for Monitoring and Reporting
- Configuring and using Precision Queues
- Transfers and RONA Review
- Mobile Agents
- Advanced Scripting and Routing
- ICM Scripting Variables, Expressions, Formulas and Functions
- Creating an Administrative Script for Time of Day Routing
- Creating Feature Control Sets and Users
- Silent Monitoring and Recording

6 VXML Implementation

- Basic VXML Functionality
- Installing and Configuring VXML
- Basic VXML SQL Database Lookup
- Exploring Courtesy Callback
- Agent Greeting

7 UCCE Outbound Option

- Outbound Option
- Configuring Outbound Option for Agent and IVR Campaigns

8 Cisco Unified Intelligence Center Reporting

- Cisco Unified IC Overview
- Cisco CUIC Reporting

9 CCE Support Considerations

- Supporting UCCE
- Diagnostic Framework Suite
- UCCE Support
- Tracking an Agent Call Through the Database