

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

## Course Overview

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

## 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
- Intracenter 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