Cisco Unified Customer Voice Portal v8.0 CVPI

Course Summary

Description
This course defines the tasks necessary for the operation, administration, management, and provisioning of Cisco Unified Customer Voice Portal (CVP) as it is installed in a comprehensive Cisco Unified Intelligent Contact Management (ICM) Enterprise environment.

Objectives
At the end of this course, students will be able to:

- Explain the components, function, and call flow of a Cisco Unified CVP solution when it is deployed in either a standalone or comprehensive model
- Configure a functional Cisco Unified CVP comprehensive deployment model with Cisco Unified ICM Enterprise
- Demonstrate the use of the six Cisco Unified CCE micro-applications that are available to support caller interaction with Cisco Unified CVP
- Describe Voice Extensible Markup Language (VXML) as a technology and describe the benefits that it provides to Cisco Unified CVP; install and configure the Cisco Unified CVP VXML solution for Cisco Unified CVP
- Execute the steps that are required to configure a Cisco Unified CVP environment to provide historical data and to configure and use the diagnostic features and tools to ensure end-to-end serviceability
- Design a Cisco Unified CVP solution that is designed for failover protection and high availability and use the recommended troubleshooting techniques to isolate and correct system failures

Topics

- Cisco Unified CVP Technical Overview
- Cisco Unified CVP Comprehensive
- Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP
- Cisco Unified CVP VXML Solution
- Events, Log Files, and Reporting
- Failover, Diagnostics, and Troubleshooting

Audience
Individuals with telephony or data networking background who are familiar with the network infrastructure and IP communications components on which Cisco Unified CVP will be implemented

Prerequisites

- Cisco CCNA
- Knowledge and skills equivalent to having attended the Cisco Voice over IP (CVOICE) course
- Knowledge and skills equivalent to having attended the Cisco IP Telephony Part 1 (CIPT1) course
- Experience and knowledge about Cisco Unified Contact Center Enterprise

Duration

Five days

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