

UCCE/ICM w/CVP - Unified Contact Center Enterprise/Intelligent Contact Manager Administration w/CVP

Course Summary

Description

This course effectively combines concepts discussed in the Unified Contact Center Enterprise (UCCE), Intelligent Contact Manager (ICM 7.x) and CVP courses. The goal of this course is to combine the best elements of related Unified Contact Center courses into an accelerated one-week course, maximizing the exposure to the product(s) while minimizing time spent away from the job at training. The UCCE/ICM with CVP course is intended for personnel within the contact center environment who are responsible for the daily Operation, Administration, Maintenance, and Provisioning (OAM&P) of the UCCE environment using CVP as a Prompt/Collect/Queue platform. The course starts at the 40,000-foot level of the UCCE products describing the component and process interaction across the various components of a typical UCCE network. Once the appropriate foundation has been laid, the remainder of the week will be spent at ground level, implementing, configuring, scripting and troubleshooting a UCCE environment. Differing deployment models are discussed and critiqued. Integration with legacy ACD environment will also be discussed, as well as the following: Ingress VXML Gateway configuration (H.323 and SIP), CVP component configuration (Ops Console, Call Server VXML Server), Communications Manager Configuration, ICM configuration and scripting using MicroApps and External VXML. Since you'll be working with the real product in SLI's state-of-the-art labs, the course concludes with making a comprehensive solution work, including troubleshooting. This class is extremely interactive, involving integration of the components as they are discussed, maximizing your Just-In-Time experience.

For those migrating from a legacy environment, this course will match the correct Cisco term to your previous legacy terminology, eliminating some of the confusion that is often experienced. Our instructors have been working with ICM since before IPCC existed as a product, meaning that we are well versed in how this system works within your environment, whether it's Legacy or Unified. SLI was the training partner that developed the Cisco CVPI courseware and is widely considered the top CVPI expert in the industry, so you can be sure that your time and money will be maximized by attending our training. If you are using IPIVR as a platform instead of CVP, SLI has specific class for your needs.

Objectives

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

- Define the main components of a UCCE solution, their basic purpose and the protocols used for communication between each component
- Diagram the Private/Visible networks used in a UCCE environment
- Define the main components of an ICM system and their inter process communications between ICM components using NICs Routers, Loggers, Peripheral Gateways, Administrative Workstations, HDS, Web View
- Explain the differences and use of Pre-Route, Post-Route and Translation Route call flows
- Identify how call routing in a UCCE environment differs from a Legacy ICM environment
- Add and configure ICM PGs and CTI components used in a UCCE environment
- Configure CallManager/Communications Manager to support a UCCE environment including CTI Route Points, JTAPI users
- Configure Unified CVP to support a UCCE environment including gateways, MicroApp and basic VXML Scripting
- Configure ICM to support a UCCE environment (including Agents, Skill Groups, Service, Call Variables, ECC Variables and External Database Routing) using the Configure ICM utility
- Create and monitor call routing scripts using the ICM Script Editor utility

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Course Summary (cont'd)

- Create and monitor administrative scripts using the ICM Script Editor Utility
- Troubleshoot, debug and diagnose scripts and configuration using various applications found in the ICM Admin Workstation Program Group
- Generate real time and historical ICM reports using standard templates from the Web view utility
- Comprehend the fundamental differences between CTI Desktop solutions – CTI/OS vs. CAD
- Identify several key tables in the ICM database and their importance in troubleshooting or tracking calls
- Utilize several command line utilities useful for UCCE/ICM troubleshooting including RTTEST, OPCTEST, PROCMON, DUMPLOG
- Demonstrate a better overall effort and proficiency with Installing, Configuring and Troubleshooting the UCCE environment

Topics

- Course Introduction
- Course Overview
- Call Routing Concepts
- Boston Contact Center
- Basic administration
- Extended Functions
- Administrative Scripts
- Translation Routing
- Virtual Contact Center
- Webview
- Evaluations and Certificates

Audience

This course is designed for Contact Center personnel responsible for:

- Designing and implementing the ICM configuration
- Designing, implementing and monitoring ICM scripts using MicroApps
- Designing, implementing and monitoring basic VXML applications
- Generating ICM reports
- Implementing, configuring, and troubleshooting the UCCE and CVP environment
- Using ICM in a Legacy environment with a mixture of Unified Communications
- Migration from a Legacy environment to Unified Communications

Prerequisites

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Working knowledge of MS Windows in an Active Directory environment
- Working knowledge of TCP/IP networking
- Working knowledge of Cisco Contact Manager/Communications Manager and associated Voice Gateway functionality
- Familiarity with basic contact center operations (PBX, ACD, network and IVR implementation)

Duration

Five days