Deploying Cisco Unified Contact Center Enterprise v1.0 DUCCE

Course Summary

Description

Deploying Cisco Unified Contact Center Enterprise (DUCCE) is an instructor-led course presented by training partners to system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise (CCE) product. This course will give you an understanding of the Unified CCE deployment capabilities, processes, fault tolerance, installation, and performing basic troubleshooting. We will accomplish this by installing the Unified CCE software and introducing Unified CCE troubleshooting tools.

Objectives

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

- Demonstrate an overall understanding of the Cisco Unified CCE system, processes, and its environment
- Install and configure a Cisco Unified CCE system
- Create routing options using an external SQL database and an Application Gateway
- Install and configure Cisco Outbound Option
- Install and utilize Cisco Support Tools, Cisco Analysis Manager, and Cisco Unified Intelligence Center

Topics

- Cisco Unified Contact Center Enterprise Overview
- Cisco Unified Contact Center Enterprise Component Architecture
- Installing Cisco Unified Contact Center Enterprise
- Database and Application Driven Routing Options
- Installing Cisco Outbound Option
- Reporting and Maintenance Tools

Audience

- Cisco Unified Communications system channel partners and resellers
- System engineers
- Customers deploying and maintaining Cisco Unified Contact Center Enterprise products

Prerequisites

- Attended Cisco Unified Contact Center Enterprise Administration (AUCCE) course
- Have a strong knowledge of Microsoft Windows Server 2003 and Active Directory

Duration

Five days

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