Unified Contact Center Enterprise/Intelligent Contact Manager Administration with CVP (UCCE/ICM w/CVP)

Course Summary

Description

Administering Cisco Unified Contact Center Enterprise for CVP Environments (ACCE-CVP) {formerly called UCCE/ICM w/CVP} 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 v8.x (CCE) product deployed in a CVP environment. We will accomplish this by performing basic and advanced UCCE administration and troubleshooting tasks that users will encounter in real world deployments. This course will also prepare students as a pre-requisite for the CVPI or DUCCE-CVP courses, which both assume that the student is already familiar with the basic operation of Unified CCE (ICM). This is not always the case, and this course will serve as a stepping stone for further UCCE educational endeavors.

This course is based on CCE version 8.X software, and (together with DBUCCE/CVP) replaces the previously known ICM Bootcamp and UCCE/ICM with CVP courses. If you run an older version of CCE, you will still benefit from this course and its content.

If CVP doesn't sound familiar to you, but IP-IVR does, refer to SLI's IP-IVR version of this course - DUCCE. AUCCE and DUCCE are IP-IVR based courses, while ACCE-CVP and DBUCCE-CVP are CVP based courses.

Objectives

After completing this course the student should be able to:

- Demonstrate an overall understanding of the Cisco Unified CCE v8.0 system, processes, and its environment.
- Administer a Cisco Unified CCE v8.0 system as deployed with Unified CVP, including CTI functionality used with Unified Communications Manager.
- Create routing options using ICM MicroApps for scripting.
- Create routing options by using the External VXML solution for scripting.
- Demonstrate proficiency with regular CTI tasks of adding agents/skill(s)/phones to the UCCE environment.
- Create contingencies within scripting via ICM Admin Scripts.
- Demonstrate proficiency with various utilities within the UCCE solution for troubleshooting and support of the environment.
- Understand the CUIC component architecture of UCCE Reporting
- Create and monitor call routing scripts using the ICM Script Editor utility
- 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

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Course Summary (cont'd)

Topics

- Cisco Unified Contact Center Enterprise Product Overview
- Cisco Unified CVP Comprehensive Basic Configuration
- Cisco Unified ICM Enterprise Scripting to Support Unified
- CTI (Agent) functionality in the CCE Environment
- Cisco Unified CVP VXML Overview
- Extended CCE Functions
- Cisco Unified Intelligence Center

Audience

The primary audience for this course is as follows: Day 2 support personnel (Partners and Customers) who are responsible for the daily operation of the CCE environment deployed with CVP. The secondary audience for this course is as follows: Cisco Unified Communications system channel partners and resellers

Prerequisites

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

- Working knowledge of basic networking and components (router, switch, NIC)
- Working knowledge of Microsoft Windows Server 2003 deployed within an Active Directory environment

Duration

Five Days

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