Cisco Unified Contact Center Enterprise Administration v1.0 (AUCCE)

Course Summary

Description

Administering Cisco Unified Contact Center Enterprise (AUCCE) 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 using IP IVR as a IVR/VRU solution. This course will give you an understanding of the Cisco Unified CCE system, the Intelligent Contact Management (ICM) routing application, and Cisco Outbound Option. You will accomplish this by configuring the Cisco Unified CCE software, use the ICM routing software to route calls from Cisco Unified IP IVR and from Cisco Unified Communications Manager. Additionally, you will use various ICM utilities to aid you in locating configuration errors and you will configure the Cisco Outbound Option.

This course is based on CCE version 8.X software, and (together with DUCCE) replaces the previously known IPCCE, UCCE/ICM with IP IVR, ICM PT1, ICM PT2 and ICM Bootcamp courses. Even if you run a version of CCE prior to 8.X, you will benefit from this course and its content.

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

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

- Demonstrate an overall understanding of the Cisco Unified CCE system, the Intelligent Contact Management (ICM) routing application, and its environment
- Configure a Cisco Unified CCE system that routes from Cisco Unified IP IVR
- Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database
- Understand administrative scripting, translation routing concepts, and how translation routing operates Configure a new Cisco Unified CCE system that routes from Cisco Unified Communications Manager Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign
- Describe basic reporting characteristics of Cisco Unified Intelligence Center

Topics

- Cisco Unified Contact Center Enterprise Product Overview
- Configuring Cisco Unified Contact Center Enterprise
- Extended Functions
- Administrative Scripts and Translation Routing
- Configuring a Second Peripheral
- Configuring Cisco Outbound Option
- Cisco Unified Intelligence Center

Audience

This course is designed for Cisco Unified Communications system channel partners and resellers
System engineers and customers who will be configuring and maintaining the Cisco Unified Contact Center Enterprise products.

Prerequisites

Familiarity with call center operations Microsoft Active Directory Microsoft Windows 2003 Microsoft SQL Server 2005

Duration

Five days

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