

Administering Unified Contact Center Enterprise Part 2 (AUCCE 2)

Course Summary

Description

AUCCE 2 is an advanced, instructor-led course designed for system engineers and customers who will be involved with Day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the student an understanding of the requirements, resources, and tools required to perform complex adds, moves, and changes in the inbound/outbound UCCE environment.

This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The overall goal of this course is advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality.

AUCCE 1 or equivalent knowledge/experience is required prior to taking this course. AUCCE 2 is a good companion course to the DUCCE course which covers more detail on the installation/maintenance of the solution.

Objectives

After taking this course, students will be able to:

- Demonstrate advanced proficiency with add/move/change of the ACD/PBX (agent/skill) environment of UCCE
- Demonstrate advanced proficiency with add/move/change of the IVR (prompt/collect) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting)
- Demonstrate effective use of system tools to track and troubleshoot a call within a call flow

Topics

- Cisco Unified Contact Center Enterprise Foundations
- CCE Configuration and Scripting Review
- Implementing Business Rules
- CCE VXML Solution
- CCE Outbound
- CCE Support Considerations

Audience

This course is designed for:

- Cisco Unified Communications system channel partners and resellers
- Day 2 support personnel responsible for advanced administration and support of the UCCE environment

Prerequisites

The knowledge and skills that a student should have before attending this course are as follows:

- AUCCE 1 or equivalent knowledge/experience
- Experience with UCCE
- Working knowledge of Unified Communications Manager and Voice Gateways; VFCC recommended as foundational course

Duration

Five days

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Course Outline

- I. Cisco Unified Contact Center Enterprise Foundations**
 - A. Introducing UCCE
 - B. Unified CCE Architecture and Components
 - C. UCCE Terms, Routing, and Additional Components
 - D. Accessing UCCE Tools
- II. CCE Configuration and Scripting Review**
 - A. Configuration Manager and Script Editor Review
 - B. CTI Review
 - C. Agent Skill Review
 - D. Microapps and Media File Review
 - E. Precision Routing Review
 - F. Transfers and RONA Review
 - G. Mobile Agents
- III. Implementing Business Rules**
 - A. Advanced Scripting and Routing
 - B. ICM Scripting Variables, Expressions, Formulae and Functions
 - C. Creating and Admin Script for Time of Day Routing
 - D. Creating Feature Control Sets and Users
- IV. CCE VXML Solution**
 - A. Basic VXML Functionality
 - B. Installing and Configuring VXML Solution
 - C. Basic VXML - SQL Database Lookup
 - D. Exploring Courtesy Callback
 - E. Agent Greeting
- V. CCE Outbound**
 - A. Introduction to Outbound Option
 - B. Configuring Outbound Option for Agent and IVR Campaigns
- VI. CCE Support Considerations**
 - A. Supporting UCCE
 - B. Diagnostic Framework Suite
- C. UCCE Support**
 - D. Tracking an Agent Call through the Database
- VII. Labs**
 - A. Check out the Lab Environment
 - B. Explore Voice Gateway
 - C. Explore CVP and ICM Servers
 - D. Administering ICM Dialed Numbers and Call Types
 - E. Media Files and Variables in ICM Scripting
 - F. Basic IVR Scripting with MicroApps
 - G. Configure ICM for basic Agent and Skill Group Functionality
 - H. Configure UCM for Agent Functionality
 - I. Install CTIOS Agent Desktop (Optional)
 - J. Scripting for Skill Groups and Queuing
 - K. Configuring Precision Routing
 - L. RONA
 - M. CTI Route Point Initiated Calls
 - N. Agent initiated transfers into UCCE using the ICM Dialed Number Plan
 - O. Configure Calls using SIP with Proxy
 - P. Administrative Scripting
 - Q. Feature Control Sets and Users
 - R. VXML Server Configuration and Call Studio Installation
 - S. Create and Deploy a Basic Call Studio Project
 - T. Integrate VXML Applications with ICM Script
 - U. SQL DB Lookup Functionality for VXML
 - V. Courtesy Callback
 - W. Agent Greeting
 - X. Configure SIP Outbound Dialer Basic Agent Campaign
 - Y. Challenge Lab: Build IVR Campaign
 - Z. Using Troubleshooting Tools
 - AA. Track a call through RCD and TCD
 - BB. Instructor generated Break/Fix lab