Administering Unified Contact Center Enterprise
Part 1 v10.x (AUCCE1)

Course Summary

Description

AUCCE1 is a five-day instructor led course intended for system engineers, and customers who will be involved in 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 needed to perform routine adds, moves, and changes in the inbound/outbound UCCE environment. This course is intended for those administering the solution, or who may be responsible for Level 1-2 support of the solution.

The overall goal of this course is to build an effective administrator of the solution by exposing the technical requirements of the solution and utilizing the solution tools for effective operation. The student will be exposed to CCE (ICM) and VXML scripting in this course to ensure basic competence with the solution.

This course serves as a good stepping stone for the corresponding Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE2) course.

This course is also a good companion course to the DUCCE course, which covers more detail on the installation/maintenance of the UCCE solution.

Objectives

After taking this course, students will be able to:
- Demonstrate an overall understanding of the Cisco Unified CCE v10.x solution from a component functional level
- Demonstrate basic proficiency with add/move/change of th ACD/PBX (agent/skill) environment of the UCCE
- Demonstrate basic proficiency with add/move/change of the IVR (prompt/collect/queue) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting)
- Configure a Supervisor to enable CUIC Reporting functionality including running stock reports and creating dashboards

Topics

- Cisco Unified Contact Center Enterprise v10.x Foundations
- UCCE Configuration and Scripting
- CCE Inbound Agent Considerations
- Unified CCE IVR/VRU Functionality

- Additional UCCE Considerations
- External VXML Implementation
- Cisco Unified Intelligence Center (CUIC) Reporting

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Course Summary (cont'd)

Audience

The primary course for this course is as follows:
- Cisco Unified Communications system channel partners and resellers responsible for the sales, implementation, or support of a UCCE solution
- Day 1 and Day 2 support personnel responsible for the daily add/move/change of the UCCE environment

The secondary audience for this course is Managers, team-leads, business liaison personnel, or anyone who needs to be involved in the UCCE solution and have a better overall understanding of its function.

Prerequisites

The knowledge and skills that a student should have prior to attending this course are as follows:
- Basic knowledge of networking and components
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys
- Working knowledge of Unified Communications Manager and Voice Getaways
- Basic understanding of contact center operations

Duration

Five days

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Course Outline

I. Cisco Unified Contact Center Enterprise v10.x Foundations
   A. Introducing UCCE
   B. Unified CCE Architecture and Components
   C. UCCE Terms, Routing, and Additional Components
   D. Accessing UCCE Tools

II. UCCE Configuration and Scripting
   A. Configuration Manager
   B. ICM Script Editor Overview
   C. Scripting for CVP

III. CCE Inbound Agent Considerations
   A. CTI Options Overview
   B. Configure ICM for Agent Functionality
   C. Configure UCM for Agent Functionality
   D. Scripting ICM for Agent Functionality

IV. Unified CCE IVR/VRU Functionality
   A. Basic IVR Scripting with MicroApps
   B. ICM MicroApps
   C. ICM Scripting Using MicroApps

V. Additional UCCE Considerations
   A. ICM Considerations for Reporting and Monitoring
   B. Precision Routing
   C. RONA

VI. External VXML Implementation
   A. Basic VXML Functionality
   B. Installing and Configuring VXML

VII. Cisco Unified Intelligence Center (CUIC) Reporting
   A. CUIC Overview
   B. CUIC Reporting

VIII. Labs
   A. Check out the Lab Environment
   B. Explore Voice Getaway
   C. Explore CVP and ICM Servers
   D. Tools and Utilities for Administering ICM Dialed Numbers and Call Types
   E. Prepare a simple Label Script
   F. Using ICM Tools for ICM Scripts
   G. Configure ICM for Agent Functionality
   H. Configure UCM for Agent Functionality
   I. Basic Skill Group functionality in an ICM Script
   J. Media Files and Variables in ICM Scripts
   K. Basic IVR Scriptin with MicroApps
   L. Configuring CCE for Monitoring and Reporting
   M. Configuring and using Precision Queues
   N. RONA
   O. Implement Administrative Scripts
   P. Configure Calls Using SIP with Proxy
   Q. CTI Route Points for UCCE Calls and Transfers
   R. CCMP
   S. VXML Server Configuration and Call Studio Installation
   T. Create and Deploy a Cisco Unified Call Studio Project
   U. Integrate VXML Applications with ICM Script
   V. More CUIC Reports