ProTech Professional Technical Services, Inc.

Administering Packaged Contact Center Enterprise 11 (APCCE)

Course Summary

Description

Administering Packaged Contact Center Enterprise (APCCE) is a course that provides students with an introduction and understanding of Cisco Unified Contact Center Enterprise basics and components. APCCE is an administration course focusing on the day-to-day tasks needed to manage a Cisco deployed Packaged Contact Center Enterprise environment.

While the class will focus on the ICM web administration tool, students will also be introduced to the supporting Call Manager and CVP configurations and administration requirements.

The class begins with an introduction to contact center operations and KPIs and then covers the administration and configuration of the most frequently addressed contact center parameters including; Agents, Agent Teams, Skill Groups, Precision Queues, Front End VRU Scripts, Call Flows and Scripting, and Reporting and Security. Student understanding of each of the topics covered will be reinforced through the use of practical hands on labs and workshops.

Finally, students will be given the opportunity to implement a practical business case utilizing their newfound PCCE knowledge. The business case will be presented as a set of requirements which students will be required to analyze, configure and script from the ground up. Once completed, students will be encouraged to present their completed solution for an "acceptance test"

After successfully completing this class, students will be able to perform the tasks associated with the adds, moves and changes and reporting within the contact center, and in addition take a complex business case from concept through call flow to a working deployment.

As an administration class, we will assume that the deployment is complete and the underlying telephony platform(s) have been successfully delivered.

Topics

- Introducing UCCE
- PCCE Terms and Additional Components
- PCCE Administration
- Accessing PCCE Tools
- PCCE Configuration and Scripting
- Agent Support Consideration

- Scripting with Microapps
- Reporting Considerations
- Precision Routing
- RONA
- Basic VXML Functionality
- Reporting

Audience

This course is designed for anyone responsible for the day-to-day management and administration of a packaged Cisco Packaged Contact Center Enterprise environment.

Prerequisites

The knowledge and skills that a learner should have before attending this course are as follows:
- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required.
- Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful. Take the VFCC course, by example
- A basic understanding of contact center operations

Duration

Five days

Course Outline

Administering Packaged Contact Center Enterprise 11 (APCCE)
Course Outline

I. Introducing UCCE
- A. Contact Center Basics
- B. PCCE Components
- C. Packaged CCE
- D. Agent Desktop Options

II. PCCE Terms and Additional Components
- A. Terms
- B. Additional Components

III. PCCE Administration
- A. Web Administration Access
- B. Working with Agents
- C. Working with Agent Attributes
- D. Agent Desk Settings
- E. Introducing Precision Queues
- F. Working with Reason codes
- G. Working with Skill groups
- H. Agent Teams
- I. Understanding Bucket Intervals
- J. Working with Call types
- K. Working with Dialed Numbers
- L. Understanding Expanded Call Variables
- M. Introducing Network VRU Scripts
- N. Using Bulk Loads
- O. Introducing System Information
- P. System Settings
- Q. Agent Trace
- R. Log Collections
- S. Departments and Roles

IV. Accessing PCCE Tools
- A. Accessing UCM
- B. Accessing ICM
- C. Accessing CVP
- D. Accessing Voice Gateways

V. PCCE Configuration and Scripting
- A. Script Editor Overview
- B. Scripting for CVP

VI. Agent Support Consideration
- A. CTI Options
- B. ICM Agent Configuration
- C. UCM Agent Configuration
- D. ICM Agent Scripting

VII. Scripting with Microapps
- A. Microapps
- B. ECC Variables
- C. Media Server
- D. Prompt Caching considerations

- E. ICM Configuration steps
- F. Building a Simple Script using Microapps

VIII. Reporting Considerations
- A. Touch Points
- B. Reporting Objects

IX. Precision Routing
- A. Overview
- B. Attributes
- C. Building a Precision Queue
- D. Using Dynamic Queues and Call types

X. RONA
- A. Understanding RONA

XI. Basic VXML Functionality
- A. What is VXML

XII. Reporting
- A. CUIC

Lab Exercises
- Check out the Lab Environment:
- Explore ICM and CVP Servers:
- Tools and Utilities for Administering ICM Dialed Numbers and Call Types:
- Prepare a simple Label Script:
- Using ICM Tools for ICM Scripts:
- Configure ICM for Basic Agent Management and Skill Group Functionality
- Configure UCM for Agent Functionality:
- Testing Basic Skill Group Functionality in an ICM Script:
- Media Files and Variables in ICM Scripts to support Prompt, Collect, Queue:
- Basic IVR Scripting with MicroApps:
- Configuring and using Precision Queues:
- RONA
- Implement Administrative Scripts
- VXML Server Configuration and Call Studio Installation:
- Create and Deploy a Cisco Unified Call Studio Project:
- Integrate VXML Applications with ICM Script:
- Configuring CCE for Monitoring and Reporting:
- Run CCE Reports, Create a Dashboard in CUIC
- Business Case