ProTech Professional Technical Services, Inc.

Understanding Cisco Contact Center Foundations (CCEF)

Course Summary

Description

A 1-day overview of the Cisco Packaged Contact Center Enterprise and Unified Contact Center Enterprise solutions based on version 12.5. Architectural overviews explore solution components, sizing and deployment considerations, and key functionality and features. The course is intended for a broad audience including Business Decision Makers, Account Managers, Systems Engineers, Administrators, Application Specialists, and Deployment Engineers seeking to understand functional and business applications of the CCE solution. For technical audiences, this course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

Objectives
At the end of this course, students will be able to:
- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the PCCE architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the Configuration, Scripting, Reporting, and Support of a PCCE deployment
- Identify advanced features available within the PCCE solution

Topics

- Introduction to CCE
- Functionality of PCCE Components
- Terms and Naming Conventions Used in CCE

- Access Tools Available in CCE
- Discovering CCE Features Beyond Default

Audience

The target audience for this course is channel partners and field support personnel who are responsible for sales, implementation, or administration of a Cisco Unified Contact Center and VRU implementation in customer enterprise networks, specifically individuals filling these roles.

Primary audiences:
- Deployment Engineers
- Technical Sales
- Account and Project Managers

Secondary audiences:
- Managers overseeing CCE deployments
- Business Liaisons

Prerequisites

The knowledge and skills that students are expected to have before attending this course are:
- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of IP networks

Here are recommended Cisco learning offerings that may help students meet these prerequisites:
- Cisco CCNA Course
- Cisco CLFNDU Course

Duration

One day

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Course Outline

I. *Introduction to CCE*
   A. Contact Center Basics
   B. Key Performance Indicators
   C. Cisco Contact Center Fundamentals
   D. Cisco Contact Center Portfolio

II. *Functionality of PCCE Components*
   A. PSTN and Voice Gateways
   B. Cisco Unified Border Element (CUBE)
   C. Cisco Unified SIP Proxy (CUSP)
   D. VXML Gateway and Virtual Voice Browser (VVB)
   E. Customer Voice Portal (CVP)
   F. Intelligent Contact Manager (ICM)
   G. Cisco Unified Communications Manager (CUCM)
   H. Finesse Agent Desktop
   I. PCCE Logical Call Flow

III. *Terms and Naming Conventions Used in CCE*
   A. CCE Access Environment
      1. Peripherals
      2. Routing Clients
      3. Route Requests
   B. CCE Routing Configuration
      1. Media Routing Domains
      2. Dialed Numbers
      3. Call Types
   C. CCE Scripting Basics
      1. Scripts and Script Scheduling
      2. Skill Targets
   D. CCE Target Verification and Selection
      1. Agent Targeting Rule
      2. Labels
   E. CCE Targets
      1. Skill Groups
      2. Precision Queues
      3. Agents

IV. *Access Tools Available in CCE*
   A. SPOG (Single Pane of Glass)
   B. Configuration Manager
   C. Script Editor
   D. CUCM Web Administration
   E. Call Studio Application
   F. Gateway Access

V. *Discovering CCE Features Beyond Default*
   A. Agent Management
      1. Agent Greeting
      2. Whisper
      3. Silent Monitoring
   B. Agent Efficiency
      1. Mobile Agent
      2. Extension Mobility
      3. Single Sign-on
   C. Customer Satisfaction
      1. Courtesy Call Back
      2. Post-Call Survey
   D. Advanced Features
      1. Agent Request
      2. Enterprise Chat and Email
      3. Outbound Option
      4. Task Routing
      5. Video Contact Center
   E. Enhanced Integration
      1. Avaya Support
      2. ICM Gateway Support
      3. Third Party Integration
      4. Customer Virtual Assistant
      5. Command Execution Pane