ProTech Professional Technical Services, Inc.

Implementing Cisco Contact Center Enterprise (CCEI)

Course Summary

Description

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco© Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2-3 solution support. The focus is on Day 1 support for a new CCE deployment.

Objectives

At the end of this course, students will be able to:
- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE Scripting tools to present call data collected from the caller to the gent desktop
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Identify the tasks associated with adding Remote Site functionality to the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

Topics

- Planning a Cisco Packaged Contact Center Enterprise Deployment
- Staging a Packaged CCE Deployment
- Preparing CCE Software for Installation
- Administering Security Certificates
- Introducing the Packaged CCE Integration Wizard
- Adding a Site to Packaged CCE

- Integrating Cisco Unified Intelligence Center, LiveData, and Finesse
- Personalizing the Packaged CCE Dial Plan
- Configuring to Validate Deployment
- Scripting for Packaged Contact Center Enterprise
- Configuring Single Sign-On

Audience

This course is designed for Deployment Engineers and Sales Engineers.

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Course Summary (cont'd)

Prerequisites

The knowledge and skills that students are expected to have before attending this course are:

- Advanced knowledge of computer networking components – Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

Here are recommended Cisco learning offerings that may help students meet these prerequisites:

- Cisco CCEF Course
- Cisco CCEA Course
- Cisco CCEAA Course
- Cisco CCNA Course
- Cisco CLFNDU Course

Duration

Three days

Course Outline

I. *Planning a Cisco Packaged Contact Center Enterprise Deployment*
   A. Packaged CCE Component Overview
   B. Call Flows Review

II. *Staging a Packaged CCE Deployment*
   A. PCCE Deployment Planning and System Design Specification
   B. Software Compatibility and OS Requirements

III. *Preparing CCE Software for Installation*
   A. General Considerations and System Requirements
   B. Active Directory Considerations

IV. *Administering Security Certificates*
   A. Security Certificate Overview
   B. Install and Configure Certificate Authority

V. *Introducing the Packaged CCE Integration Wizard*
   A. PCCE Inventory and Service Accounts
   B. Run the PCCE Wizard Adding a Site to Packaged CCE

VI. *Adding a Site to Packaged CCE*
   A. PCCE Remote Site Overview
   B. Remote Site Security Certificate Considerations

VII. *Integrating Cisco Unified Intelligence Center, LiveData, and Finesse*
   A. Compare Real Time vs. Live Data
   B. Complete Cisco Unified Intelligence Center Integration

VIII. *Personalizing the Packaged CCE Dial Plan*
   A. CCE Dial Plan Components
   B. Ingress Gateway and Cisco Unified Border Element Dial Plans Configuring to Validate Deployment

IX. *Configuring to Validate Deployment*
   A. Confirm Configuration Readiness
   B. Cisco Unified Communications Manager Administration

X. *Scripting for Packaged Contact Center Enterprise*
   A. Configure Script Editor
   B. Use Microapps

XI. *Configuring Single Sign-On*
   A. SSO Overview
   B. Configure SSO Prerequisites

Lab outline
- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Navigate Certificate Store
- Add a Remote Site to PCCE
- Personalize Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details for Final Testing
- Build a Series of Test Scripts
- Enable Single Sign-On