Deploying Unified Contact Center Enterprise (DUCCE)

Course Summary

Description

Deploying Cisco Unified Contact Center Enterprise (DUCCE) is an instructor-led course presented by training partners to system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise (CCE) product. This course will give you an understanding of the Unified CCE deployment capabilities, processes, fault tolerance, installation, and performing basic troubleshooting. We will accomplish this by installing the Unified CCE software and introducing Unified CCE troubleshooting tools.

Recent Sunset Learning Institute course enhancements: updated labs to 9.X on UCS, added Courtesy Callback, added additional troubleshooting materials, and included Cisco Unified SIP Proxy (CUSP).

Objectives
At the end of this course, students will be able to:
- Demonstrate an overall understanding of the Cisco Unified CCE system, processes, and its environment
- Install and configure a Cisco Unified CCE system
- Create routing options using an external SQL database and an Application Gateway
- Install and configure Cisco Outbound Option
- Install and utilize Cisco Support Tools, Cisco Analysis Manager, and Cisco Unified Intelligence Center

Topics

- Cisco Unified Contact Center Enterprise Overview
- Cisco Unified Contact Center Enterprise Component Architecture
- Installing Cisco Unified Contact Center Enterprise

- Database and Application Driven Routing Options
- Installing Cisco Outbound Option
- Reporting and Maintenance Tools

Audience

The primary audience for this course is as follows:
- Cisco Unified Communications system channel partners and resellers
- System engineers

The secondary audience for this course is as follows:
- Customers deploying and maintaining Cisco Unified Contact Center Enterprise products

Prerequisites

The knowledge and skills that a learner should have before attending this course are as follows:
- Attended Cisco Unified Contact Center Enterprise Administration (AUCCE) course
- Have a strong knowledge of Microsoft Windows Server 2003 and Active Directory

Duration

Five days

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Course Outline

I. Cisco Unified Contact Center Enterprise Overview
   A. Presenting Cisco Unified Contact Center Enterprise
   B. Cisco Unified Contact Center Enterprise Deployment Models

II. Cisco Unified Contact Center Enterprise Component Architecture
   A. Understanding Cisco Unified Contact Center Enterprise Processes
   B. Understanding Cisco Unified Contact Center Enterprise Fault Tolerance

III. Installing Cisco Unified Contact Center Enterprise
   A. Introduction
   B. Integrating Cisco Unified Communications Manager
   C. Integrating Cisco Unified IP IVR
   D. Installing the Cisco Unified CCE Main Installer
   E. Installing the Central Controller
   F. Installing the Peripheral Gateway
   G. Agent Desktop Options
   H. Installing CTI Services
   I. Completing the Configuration

IV. Database and Application Driven Routing Options
   A. External Database Routing
   B. Application Gateway

V. Installing Cisco Outbound Option
   A. Cisco Outbound Option Overview
   B. Cisco Outbound Option Installation

VI. Reporting and Maintenance Tools
   A. Cisco Support Tools
   B. Cisco Unified Analysis Manager