

Administering Cisco Unified Contact Center Enterprise

Duration: 5 Days Course Code: AUCCE

Overview:

Administering Cisco Unified Contact Center Enterprise (AUCCE) 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 v8.0 (CCE) product. This course will give you an understanding of the Cisco Unified CCE v8.0 system, the Intelligent Contact Management (ICM) routing application, and Cisco Outbound Option. You will accomplish this by configuring the Cisco Unified CCE v8.0 software, use the ICM routing software to route calls from Cisco Unified IP IVR and from Cisco Unified Communications Manager. Additionally, you will use various ICM utilities to aid you in locating configuration errors and you will configure the Cisco Outbound Option.

Target Audience:

This course is designed for: Cisco Unified Communications system channel partners and resellers System engineers The secondary audience for this course is as follows: Customers who will be configuring and maintaining the Cisco Unified Contact Center Enterprise products

Objectives:

- Upon completing this course, you will be able to meet these overall objectives:
- Demonstrate an overall understanding of the Cisco Unified CCE v8.0 system, the Intelligent Contact Management (ICM) routing application, and its environment
- Configure a Cisco Unified CCE v8.0 system that routes from Cisco Unified IP IVR
- Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database
- Understand administrative scripting, translation routing concepts, and how translation routing operates
- Configure a new Cisco Unified CCE v8.0 system that routes from Cisco Unified Communications Manager v8.0
- Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign
- Describe basic reporting characteristics of Cisco Unified Intelligence Center

Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- Familiarity with call center operations
- Microsoft Active Directory
- Microsoft Windows 2003
- Microsoft SQL Server 2005

Testing and Certification

AUCCE is one of the courses required for the **Unified Contact Center for Enterprise (UCCE) Partner ATP Certification**

Follow-on-Courses:

- Deploying Cisco Unified Contact Center Enterprise (DUCCE)

Content:

Cisco Unified Contact Center Enterprise v8.0 Product Overview

- Presenting Cisco Unified Contact Center Enterprise v8.0
- Call Routing Options
- Components of Cisco Unified Contact Center Enterprise v8.0
- Intelligent Contact Management Routing Techniques
- ICM Pre-Route
- ICM Post-Route

Configuring Cisco Unified Contact Center Enterprise v8.0

- Introduction
- Integrating Cisco Unified Communications Manager v8.0
- Integrating Cisco Unified IP IVR
- Cisco Unified Customer Voice Portal
- Cisco Unified CCE v8.0 Configurations
- Agent Desktop Options
- Using the Cisco Unified CCE v8.0 Script Editor

Extended Functions

- Creating Feature Control Sets and Users
- Using Script Editor Utilities
- Creating and Using Cisco Unified CCE v8.0 Variables
- Configuring Access to an External Database
- Adding Multiple Skill Groups

Administrative Scripts and Translation Routing

- Understanding Administrative Scripts
- Understanding Translation Routing

Configuring a Second Peripheral

- New Peripheral Basic Configuration
- Creating Translation Routes for Cisco Unified Contact Center Enterprise v8.0
- Enterprise Services and Skill Groups

Configuring Cisco Outbound Option

- Cisco Outbound Option Overview
- Cisco Outbound Option Configuration

Cisco Unified Intelligence Center

- Cisco Unified IC Overview
- Cisco Unified IC Reporting

Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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