
Customer Voice Portal Implementation

Duration: 5 Days **Course Code: CVPI**

Overview:

The Customer Voice Portal Implementation (CVPI) course defines the tasks necessary for the operation, administration, management, and provisioning of Cisco Unified Customer Voice Portal (CVP) as it is installed in a comprehensive Cisco Unified Intelligent Contact Management (ICM) Enterprise environment.

Target Audience:

This course is designed for: Individuals with telephony or data networking background who are familiar with the network infrastructure and IP communications components on which Cisco Unified CVP will be implemented

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
 - Explain the components, function, and call flow of a Cisco Unified CVP solution when it is deployed in either a standalone or comprehensive model
 - Configure a functional Cisco Unified CVP comprehensive deployment model with Cisco Unified ICM Enterprise
 - Demonstrate the use of the six Cisco Unified CCE microapplications that are available to support caller interaction with Cisco Unified CVP
 - Describe Voice Extensible Markup Language (VXML) as a technology and describe the benefits that it provides to Cisco Unified CVP; install and configure the Cisco Unified CVP VXML solution for Cisco Unified CVP
 - Execute the steps that are required to configure a Cisco Unified CVP environment to provide historical data and to configure and use the diagnostic features and tools to ensure end-to-end serviceability
 - Design a Cisco Unified CVP solution that is designed for failover protection and high availability and use the recommended troubleshooting techniques to isolate and correct system failures
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Prerequisites:

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

- Experience and knowledge about Cisco Unified Contact Center Enterprise

To gain the prerequisite skills and knowledge, Cisco strongly recommends the knowledge of the following courses:

- Interconnecting Cisco Networking Devices Part 1 (ICND1)
 - Interconnecting Cisco Networking Devices Part 2 (ICND2)
 - Implementing Cisco Voice Communications and QoS (CVOICE)
 - Implementing Cisco Unified Communications Manager Part 1 (CIPT1)
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Testing and Certification

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

Content:

Cisco Unified CVP Technical Overview

- Exploring Cisco Unified CVP
- Describing Components and Capabilities
- Exploring Deployment Models and Call Flows

Cisco Unified CVP Comprehensive

- Examining Cisco Unified CVP Comprehensive
- Upgrading, Installing, and Configuring Cisco Unified CVP Software
- Configuring SIP and Cisco IOS Gateways for Cisco Unified CVP
- Configuring Cisco Unified ICM Enterprise for Cisco Unified CVP
- Configuring Cisco Unified Communications Manager for Cisco Unified CVP

Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP

- Introducing Scripting
- Implementing Cisco Unified ICM Enterprise Scripting Microapplications
- Configuring Cisco Unified ICM Enterprise Scripting Using Microapplications
- Enabling Transfers and Reroute on No Answer

Cisco Unified CVP VXML Overview

- Exploring VXML
- Installing and Configuring VXML
- Exploring Courtesy Callback

Events, Log Files, and Reporting

- Configuring Cisco Unified CVP Reporting
- Utilizing Events and Log Files

Failover, Diagnostics, and Troubleshooting

- Designing Failover and High Availability
- Troubleshooting

Further Information:

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

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