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## Deploying Cisco Unified Contact Center Enterprise

**Duration: 5 Days**    **Course Code: DUCCE**

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### Overview:

In the Deploying Cisco Unified Contact Center Enterprise (DUCCE) course, you'll gain an understanding of Cisco Unified Contact Center Enterprise (CCE) v8.0 deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting techniques. You will get hands-on practice installing and troubleshooting Unified CCE v8.0 software

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### Target Audience:

This course is designed for: Channel partners, resellers, and system engineers deploying and maintaining Unified CCE products Customers involved with day-to-day interaction with the CCE product

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### Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
  - Overall understanding of the Unified CCE v8.0 system, processes, and its environment
  - Install and configure a Unified CCE v8.0 system
  - Create routing options using an external SQL database and an Application Gateway
  - Install and configure Cisco Outbound Option
  - Use Cisco Support Tools, Cisco Analysis Manager, and Cisco Unified Intelligence Center
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### Prerequisites:

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

- Strong knowledge of Microsoft Windows Server 2003 and Active Directory
- To gain the prerequisite skills and knowledge, Cisco strongly recommends knowledge of the following courses:
- Administering Cisco Unified Contact Center Enterprise (AUCCE)

### Testing and Certification

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### Follow-on-Courses:

- Deploying Cisco Unified Intelligence Center (DUIC)
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## Content:

### Cisco Unified CCE v8.0 Overview

- Benefits
- Options
- Deployment Models
- Networks
- QoS
- Hardware and Software Compatibility
- PPDIOO

### Component Architecture

- Processes
- Simple Startup
- Simple Preroute Call Flow
- ICM Processes
- Simplex Central Controller Startup
- Simplex Peripheral Gateway Startup
- Administration and Data Server Startup
- Configuration Change Sequence
- Fault Tolerance
- Goals
- ICM Fault Tolerance Methods
- Central Controller Initialization
- Enabled and Disabled Synchronizer Messaging
- Route Request Messaging
- Loss of Private Network
- Peripheral Gateway Communications
- Central Controller Node Failure Scenarios

### Installation

- System Peripheral Gateway Deployments
- Call Flows
- Parent-Child Call Flow Summaries
- CUCM Integration
- Terms
- Configuring Basic Objects
- Cisco Unified IP IVR Integration
- Cisco Unified CCX Script Editor
- Prompt and Script Management
- Configuring Basic Objects
- Call Flows
- Installing the Main Installer
- Domain Models
- Domain Manager
- ICM Instance
- Central Controller Installation
- Installing Router A
- ICMDDBA Tool
- Installing Logger A
- Administration and Data Servers
- Peripheral Gateway Installation
- Configuration
- Setup
- Agent Desktop Options
- Cisco CTI Server
- Cisco CTI OS Toolkit
- Cisco Agent Desktop
- CRM Connectors
- CTI Services Installation
- CTI Server Setup
- CTI OS Server Setup
- CTI OS Client Installation
- Completing the Configuration
- ACD Configurations
- Translation Route Configuration
- Basic ICM Script

### Database- and Application-Driven Routing Options

- External Database Routing
- Creating a Database
- ICM Configuration
- ICM Script
- Application Gateway
- Cisco Unified IP IVR Script
- ICM Configuration

### Installing Cisco Outbound Option

- Cisco Outbound Dialer Call Flows
- Configuration and Installation
- Campaign Configurations

### Reporting and Maintenance Tools

- Cisco Unified Intelligence Center
- Benefits and Features
- Deployment Models and Licensing
- Administration
- Cisco Support Tools
- Support Tools Utilities
- Cisco Common Tools Examples Support Tools Server and Node Installation
- Using Support Tools
- Working with Log Files
- Cisco Unified Analysis Manager
- Inventory
- Tools
- Administration

## Further Information:

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

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