

## Deploying and Administering Unified Contact Center Enterprise with Voice Portal

**Duration: 10 Days**    **Course Code: UCCEVP**

### Overview:

This Bootcamp covers content from the following courses: **Administering Cisco Unified Contact Center Enterprise (AUCCE) Deploying Cisco Unified Contact Center Enterprise (DUCCE) Customer Voice Portal Implementation (CVPI)**

In this BootCamp, you will learn how to administer Cisco Unified Contact Center Enterprise (CCE) and you will gain an understanding of the Cisco Unified CCE v8.0 system, the Intelligent Contact Management (ICM) routing application, and Cisco Outbound Option. You will learn to configure the Cisco Unified CCE v8.0 software and use the ICM routing software to route calls from Cisco Unified IP IVR and from Cisco Unified Communications Manager. You will also learn to use various ICM utilities to help you locate configuration errors, and you'll learn to configure the Cisco Outbound Option. You will 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. You will learn to operate, administer, manage, and provision 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: Cisco Unified Communications system channel partners and resellers System engineers Customers who will be configuring and maintaining the Cisco Unified CCE products System engineers deploying and maintaining Unified CCE products Customers involved with day-to-day interaction with the CCE produc Engineers implementing Cisco Unified CVP

### Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
- Overall understanding of the Cisco Unified CCE v8.0 system, the ICM routing application, and the system environment
- Configure a Cisco Unified CCE v8.0 system that routes from Cisco Unified IP IVR
- ICM users and feature control sets, various ICM configuration utilities, and ICM variables
- Create routing options using an external SQL database
- 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
- Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign
- Basic reporting characteristics of Cisco Unified Intelligence Center
- 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
- Components, function, and call flow of a Cisco Unified CVP solution, stand-alone or comprehensive model
- Configure a functional Cisco Unified CVP comprehensive deployment model with Cisco Unified ICM Enterprise
- Cisco Unified CCE microapplications supporting caller interaction with Cisco Unified CVP
- Voice Extensible Markup Language (VXML) as a technology and the benefits it provides
- Install and configure the Cisco Unified CVP VXML solution for Cisco Unified CVP
- Configure a Cisco Unified CVP environment to provide historical data
- Configure and use the diagnostic features and tools to ensure end-to-end serviceability
- Design a Cisco Unified CVP solution for failover protection and high availability
- Troubleshoot 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:

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

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)

## Testing and Certification

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## Follow-on-Courses:

- Deploying Cisco Unified Intelligence Center (DUIC)

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## Content:

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| ■ Cisco Unified Contact Center Enterprise v8.0 Product Overview | ■ Cisco Unified Contact Center Enterprise v8.0 Component Architecture | ■ Cisco Unified CVP Technical Overview                                |
| ■ Configuring Cisco Unified Contact Center Enterprise v8.0      | ■ Installing Cisco Unified Contact Center Enterprise v8.0             | ■ Cisco Unified CVP Comprehensive                                     |
| ■ Extended Functions  | ■ Database and Application Driven Routing Options                     | ■ Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP |
| ■ Administrative Scripts and Translation Routing                | ■ Installing Cisco Outbound Option                                    | ■ Cisco Unified CVP VXML Overview                                     |
| ■ Configuring a Second Peripheral                               | ■ Reporting and Maintenance Tools                                     |   |

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## Further Information:

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

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