
Cisco Unified Contact Center Express Advanced

Duration: 4 Days **Course Code: UCCXA**

Overview:

The Cisco Unified Contact Center Express Advanced (UCCXA) course builds on the knowledge base and scripting experience learned in the CRSD/UCCXD course. This course allows the student to explore more advanced techniques in scripting and overall CRS functionality. Students will learn to implement features that extend the functionality of UCCX using many of the tools that are already available in the premium version of the product.

Target Audience:

This course is designed for: Cisco AVVID Channel Partners and Resellers System Engineers Customers deploying and maintaining CRS 4.0 products

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
 - Create a helpdesk script
 - Understand how to define and use skills
 - Understand and setup conditional routing
 - How to use Enterprise Data
 - How to setup and use Session Management
 - Allow for callbacks
 - Allow for callbacks while maintaining a position in the queue
 - Use Auto Attendant with and without ASR
 - Understand how to integrate CRS with Intelligent Contact Manager (ICM)
 - Understand how to properly setup and design a script with the following functions in mind.
 - Prompt, document, and grammar management
 - Scripting for proper terminating and ending a script
 - Debugging
 - Abandon rates
 - Exception Handling
 - Using the default script
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Prerequisites:

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

- Unified Contact Center Express Deployment (UCCXD)
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Content:

UCC Express Overview

- Components
- The Debug Process
- Troubleshooting Concepts

Build Common Utilities

- Recording Script
- Emergency Message Recording Script
- Time of Day and Holiday Routing Sub Flows

Basic ACD Routing

- Review ICD Steps
- Build a Helpdesk Script

Common/Good Practices

- Scripting for good prompt management
- Proper End/Terminate Scripting
- Scripting for Subflow debugging
- Abandon dates
- Exception Handling
- Using the Default Script
- Check Agent Availability before and after entering queue
- Check for call aborting before transferring the call

Database Queries

- Database Setup
- Database Steps

Skills Based Routing

- Add skills based routing
- Route based on caller input and database query

Advanced ACD Routing

- Overflow Routing
- Conditional Routing based on Agent Availability and Queue Statistics

Non Queuing ACD Callback Methods

- Leave Message for callback via Email
- Leave Recorded Message for Callback via Email
- Callback caller when Queue times decrease.

Session Management and Enterprise Data Review

- Setup Enterprise Data
- Implement Session Management

Advanced ACD Callback Options

- Leave Message for Agent
- Callback caller when Agent Selected
- Scheduled Callback

Web Contacts Overview

- Request Agent and Callback via Web
- Queue Email to an Agent via Web

Automatic Speech Recognition and Text to Speech Overview

Using the Auto Attendant Program with Non ASR/ASR

- User Steps
- Spoken Name Generation and Upload
- Name Grammar Generation
- Number Dialing
- Name Dialing

ICM Overview

- Integrating IPIVR with ICM
- Integrating UCC Express with ICM
- Recording

Further Information:

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

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