Administering Cisco Contact Center Enterprise

Category: Networking & Security | **Vendor:** Cisco

Duration: 32.00 hours (4 days) **26.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

This class will help you:

- Leverage the Cisco Unified Contact Center Enterprise (UCCE) for a smooth integration of inbound and outbound voice applications to support multiple communication channels.
- Manage a multichannel contact functionality with IP telephony as a unified solution to rapidly deploy within a distributed contact center infrastructure.

About This Course

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Who Should Attend

- Account and project managers
- Contact Center Enterprise (CCE) administrators
- Deployment engineers
- Technical sales

Prerequisites & Entry Requirements

General Prerequisites:

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and voice gateways
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation

Recommended Cisco offerings that may help you meet these prerequisites:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)

Learning Outcomes

Upon successful completion of this course, participants will be able to:

After taking this course, you should be able to:

- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

Detailed Course Outline

Cisco Unified Contact Center Review

- Contact Center Basics
- Components and Architecture

Deploying Basic Call Settings

- Associate Basic Call Settings

- Explore Media Routing Domains

Building a Basic Cisco Unified Contact Center Enterprise Script

- Introduce Script Editor

- Use Script Editor Nodes

Configuring Basic Agent Functionality

- Introduce Agent Functionality

- Configure Agent Desk Settings

Configuring Basic Call Treatment and Queuing

- Explore Media Server and Files

- Introduce Microapps

Implementing Precision Routing

- Introduce Precision Routing Basics

- Examine the Migration Path

Configuring RONA Support

- Introduce RONA Functionality

- Identify RONA Timeout Considerations

Configuring Agent Teams and Supervisors

- Configuring Teams and Supervisors
- Explore Agent Roles

Administering the Cisco Finesse Desktop

- Administering Cisco Finesse Desktop
- Introduce Cisco Finesse Administration

Implementing Voice XML Applications

- Introduce VXML
- Build a Basic Call Studio Project

Configuring Roles, Departments, and Business Hours

- Examine Post-Call Survey Functionality
- Configure Post-Call Survey

Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)

- Configure Unified CC Enterprise Administrators
- Configure Departments

Skills You Will Learn:

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Frequently Asked Questions

Q: What delivery options are available for Administering Cisco Contact Center Enterprise?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 4-day Administering Cisco Contact Center Enterprise course provides up to 26.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Administering Cisco Contact Center Enterprise training?

The training takes place over 4 day(s), with each day lasting approximately 32.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Administering Cisco Contact Center Enterprise?

Yes, we provide corporate training, dedicated training, and closed classes for Administering Cisco Contact Center Enterprise. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Administering Cisco Contact Center Enterprise, Cisco Unified Contact Center, CCEA

Q: Why choose Nexus Human for Administering Cisco Contact Center Enterprise?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Administering Cisco Contact Center Enterprise training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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