

# Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE)

**Duration:** 40.00 hours (5 days)

**32.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

Deploying Cisco Unified Contact Center Enterprise (DUCCE) v2.0 is a 5-day instructor-led course presented by training partners. The course allows learners to deploy the Unified CCE v10.0 solution including installation, deploying HA and using troubleshooting tools to identify issues with inbound and outbound Contact Center functionality. This course is intended for those installing the Unified CCE solution, or those providing Level 3 solution support. This course also serves as a foundation for the two corresponding UCCE Administration courses, but is not a prerequisite. Students will learn enough about CCE scripting in this course to ensure system functionality only. A separate course exists for advanced scripting.

## About This Course

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## **Who Should Attend**

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Channel Partner/Reseller

Customer

Employee

# Learning Outcomes

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

Upon completing this course, the learner will be able to meet these overall objectives:

These are the ones listed in the Objectives Table I put together:

Identify the basic components and operations of the Unified CCE solution.

Use the available UCCE tools to complete a basic UCCE system installation.

Discuss the installation and configuration steps required to support agent functionality in a UCCE deployment.

Install a basic CCE VXML Solution.

Install, configure and run a CCE Outbound Option Campaign.

Describe how to support CCE.

## Additional Course Details

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Nexus Humans Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE)?**

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
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## **Q: How many CPD hours does this course provide?**

The 5-day Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE) course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE) training?**

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE). 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.

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## Q: Why choose Nexus Human for Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE)?

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

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Cisco Deploying Cisco Unified Contact Center Enterprise v2.0 (DUCCE) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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