

# Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD)

**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

This course, Deploying Cisco® Unified Contact Center Express (UCCXD) v6.0, provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment.

## About This Course

This course, Deploying Cisco® Unified Contact Center Express (UCCXD) v6.0, provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment.

## Who Should Attend

The primary audience for this course is as follows:

Cisco Unified Communications system channel partners and resellers

System engineers

Customers deploying and maintaining Cisco Unified Contact Center Express products.

# Learning Outcomes

---

## **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:

Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite. This overview will cover descriptions of the product, compatibility, and hardware and software options, architecture, and sizing and ordering tools.

Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX.

Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques.

Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting.

Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Remote Monitoring, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS).

Understand how to maintain and monitor a Cisco Unified CCX system

## Additional Course Details

---

Nexus Humans Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD) 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 Express v6.0 (UCCXD) 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

---

## **Q: What delivery options are available for Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD)?**

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 5-day Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD) course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

---

## **Q: What is the duration of the Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD) training?**

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

---

## **Q: Do you provide corporate training for Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD). 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: Why choose Nexus Human for Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD)?

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 Cisco Deploying Cisco Unified Contact Center Express v6.0 (UCCXD) 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

 Email: [info@nexushuman.com](mailto:info@nexushuman.com)

 Website: [www.nexushuman.com](http://www.nexushuman.com)

 Phone: +353 1 XXX XXXX (Ireland) | +44 20 XXXX XXXX (UK)