

Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0

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 Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) v1.0 course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.

About This Course

The Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) v1.0 course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.

Who Should Attend

Deployment engineers

Learning Outcomes

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

After taking this course, you should be able to:

Describe the ECE solution as deployed with Cisco Contact Center Enterprise (CCE)

Define the components of ECE that make up the available deployment models available for enterprise solutions

Utilize the Classic ECE interface to differentiate between partitions

Utilize the Classic ECE interface to differentiate between processes and instances

Configure the PCCE requirements necessary to integrate ECE

Configure the requirements necessary to integrate ECE with the Single Pane of Glass used with PCCE

Configure the requirements necessary to integrate ECE with email services

Add the ECE Agent gadget to the Cisco Finesse Desktop layout

Describe the installation requirements for a high-availability deployment of ECE

Describe a basic email and chat call flow through the ECE/PCCE environment

Understand the general operational requirements for adding CCE Agent, skill, and scripting objects and importing them into CCE

Navigate the administrative tabs in both the Business Partition and Department view of the Single Pane of Glass

Add and import objects into the ECE

Describe the configurations options found in the Email and Chat Queue

Describe the configuration and verification of chat functionality in a CCE ECE environment

Configure and verify ECE settings

Configure an entry point for a chat queue and introduce template sets

Customize the chat experience

Define and verify the configuration requirements to deploy callback and delayed callback

Describe the benefits of implementing Agent Single Sign-on in the ECE/CCE environment

Configure the requirements necessary to implement Agent Single Sign-on in the ECE/CCE environment

Additional Course Details

Nexus Humans Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0 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 Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0 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 Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0?

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 4-day Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0 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 Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0 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 Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0?

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0. 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 Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0?

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 **PENPALS** when booking your Cisco Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) v1.0 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

 Website: www.nexushuman.com

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