

# Cisco Reporting Cisco Contact Center Enterprise (CCER)

**Duration:** 8.00 hours (1 days)

**6.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The Reporting Cisco Contact Center Enterprise (CCER) v1.0 course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources.

## About This Course

The Reporting Cisco Contact Center Enterprise (CCER) v1.0 course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources.

## Who Should Attend

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Account and project managers

Business liaisons

Deployment engineers

Managers overseeing CCE deployments

Technical sales

# Learning Outcomes

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

After taking this course, you should be able to:

Provide a high-level overview of the Cisco Contact Center portfolio

List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions

Describe how calls flow through PCCE using appropriate terms and naming conventions

Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment

Identify advanced features available within the PCCE solution

## Additional Course Details

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Nexus Humans Cisco Reporting Cisco Contact Center Enterprise (CCER) 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 Reporting Cisco Contact Center Enterprise (CCER) 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 Reporting Cisco Contact Center Enterprise (CCER)?**

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 1-day Cisco Reporting Cisco Contact Center Enterprise (CCER) course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Cisco Reporting Cisco Contact Center Enterprise (CCER) training?**

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Cisco Reporting Cisco Contact Center Enterprise (CCER)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Reporting Cisco Contact Center Enterprise (CCER). 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 Reporting Cisco Contact Center Enterprise (CCER)?

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 **PENPALS** when booking your Cisco Reporting Cisco Contact Center Enterprise (CCER) 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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