

# Cisco Unified Contact Center Enterprise Administration v11.5 (UCCE-A)

**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

Helps prepare learners to administer the Cisco Unified CCE v11.5 solution.

## About This Course

Helps prepare learners to administer the Cisco Unified CCE v11.5 solution.

## Who Should Attend

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers who are responsible for sales, implementation or administration of a Cisco Unified Contact Center.
- System and technical support engineers.
- Day 1 and Day 2 support personnel.
- Administrative and reporting personnel.

# 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:

- Understand the Cisco Unified CCE solution, architecture, solution options, integrated features, and call flow options.
- Understand basic principles and configuration requirements for ACD activity in Cisco Unified CM, Cisco Unified CVP, ICM, and how to access and use the Cisco Finesse Agent Desktop.
- Understand requirements and configurations to implement IVR activity in Cisco Unified CVP.
- Understand and use administrative features and functions of ICM and implement more complex routing to include Precision Routing, routing from Cisco Unified Communications Manager and routing in a ring-no-answer condition.
- Understand basic concepts and terms to access, view, modify reports and use other reporting functions provided by Cisco Unified Intelligence Center.

## Additional Course Details

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Nexus Humans Cisco Unified Contact Center Enterprise Administration v11.5 (UCCE-A) 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 Unified Contact Center Enterprise Administration v11.5 (UCCE-A) 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 Unified Contact Center Enterprise Administration v11.5 (UCCE-A)?**

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 Unified Contact Center Enterprise Administration v11.5 (UCCE-A) 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 Unified Contact Center Enterprise Administration v11.5 (UCCE-A) 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 Unified Contact Center Enterprise Administration v11.5 (UCCE-A)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Unified Contact Center Enterprise Administration v11.5 (UCCE-A). 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 Unified Contact Center Enterprise

### Administration v11.5 (UCCE-A)?

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 Unified Contact Center Enterprise Administration v11.5 (UCCE-A) 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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