

# Cisco Unified Contact Center Enterprise Deployment v11.5 (UCCE-D)

**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 will provide the student with the underlying knowledge to understand deployment design solutions, requirements for deployment, and how to install and configure all major Cisco Unified CCE components. As a part of deployment activities, the student will understand how to install and integrate Intelligent Contact Manager (ICM) with Active Directory, how to install and integrate Cisco Unified CVP components using an IOS-based voice browser and Cisco Virtualized Voice Browser (Cisco VVB), how to install and integrate Cisco Finesse, how to install and integrate Cisco Unified Intelligence Center with Active Directory and associated Data Sources for reporting purposes, and how to install and configure Agent- and IVR-based Outbound Option dialing campaigns. And finally, the student will learn how to setup and use troubleshooting tools including RTMT, System CLI, Diagnostic Framework, and ICM command-line utilities to find status information and log files, and to track a call from the point of entry to the agent desktop.

## About This Course

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## Who Should Attend

The primary audience for this course is as follows:

Cisco Unified Communications system channel partners and resellers.

System and technical support engineers.

Customers who are deploying and maintaining Cisco Unified CCE solution products.

# 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 CCE solutions, architecture, solution options, deployment models, integrated features and call flow options.

Understand underlying Cisco Unified CCE processes, messaging and fault tolerance schemes.

Install, upgrade and make basic configurations in Cisco Unified Communications Manager.

Install, create databases, integrate, and upgrade all ICM components to include the ICM Router, Logger, Administration & Data Server, Peripheral Gateways, CTI Gateway and Cisco Finesse.

Install, integrate, configure, and upgrade Cisco Unified CVP components to include the CVP Call Server, Voice XML Server, Media Server, Reporting Server and Cisco VVB.

Install, upgrade, and make configurations for Cisco Unified Intelligence Center and Cisco Outbound Option Agent- and IVR-based campaigns.

## Additional Course Details

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

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 Deployment v11.5 (UCCE-D) 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 Deployment v11.5 (UCCE-D) 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 Deployment v11.5 (UCCE-D)?**

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

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 Unified Contact Center Enterprise Deployment v11.5 (UCCE-D) 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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