Schedule	Activities
Day 1	• Cisco Unified CCX Product Packages • Cisco Unified CCX Architecture • Designing Cisco Unified CCX
Day 2	• Installing Unified CCX • Managing Cisco Unified CCX • Configuring Basic Properties of Cisco Unified CCX
Day 3	• Understanding Script Editor Basics • Creating a Basic IVR Script • Prompting and Collecting Information
Day 4	• Accessing an External Database • Making Decisions • Confirming Caller Input
Day 5	• Configuring the outbound dialler • Configuring agent email and agent webchat • Understanding ASR and TTS • Using Cisco Unified RTMT
Day 6	• MS Excel training • WFM & MIS
Day 7	• QMS training • Quality form building • Managing quality