

AUCCE2 - Administering Cisco Unified Contact Center Enterprise, Part 2

1. Cisco Unified Contact Center Enterprise v10 Foundations

- Introducing UCCE
- Unified CCE Architecture and Components
- UCCE Terms, Routing and Additional Components
- Accessing UCCE Tools

2. CCE Configuration and Scripting Review

- Configuration Manager and Script Editor Review
- CTI Review
- Agent Skill Review
- Microapps and Media File Review
- Precision Routing Review
- Transfers and RONA Review
- Mobile Agents

3. Implementing Business Rules

- Advanced Scripting and Routing
- ICM Scripting Variables, Expressions, Formulas and Functions
- Creating an Administrative Script for Time of Day Routing
- Creating Feature Control Sets and Users
- Silent Monitoring and Recording

4. CCE VXML Solution

- Basic VXML Functionality
- Installing and Configuring VXML Solution
- Basic VXML SQL Database Lookup
- Exploring Courtesy Callback
- Agent Greeting

5. UCCE Outbound Option

- Outbound Option
- Configuring Outbound Option for Agent and IVR Campaigns

6. CCE Support Considerations

- Supporting UCCE
- Diagnostic Framework Suite
- UCCE Support
- Tracking an Agent Call Through the Database

Labs

Lab 1-1: Overview of the AUCCE2 Lab Environment

Lab 1-2: Explore Voice Gateway

Lab 1-3: Explore CVP and ICM Servers

Lab 2-1: Administering ICM Dialed Numbers and Call Types

Lab 2-2: Media Files and Variables in ICM Scripts

Lab 2-3: Basic IVR Scripting with Microapps

Lab 2-4: Configure ICM for Agent and Skill Group Functionality

Lab 2-5: Configure UCM for Agent Functionality

Lab 2-6: Install CTIOS Agent Desktop (Optional)

Lab 2-7: Scripting for Skill Groups and Queuing

Lab 2-8: Configuring Precision Routing

Lab 2-9: RONA

Lab 2-10: CTI Route Points for UCCE Calls and Transfers

Lab 2-11: Configure Agent Transfers via Dialed Number Plan

Lab 2-12: Configure Calls Using SIP with Proxy (Optional)

Lab 3-1: Implement Administrative Scripts

Lab 3-2: Feature Control Sets and Users

Lab 4-1: VXML Server Configuration and Call Studio Installation

Lab 4-2: Create and Deploy a Cisco Unified Call Studio Project

Lab 4-3: Integrate VXML Applications with ICM Script

Lab 4-4: SQL DB Lookup Functionality for VXML

Lab 4-5: Implement Cisco Courtesy Callback

Lab 4-6: Agent Greeting

Lab 5-1: Basic Outbound Agent Campaign (SIP Dialer)

Lab 5-2: IVR Campaign (Challenge Lab)

Lab 6-1: Using Troubleshooting Tools

Lab 6-2: Track a call thru RCD/TCD Records

Lab 6-3: Instructor Break/Fix Lab