

DUCCE - Deploying Cisco Unified Contact Center Enterprise

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. Preparing UCCE for Basic IVR Scripting

- UCCE Protocols and Call Flows
- Using Domain Manager
- Introducing the Unified CCE Main Installer
- Central Controller Installation
- Installing Admin Data Servers and Clients
- Configuring ICM for CVP
- Configuring CVP for UCCE
- UCCE Voice Gateway Internetworking Considerations
- Basic IVR Scripting with Microapps

3. Preparing UCCE for Basic Agent Functionality

- Configure UCM to Support UCCE
- Installing UCCE CTI Software
- UCCE Configuration and Scripting for Additional Agent and IVR Functionality
- Enabling Transfers and RONA

4. Installing and Configuring CCE VXML Solution

- Basic VXML Functionality
- Installing and Configuring VXML Solution
- Exploring Courtesy Callback

5. Installing CCE Outbound Option

- Introduction to Outbound Option
- Outbound Option Installation and Configuration
- Configuring Outbound Option for Agent and IVR Campaigns

6. Supporting CCE

- ICM Processes
- Diagnostic Framework Suite
- UCCE Support
- Service Assurance

Labs

Lab 1-1: Overview of UCCE Lab Environment

Lab 1-2: Explore Your Voice Gateway (Ingress/VXML)

Lab 1-3: Explore CVP and ICM Servers

Lab 2-1: Install the ICM Main Installer

Lab 2-2: Install ICM Central Controller and Admin& Data Server

Lab 2-3: Configure/Install PG for CVP and UCM

Lab 2-4: Install, Configure and License CVP

Lab 2-5: Configure IOS Voice Gateway for CVP

Lab 2-6: Configure ICM for CVP Scripting

Lab 2-7: Prepare a Simple CVP Test Script

Lab 2-8: Use ICM Tools to Observe Script Progress

Lab 3-1: ICM Scripting with Microapps

Lab 3-2: Configure ICM for Basic Agent Functionality

Lab 3-3: Install CTI Components

Lab 3-4: CTI Route Point Initiated Calls

Lab 3-5: Configure Calls Using SIP with Proxy

Lab 4-1: Configure Courtesy Callback

Lab 5-1: Install and Configure Cisco Outbound Option – SIP

Lab 6-1: Using Troubleshooting Tools

Lab 6-2: Instructor Break/Fix Lab