

Integrating Cisco Enterprise Chat & Email with UCCE (ICCE)

OVERVIEW

In this 4-day hands-on course students will discover how to deploy Cisco Enterprise Chat and Email into an existing Enterprise Contact Center environment.

The course covers the details needed to prepare both UCCE and ECE environments for the integration and configurations steps required to do the actual integration. Students will gain experience with the operations and administration tasks required for initial ECE deployment as well as ongoing system administration such as enabling SSO, importing objects, preparing queues and workflows, using the scripting tool, generating reports, enabling system logs for troubleshooting. Students will also see how to implement features that enhance ECE operations for Agents. This course also describes feature enhancements that will be available in ECE 12.0.

Prerequisites:

The prerequisites for this course are that the student has knowledge and experience deploying and administering and maintaining Cisco UCCE.

AUCCE1 can help you achieve prerequisites.

Target Audience:

This course is designed for partners and customers responsible for deploying and administering ECE in the UCCE environment.

Course Objectives:

- Learn operations and administration tasks required for initial ECE deployment
Ongoing system administration such as enabling SSO, importing objects, preparing queues and workflows
- Use the scripting tool
- Generate reports
- Enable system logs for troubleshooting
- Implement features that enhance ECE operations for Agents

Course Outline:

Module 1 – Deploying Cisco Enterprise Chat and Email

Lesson 1 – ECE Overview

- ECE Deployment Models and Architectural Overview
- ECE System Requirements
- Chat, Email and Data Flow
- ECE Login Points
- PCCE Considerations

Lesson 2 – Preparing CCE for ECE Integration

- Preparing CCE for ECE Integration Overview
- CCE Configuration Cleanup

Lesson 3 – ECE Installation

- ECE Installation Overview
- Install SQL for ECE as Administrator
- ECE Installation (11.5)
- ECE Upgrade (11.6)
- Check System Performance

Lesson 4 – ECE Integration with CCE

- Partition and Console Overviews
- ECE Startup
- Partition Administration
- Unified CCE Integration

Lab 1-1 Navigating ECE and CCE

Lesson 5 – ECE Integration with Email Server

- Dispatcher & Retriever Process Startup
- Configure Email for ECE – Add Alias
- SMTP Settings

Lesson 6 – Enabling SSL Functionality for ECE

- Secure Sockets Layer (SSL) Overview
- Enabling SSL for ECE

Lesson 7 – Integrating Finesse with ECE

- Finesse Configuration Overview
- Finesse Admin Page (cfadmin)

- .xml Files Configuration
- ECE Finesse Login

Lab 1-2 Navigating ECE Email and Finesse Integration

Module 2 – Cisco ECE Operations & Administration

Lesson 1 – Partition Administration Deep-Dive

- ECE Administration Console Overview
- Partition Console – Administration
- Administration Console

Lesson 2 – Adding & Importing UCCE Objects into ECE

- Chat & Email Flow
- Adding/Importing Objects
- Verify ICM & ECE Configuration
- Using PQ's with ECE
- Create ICM Scripts
- Scheduling ICM/CCE Routing Scripts
- Import CCE Objects into ECE
- Logging in as an ECE Agent
- Department Considerations and Configuration

Lab 2-1 Preparing CCE Basic Configuration

Lab 2-2 Working with ECE Imports

Lab 2-3 ECE Agent Login

Lesson 3 -ECE Queues and Workflows

- Services and Settings for Queues and Workflows
- Partition and Department Settings for Queues and Workflows
- Creating Articles
- Workflow Service Level Configuration
- Confirming the Workflow Editor (JRE)

Lab 2-4 Working with ECE Workflow Queues

Lab 2-5 Working with ECE Articles

Lesson 4 – Configuring Inbound Email

- Configuring Inbound Email
- Create New Inbound Workflow
- ICM Inbound Email Script
- Verify Email Operation – ICM Script
- Verify Email Operation to Agent

Lesson 5 – Configuring Outbound Email

- Configuring Onbound Email
- Create New Outbound Workflow
- Verify Outbound Email Operation

Lab 2-6 Workflow Editor and Verifying Email Operation

Lesson 6 – Configuring ECE Chat

- Configure and Verify CCE/ECE for Chat
- Testing Template Modifications
- Verify Chat Operation
- Callback, Delayed Callback
- Dynamic Messages for Integrated Chat

Lab 2-7 Configure and Verify Chat in ECE

Lesson 7 – Reporting for ECE

- Reporting Overview
- ECE Reports in CUIC
- Native ECE Reporting
- Creating & Modifying Reports
- Managing Report History
- Scheduling Reports
- Sending Notifications
- Setting Permissions on Reports

Lab 2-8 Reporting for ECE

Module 3 – Cisco ECE Features

Lesson 1 – Agent Single Sign-On (SSO) for ECE

- SSO Overview
- Configure & Verify SSO
- Other Security Considerations

Lab 3-1 Agent SSO

Lesson 2 – Troubleshooting

- Common issues and solutions
- Enabling logs

Lesson 3 – ECE 12.x New Features Overview

Lesson 4 – Solutions + Features Overview