

Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp (CCEAARBC)

This 5 day Bootcamp combines the following two courses:

- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Reporting Cisco Contact Center Enterprise (CCER)

Administering Advanced Cisco Contact Center Enterprise (CCEAA)

- PCCE Review
 - Review PCCE Architecture and Components
 - Review PCCE Protocols
- Introducing Bulk Import Tools
 - Use the PCCE Bulk Import Tool
 - Use Bulk Import Templates
- Configuring Advanced Scripting and CCE Data Exchange
 - Design for Advanced Scripting
 - CCE Data Exchange
- Cisco Unified Communications Manager Initiated Call Flows
 - Understand Transfer Types and Cisco Unified Custom Voice Portal (CVP) Call Flow Models
 - Describe Subsequent Transfers
- Using Gadgets to Customize the Finesse Desktop
 - Obtain Finesse Custom Gadgets
 - Deploy Finesse Custom Gadgets
- Implementing Mobile Agent
 - Examine Mobile Agent Functionality
 - Identify Mobile Agent Architecture and Components
- Implementing Post Call Survey
 - Examine Post Call Survey Functionality
 - Configure Post Call Survey

Lab Practice

- Review Discovery
- Navigate CCE Discovery Architecture and Components
- Import Bulk Data
- Create a VXML Application Using Call Studio
- Configure Precision Queues
- Create a CCE Routing Script
- Customize the Finesse Desktop
- Test Your Call Flow
- Configure Cisco Unified Communications Manager (CUCM) as Routing Client and Agent Transfers
- Deploy Cisco Finesse Gadgets
- Implement Mobile Agent

Reporting Cisco Contact Center Enterprise (CCER)

Outline

- Cisco Unified Intelligence Center Foundations
 - Cisco Unified Intelligence Center - Basics
 - Cisco Unified Intelligence Center - Deployment Models
- Cisco Unified Intelligence Center Administration and Operations Console
 - Operations Console (OAMP) Console Introduction
 - Admin User Management
- Cisco Unified Intelligence Center Attributes
 - Stock Reporting
 - Dashboard Features
- Cisco Unified Intelligence Center Custom Reports and Views
 - Creating Views
 - Building Report Definitions

Lab outline

- Exploring Cisco Unified Intelligence Center (CUIC) OAMP
- Working with Stock Reports
- Working with Dashboards
- Value Lists and Collections
- Exploring Supervisor Defaults
- Using Groups
- Editing Report Views Pt 1 of 2
- Editing Report Views Pt 2 of 2
- Report Definitions and Drilldowns
- Create Custom Route Call Detail (RCD) Report Definition (Database Query) and Report
- Value Lists and Drilldowns