

Cisco Unified Contact Center Enterprise Advanced Administration v11.5

Module 1. Cisco Unified Contact Center Enterprise Overview

Lesson 1: Presenting Cisco Unified Contact Center Enterprise

- Cisco Unified CCE Solutions
- New/Deprecated Features and Enhancements
- Cisco Unified CCE Reference Designs
- Cisco Unified CCE Reference Design Specifications
- Cisco Unified CCE Core Components
- Optional Cisco Components
- Optional Third-Party Components
- Cisco Unified CCE Solution Integrated Features
- Solution Administration
- Compatibility

Lesson 2: Cisco Unified CCE Core Components

Cisco Unified Communications Manager

- Cisco Unified CM Cluster Nodes
- Cisco Unified CM Database Architecture
- Intracluster Communications
- Call Processing Subscriber Redundancy
- CTI Manager Service
- Partitions and Calling Search Spaces
- Basic Call Handling
- Agent Phones

Cisco Unified CCE/ICM

- Definitions
- Traditional ICM
- Traditional ICM Deployment Models
- ICM Components
- ICM Databases
- ICM Terms

Cisco Unified CVP

- Cisco Unified CVP Product Components
- Additional Components
- Cisco Unified CVP Functional Deployment Models

Lesson 3: Cisco Unified CCE Options

- Optional Cisco Unified CCE Components
- Cisco Unified CCE Third-Party Components
- Cisco Unified CCE Integrated Features
- Solution Administration

Lesson 4: Basic Call Flow Models

- Call Flow Types
- Traditional ICM Pre-route
- Traditional ICM Post-route
- Cisco Unified CCE Call Flow
- Traditional ICM Translation Routing
- Translation Route to VRU

Module 2. Implementing Business Rules

Lesson 1: Advanced Scripting and Routing

- Importing and Exporting ICM Scripts
- Script Explorer
- Script Locks
- Select Customer
- Find Node ID
- Script Real-time
- Script Queue Real-Time
- Reporting
- Area Code Routing
- Route Select Node
- Congestion Control
- Supervisor/Emergency Assistance Scripting

Lesson 2: ICM Scripting Variables, Expressions, Formulas, and Functions

- Review ICM Variables

- Formula Editor
- Built-In Functions
- Custom Functions

Lesson 3: Silent Monitoring and Recording

- Network-Based Recording
- Phone-Based Recording

Lesson 4: Advanced CVP Configurations

- Configuring CVP Components
- CVP Outbound Messaging
- Uploading Scripts and Media

Module 3. Using Finesse Administration

Lesson 1: Finesse Overview

- Define Finesse
- Finesse Architecture
- Finesse Gadgets

Lesson 2: Finesse Administration

- The Administration Interface
- Agent Request APIs
- Settings
- Call Variables Layouts
- Desktop Layout
- Phone Books
- Reasons
- Team Resources
- Workflows

Lesson 3: Finesse IP Phone Agent

- Define IP Phone Agent
- Configuring IP Phone Agent

Module 4. Using CVP VoiceXML Applications

Lesson 1: Basic VoiceXML Functionality

- Describe VoiceXML Applications
- Configuring for VoiceXML

Lesson 2: Using Call Studio

- Describe the Call Studio Environment
- Describe Elements and How to Configure Them
- Using Tag Substitution
- Starting a New Project
- Importing an Existing Project
- Validating and Saving a Project
- Deploying a Project as an Application
- Admin and Project Batch Files

Lesson 3: ICM Scripting for VoiceXML Applications

- Invoking a VoiceXML Application
- ECC Variable Settings for VoiceXML Applications
- Passing Information To/From a VoiceXML Application

Lesson 4: Accessing an External Database

- Overview of Database Access
- Adding a JDBC Driver
- Configuring the JNDI Context Information
- Using the Database Element in Call Studio
- Returning the Information to ICM

Module 5. Translation Routing

Lesson 1: Traditional Translation Routing

- Translation Routing Concepts
- Translation Routing Requirements
- Translation Routing Call Flow

Lesson 2: Translation Routing to CVP

- Translation Routing Requirements
- Translation Routing Call Flow
- Translation Routing Configurations

Module 6. Configuring Cisco Unified CCE Options

Lesson 1: Cisco Outbound Option

- Define Outbound Option
- Outbound Components

- Configuring an Agent-Based Campaign
- Configuring an IVR-Based Campaign

Lesson 2: Courtesy Callback

- Define Courtesy Callback
- Components of Courtesy Callback
- Call Flow
- Courtesy Callback Configurations
- ICM Scripting for Courtesy Callback

Lesson 3: Agent Greeting/Whisper Announcements

- Define Agent Greeting and Whisper Announcements
- Creating Agent Greetings
- Creating Whisper Announcements
- Invoking Agent Greeting/Whisper Announcements

Lesson 4: Mobile Agent

- Describe Mobile Agent
- Mobile Agent Call Modes
- Mobile Agent Requirements
- Mobile Agent Configurations

Module 7. CUIC Reporting for the Advanced User

Lesson 1: CUIC Overview

- Review CUIC basics

Lesson 2: CUIC Administration

- User Management
- Device Management
- Control Center
- Report Scheduler Email Settings
- CCE User Integration

Lesson 3: Importing and Using CVP Reports

- Find and Import CVP Stock Reports
- Run CVP Stock Reports
- Setting Up Gateway and Trunk Group Reporting

Lesson 4: Custom Reporting

- Custom Reporting Requirements and Key Concepts
- Using Value Lists and Collections
- Understanding Report Definitions
- Creating a Report Definition
- Creating a New Report
- Call Detail Reporting