AUCCE1 - Administering Cisco Unified Contact Center Enterprise, Part 1

1. **Cisco Unified Contact Center Enterprise v10 Foundations**
   - Introducing UCCE
   - Unified CCE Components and Architecture
   - UCCE Terms, Routing and Additional Components
   - Accessing UCCE Tools
2. **UCCE Configuration and Scripting**
   - Configuration Manager
   - Script Editor Overview
   - Scripting for CVP
3. **Unified CCE Inbound Agent Considerations**
   - CTI Options Overview
   - Configuring ICM for Agent Functionality
   - Configuring UCM for Agent Functionality
   - Scripting ICM for Agent Functionality
4. **Unified CCE IVR/VRU Functionality**
   - Basic IVR Scripting with MicroApps
   - ICM MicroApps
   - Cisco Unified ICM Enterprise Scripting Using MicroApplications
5. **Additional UCCE Considerations**
   - ICM Considerations for Reporting and Monitoring
   - Precision Routing
   - RONA
6. **VXML Implementation**
   - Basic VXML Functionality
   - Installing and Configuring VXML
7. **Cisco Unified Intelligence Center Reporting**
   - Cisco Unified IC Overview
   - Cisco CUIC Reporting

Labs

Lab 1-1: Overview of the UCCE Lab Environment
Lab 1-2: Explore your Voice Gateway (Ingress/VXML)
Lab 1-3: Explore CVP and ICM Servers
Lab 2-1: Tools and Utilities for administering ICM Dialled Numbers and Call Types
Lab 2-2: Prepare a simple script

Lab 2-3: Use ICM Tools for ICM Scripts
Lab 3-1: Configure ICM for Basic Agent and Skill Group Functionality
Lab 3-2: Configure UCM for Agent Functionality
Lab 3-3: Install CTIOS Agent Desktop
Lab 3-4: Testing Basic Skill Group functionality in an ICM Script
Lab 4-1: Media Files and Variable in ICM Scripting
Lab 4-2: Basic IVR Scripting with MicroApps
Lab 5-1: Configuring CCE for Monitoring, Reporting
Lab 5-2: Configuring Precision Routing
Lab 5-3: RONA
Lab 5-4: Implement Administrative Scripts
Lab 5-5: Configure Calls using SIP with Proxy
Lab 5-6: CTI Route Point Initiated Calls
Lab 5-7: Contact Center Management Portal (CCMP) **Optional**
Lab 6-1: VXML Server Configuration and Call Studio Installation
Lab 6-2: Create and Deploy a Cisco Unified Call Studio Project
Lab 6-3: Integrate VXML Application with an ICM Script
Lab 7-1: CUIC Reports and Dashboards