UCCXD - Deploying Cisco Unified Contact Center Express v6.0

1. **Cisco Unified CCX Product Overview**
   - Cisco Unified CCX Product Packages
   - Cisco Unified CCX Architecture
   - Designing Cisco Unified CCX
2. **Cisco Unified CCX Installation and Configuration**
   - Installing Unified CCX
   - Managing Cisco Unified CCX
   - Configuring Basic Properties of Cisco Unified CCX
3. **Cisco Unified CCX Scripting**
   - Understanding Script Editor Basics
   - Creating a Basic IVR Script
   - Prompting and Collecting Information
   - Accessing an External Database
   - Making Decisions
   - Confirming Caller Input
4. **Cisco Unified CCX ACD Operation**
   - Implementing Cisco Unified CCX
   - Scripting Fundamentals for Cisco Unified CCX
   - Using Finesse Administration and Call Recording
   - Advanced Scripting Topics for Cisco Unified CCX
   - Using Cisco Unified CCX Reports
5. **Cisco Unified CCX Premium Functions**
   - Configuring the Outbound Dialler
   - Configuring Agent Email and Agent Web Chat
   - Understanding ASR and TTS
6. **Cisco Unified CCX Maintenance**
   - Using Cisco Unified RTMT
   - Using the Disaster Recovery System

Labs

Lab 1: UCCX Initialization and Configuration
Lab 2: UCCX Disaster Recovery
Lab 3: UCCX Telephony and Media Fundamentals

Lab 4: UCCX Script Editor Fundamentals
Lab 5: UCCX Scripting Foundations Lab
Lab 6: UCCX Scripting Prompting and Input Collection
Lab 7: UCCX Scripting Database Access
Lab 8: UCCX Scripting Logical Operations
Lab 9: UCCX Scripting Time of Day
Lab 10: UCCX Prompt Management
Lab 11: UCCX Agent and Supervisor and Queue Provisioning
Lab 12: UCCX Finesse Agent and Supervisor Desktops
Lab 13: UCCX Advanced Queue Design and Scripting
Lab 14: UCCX Finesse Administration and Call recording
Lab 15: UCCX Advanced Scripting techniques
Lab 16: Cisco Unified Intelligence Center (CUIC) Reporting
Lab 17: Outbound Preview Dialling
Lab 18: Agent Email and Web Chat
Lab 19: Spoken name and Automatic speech recognition
Lab 20: Using the Cisco Unified Real Time Monitoring Tool
Lab 21: UCCX Serviceability