

# Troubleshooting Cisco Contact Center Enterprise (CCET) v1.0

## What you'll learn in this course

The **Troubleshooting Cisco Contact Center Enterprise (CCET) v1.0** course is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues.

## Course duration

- Instructor-led training: 2 days in the classroom
- Virtual instructor-led training: 2 days of web-based classes

## How you'll benefit

This class will help you:

- Learn the troubleshooting techniques to maximize the benefits the prepackaged deployment model PCCE
- Anticipate and rectify possible deployment issues by learning the tools and processes that provide solutions for deployment issues

## Who should enroll

- Account manager
- Deployment engineer
- Deployment project manager
- Sales engineer

## How to enroll

### Instructor-led training

- Find a class at the [Cisco Learning Locator](#)
- Arrange training at your location through [Cisco Private Group Training](#)

## Technology areas

- Collaboration

## Course details

### Objectives

After taking this course, you should be able to:

- Describe CCE flows and processes required to support and troubleshoot the PCCE deployment
- Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment
- Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

### Prerequisites

To fully benefit from this course, you should have the following knowledge:

- Strong knowledge of computer networking components: Windows A/D, SQL Server, and components (servers, routers, switches)
- Strong understanding of IP networks
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- Experience administering and troubleshooting Cisco Unified Communications Manager and Voice Gateways

Recommended Cisco offerings that may help you meet these prerequisites:

- **Understanding Cisco Contact Center Enterprise Foundations (CCEF)**
- **Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)**
- **Understanding Cisco Collaboration Foundations (CLFNDU)**
- **Implementing and Administering Cisco Solutions (CCNA®)**
- **Administering Cisco Contact Center Enterprise (CCEA)**
- **Administering Advanced Cisco Contact Center Enterprise (CCEAA)**
- **Implementing Cisco Contact Center Enterprise (CCEI)**

### Outline

- CCE Flows and Process Review
  - Troubleshooting and Support Methodology
  - PCCE Components
  - PCCE Call Flow Review
- CCE Diagnostic Tools
  - Diagnostic Framework Suite
  - Run Analysis Manager
  - Run Unified System Command-Line Interface (CLI)
- Troubleshooting CCE
  - Troubleshooting Certificates
  - Troubleshooting Cisco Finesse
  - Troubleshooting a PCCE Deployment

## Lab Exercises

- Configure Access to Discovery Environment
- Explore CCE Components
- Explore Diagnostic Framework Suite
- Analyze Peripheral Gateway (PG) Logs
- Navigate Certificate Store
- View Cisco Finesse Logs



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C22-744913-00 03/21