

Cisco Contact Center Enterprise Fundamentals & Admin Boot Camp (CCEABC)

This 5 day Bootcamp combines the following two courses:

- [Understanding Cisco Contact Center Enterprise Foundations \(CCEF\)](#)
- [Administering Cisco Contact Center Enterprise \(CCEA\)](#)

Understanding Cisco Contact Center Enterprise Foundations (CCEF)

Outline

- Introduction to CCE
 - Cisco Contact Center Basics
 - Cisco Contact Center Fundamentals
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- Functionality of PCCE Components
 - Public Switched Telephone Network (PSTN) and Voice Gateways
 - Cisco Unified Border Element (CUBE)
- Terms and Naming Conventions Used in CCE
 - CCE Access Environment
 - CCE Routing Configuration
- Access Tools Available in CCE
 - Single Pane of Glass (SPOG)
 - Cisco Intelligent Contact Management (ICM) Configuration Manager
- Discovering CCE Features Beyond Default
 - Agent Management
 - Agent Efficiency

Administering Cisco Contact Center Enterprise (CCEA)

Outline

- Cisco Unified Contact Center Review
 - Contact Center Basics
 - Components and Architecture
- Deploying Basic Call Settings
 - Associate Basic Call Settings
 - Explore Media Routing Domains
- Building a Basic Cisco Unified Contact Center Enterprise Script
 - Introduce Script Editor
 - Use Script Editor Nodes
- Configuring Basic Agent Functionality
 - Introduce Agent Functionality
 - Configure Agent Desk Settings
- Configuring Basic Call Treatment and Queuing
 - Explore Media Server and Files
 - Introduce Microapps
- Implementing Precision Routing
 - Introduce Precision Routing Basics
 - Examine the Migration Path
- Configuring RONA Support
 - Introduce RONA Functionality
 - Identify RONA Timeout Considerations
- Configuring Agent Teams and Supervisors
 - Configuring Teams and Supervisors
 - Explore Agent Roles
- Administering the Cisco Finesse Desktop
 - Administering Cisco Finesse Desktop
 - Introduce Cisco Finesse Administration
- Implementing Voice XML Applications
 - Introduce VXML
 - Build a Basic Call Studio Project
- Configuring Roles, Departments, and Business Hours
 - Examine Post-Call Survey Functionality
 - Configure Post-Call Survey
- Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)
 - Configure Unified CC Enterprise Administrators
 - Configure Departments