Deploying and Administering Cisco Unified Contact Center Enterprise (Accelerated) (DAUCCEBC)

This course combines the content from 3 separate Cisco courses, 15 days' course content compressed into 10 days. As such, delegates are required to ensure they meet the pre-requisites and should expect extended training days and additional reading.

This 10 days Bootcamp combines the following three courses:

Deploying Cisco Unified Contact Center Enterprise Software (DUCCE)

Administering Cisco Unified Contact Center Enterprise Part 1 (AUCCE1)

AUCCE2 - Administering Cisco Unified Contact Center Enterprise, Part 2

Deploying Cisco Unified Contact Center Enterprise Software (DUCCE)

1. **Cisco Unified Contact Center Enterprise v10 Foundations**

   Introducing UCCE

   Unified CCE Architecture and Components

   UCCE Terms, Routing and Additional Components

   Accessing UCCE Tools

2. **Preparing UCCE for Basic IVR Scripting**

   UCCE Protocols and Call Flows

   Using Domain Manager

   Introducing the Unified CCE Main Installer

   Central Controller Installation

   Installing Admin Data Servers and Clients

   Configuring ICM for CVP

   Configuring CVP for UCCE

   UCCE Voice Gateway Internetworking Considerations

   Basic IVR Scripting with Microapps

3. **Preparing UCCE for Basic Agent Functionality**

   Configure UCM to Support UCCE

   Installing UCCE CTI Software

   UCCE Configuration and Scripting for Additional Agent and IVR Functionality

   Enabling Transfers and RONA

4. **Installing and Configuring CCE VXML Solution**

 Basic VXML Functionality

 Installing and Configuring VXML Solution

 Exploring Courtesy Callback

5. **Installing CCE Outbound Option**

 Introduction to Outbound Option

 Outbound Option Installation and Configuration

 Configuring Outbound Option for Agent and IVR Campaigns

6. **Supporting CCE**

 ICM Processes

 Diagnostic Framework Suite

 UCCE Support

 Service Assurance

Labs

Lab 1-1: Overview of UCCE Lab Environment

Lab 1-2: Explore Your Voice Gateway (Ingress/VXML)

Lab 1-3: Explore CVP and ICM Servers

Lab 2-1: Install the ICM Main Installer

Lab 2-2: Install ICM Central Controller and Admin& Data Server

Lab 2-3: Configure/Install PG for CVP and UCM

Lab 2-4: Install, Configure and License CVP

Lab 2-5: Configure IOS Voice Gateway for CVP

Lab 2-6: Configure ICM for CVP Scripting

Lab 2-7: Prepare a Simple CVP Test Script

Lab 2-8: Use ICM Tools to Observe Script Progress

Lab 3-1: ICM Scripting with Microapps

Lab 3-2: Configure ICM for Basic Agent Functionality

Lab 3-3: Install CTI Components

Lab 3-4: CTI Route Point Initiated Calls

Lab 3-5: Configure Calls Using SIP with Proxy

Lab 4-1: Configure Courtesy Callback

Lab 5-1: Install and Configure Cisco Outbound Option – SIP

Lab 6-1: Using Troubleshooting Tools

Lab 6-2: Instructor Break/Fix Lab

Administering Cisco Unified Contact Center Enterprise Part 1 (AUCCE1)

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

AUCCE2 - Administering Cisco Unified Contact Center Enterprise, Part 2

1. **Cisco Unified Contact Center Enterprise v10 Foundations**

   Introducing UCCE

   Unified CCE Architecture and Components

   UCCE Terms, Routing and Additional Components

   Accessing UCCE Tools

2. **CCE Configuration and Scripting Review**

   Configuration Manager and Script Editor Review

   CTI Review

   Agent Skill Review

   Microapps and Media File Review

   Precision Routing Review

   Transfers and RONA Review

   Mobile Agents

3. **Implementing Business Rules**

   Advanced Scripting and Routing

ICM Scripting Variables, Expressions, Formulas and Functions

Creating an Administrative Script for Time of Day Routing

Creating Feature Control Sets and Users

Silent Monitoring and Recording

4. **CCE VXML Solution**

Basic VXML Functionality

Installing and Configuring VXML Solution

Basic VXML SQL Database Lookup

Exploring Courtesy Callback

Agent Greeting

5. **UCCE Outbound Option**

Outbound Option

Configuring Outbound Option for Agent and IVR Campaigns

6. **CCE Support Considerations**

Supporting UCCE

Diagnostic Framework Suite

UCCE Support

Tracking an Agent Call Through the Database

Labs

Lab 1-1: Overview of the AUCCE2 Lab Environment

Lab 1-2: Explore Voice Gateway

Lab 1-3: Explore CVP and ICM Servers

Lab 2-1: Administering ICM Dialed Numbers and Call Types

Lab 2-2: Media Files and Variables in ICM Scripts

Lab 2-3: Basic IVR Scripting with Microapps

Lab 2-4: Configure ICM for Agent and Skill Group Functionality

Lab 2-5: Configure UCM for Agent Functionality

Lab 2-6: Install CTIOS Agent Desktop (Optional)

Lab 2-7: Scripting for Skill Groups and Queuing

Lab 2-8: Configuring Precision Routing