

CCEADM: Cisco Unified Contact Center Enterprise Administration

1. Cisco Unified Contact Center Enterprise v12 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. VXML Implementation

- Basic VXML Functionality
- Installing and Configuring VXML
- Create and Deploy a test Cisco Unified Call Studio Project
- Integrate VXML Applications with ICM Script

6. Installing CCE Outbound Option

- Introduction to Outbound Option
- Outbound Option Installation and Configuration
- Configuring Outbound Option for Agent and IVR Campaigns