

# Implementing Cisco Contact Center Enterprise (CCEI) v1.0

## What you'll learn in this course

The **Implementing Cisco Contact Center Enterprise (CCEI) v1.0** course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

## Course duration

- Instructor-led training: 3 days in the classroom
- Virtual instructor-led training: 3 days of web-based classes

## How you'll benefit

This class will help you:

- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

## Who should enroll

- Deployment engineer
- 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:

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Use the Integration Wizard to configure the various platforms and servers installed in the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

### Prerequisites

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

- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

Recommended Cisco offerings that may help you meet these prerequisites:

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

## Outline

- Planning a Cisco Packaged Contact Center Enterprise Deployment
  - Packaged CCE Component Overview
  - Call Flows Review
- Staging a Packaged CCE Deployment
  - PCCE Deployment Planning and System Design Specification
  - Software Compatibility and OS Requirements
- Preparing CCE Software for Installation
  - General Considerations and System Requirements
  - Active Directory Considerations
- Administering Security Certificates
  - Security Certificate Overview
  - Install and Configure Certificate Authority
- Introducing the Packaged CCE Integration Wizard
  - PCCE Inventory and Service Accounts
  - Run the PCCE Wizard
- Adding a Site to Packaged CCE
  - PCCE Remote Site Overview
  - Remote Site Security Certificate Considerations
- Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse
  - Compare Real Time vs. Live Data
  - Complete Cisco Unified Intelligence Center Integration
- Personalizing the Packaged CCE Dial Plan
  - CCE Dial Plan Components
  - Ingress Gateway and Cisco Unified Border Element Dial Plans
- Configuring to Validate Deployment
  - Confirm Configuration Readiness
  - Unified Communication Manager Administration
- Scripting for Packaged Contact Center Enterprise
  - Configure Script Editor
  - Use Microapps
- Configuring Single Sign-On
  - SSO Overview
  - Configure SSO Prerequisites

## Lab Practice

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Certificate Store Navigation
- Add a Remote Site to PCCE
- Personalize Cisco Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details to Facilitate Final Testing
- Configure Deployment of VXML Functionality
- Build a Series of Test Scripts
- Enable Single Sign-On



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