

Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0

Course Duration: 8 Hours (1 Day)

Overview

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course is designed to provide a comprehensive introduction to the Cisco Contact Center Enterprise (CCE) environment. Aimed at learners who are new to the Cisco contact center platform, the course covers the basics and fundamentals of contact center operations, as well as the functionality of Packaged Contact Center Enterprise (PCCE) components. Throughout the course, students will gain a solid understanding of key concepts, such as the Public Switched Telephone Network (PSTN), Voice Gateways, and the Cisco Unified Border Element (CUBE). The curriculum delves into essential terms, naming conventions, and access tools like the Single Pane of Glass (SPOG) and Cisco Intelligent Contact Management (ICM) Configuration Manager, ensuring that learners can navigate and manage the CCE environment effectively. Additionally, the course explores CCE features that enhance agent management and efficiency, providing valuable insights that can lead to improved performance in a contact center setting. By the end of the course, participants will be well-equipped with the foundational knowledge necessary to work with Cisco Contact Center Enterprise solutions.

Audience Profile

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course is tailored for IT professionals aiming to gain expertise in Cisco's CCE solutions.

- IT Support Staff involved in day-to-day operations within the Cisco Contact Center Enterprise environment.
- Network Engineers responsible for designing, implementing, or managing Cisco Contact Center solutions.
- Cisco Contact Center Managers overseeing the operational aspects of Cisco CCE.
- Systems Engineers seeking to understand the technical components of Cisco Contact Center Enterprise systems.
- Cisco Technical Assistance Center (TAC) Staff specializing in Cisco Contact Center products.
- Cisco Partners and Sales Engineers requiring foundational knowledge of CCE.
- Cisco Unified Communications Architects tasked with planning and integrating contact center infrastructure.
- Voice and Telecommunications Analysts working with PSTN and VoIP solutions in contact centers.
- Contact Center Supervisors interested in gaining technical insights to enhance team management.
- IT Professionals transitioning into contact center technology roles.

Course Syllabus

Objectives

- Provide a high-level overview of the Cisco Contact Center portfolio.
- List the key components of the Packaged Contact Center Enterprise (PCCE) architecture and their functions.

- Describe the flow of calls through PCCE using appropriate terms and naming conventions.
- Introduce tools for configuring, scripting, reporting, and supporting a PCCE deployment.
- Identify advanced features available in the PCCE solution.

Prerequisites

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switches) is helpful but not required.
- Working knowledge of Unified Communications Manager and Voice Gateways.
- Basic understanding of IP networks.

Recommended Cisco Offerings to Meet Prerequisites:

- Implementing and Administering Cisco Solutions (CCNA®)
- Understanding Cisco Foundation Collaborations (CLFNDU)

Introduction to CCE

- Cisco Contact Center Basics
- Cisco Contact Center Fundamentals

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

Lab Outline

- This course does not include any lab exercises.