AUCCE1: Administering Unified Contact Center Enterprise with CVP - Part 1 v11.x

Course ID#: 1575-976-10-W

Hours: 35

Course Content

Course Description:

AUCCE Part 1 course gives the learner an understanding of the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those administering the solution, or who may be responsible for Level 1-2 support of the solution. This course also serves as a good stepping-stone for the corresponding Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE Part 2) course, and should be considered as a prerequisite before taking Part 2. The overall goal of this course is to build an effective administrator of the solution by exposing the technical requirements of the solution and utilizing the solution tools for effective operation. The learner will be exposed to CCE (ICM) and VXML scripting in this course to ensure basic competence with the solution.

Target Student:

The primary audience for this course is as follows:
• Cisco Unified Communications system channel partners and resellers responsible for the Sales, Implementation or Support of a UCCE solution
• Day 1 and Day 2 support personnel responsible for the daily add/move/change of the UCCE environment

The secondary audience for this course is as follows:
• Managers, team-leads, business liaison personnel or anyone who needs to be remotely involved in the UCCE solution and have a better overall understanding of its function

Prerequisites:

The knowledge and skills that a learner should have before attending this course are as follows:
• Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
• Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required.
• Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful. Take the VFCC course, by example
• A basic understanding of contact center operations

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Topics:

Module 1: Cisco Unified Contact Center Enterprise v10 Foundations
- Introducing UCCE
- Unified CCE Architecture and Components
- UCCE Terms, Routing and Additional Components
- Accessing UCCE Tools

Module 2: UCCE Configuration and Scripting
- Configuration Manager
- ICM Script Editor Overview
- Scripting for CVP

Module 3: CCE Inbound Agent Considerations
- CTI Options Overview
- Configure ICM for Agent Functionality
- Configure UCM for Agent Functionality
- Scripting ICM for Agent Functionality

Module 4: Unified CCE IVR/VRU Functionality
- Basic IVR Scripting with MicroApps
- ICM MicroApps
- ICM Scripting Using MicroApps

Module 5: Additional UCCE Considerations
- ICM Considerations for Reporting & Monitoring
- Precision Routing
- RONA

Module 6: External VXML Implementation
- Basic VXML Functionality
- Installing and Configuring VXML

Module 7: Cisco Unified Intelligence Center (CUIC) Reporting
- CUIC Overview
- CUIC Reporting

Lab Outline
- Lab 1-1: Check out the Lab Environment
- Lab 1-2: Explore Voice Gateway
- Lab 1-3: Explore CVP and ICM Servers
- Lab 2-1: Tools and Utilities for Administering ICM Dialed Numbers and Call Types
- Lab 2-2: Prepare a simple Label Script
- Lab 2-3: Using ICM Tools for ICM Scripts
- Lab 3-1: Configure ICM for Agent Functionality
- Lab 3-2: Configure UCM for Agent Functionality
- Lab 3-3: Install Agent/Supervisor Desktop & test login
- Lab 3-4: Basic Skill Group functionality in an ICM Script
- Lab 4-1: Media Files and Variables in ICM Scripts
- Lab 4-2: Basic IVR Scripting with MicroApps
- Lab 5-1: Configuring CCE for Monitoring & Reporting
- Lab 5-2: Configuring and using Precision Queues
- Lab 5-3: RONA
- Lab 5-4: Implement Administrative Scripts
- Lab 5-5: Configure Calls Using SIP with Proxy
- Lab 5-6: CTI Route Points for UCCE Calls & Transfers
- Lab 5-7: CCMP
- Lab 6-1: VXML Server Configuration & Call Studio Installation
- Lab 6-2: Create and Deploy a Cisco Unified Call Studio Project
- Lab 6-3: Integrate VXML Applications w/ ICM Script
- Lab 7-1: More CUIC Reports, including a Dashboard of our favorite reports