



# Administering Cisco Unified Contact Center Enterprise, Part 2 (AUCCE2)

Course ID #: 7000-255-ZZ-Z

Hours: 35

## Course Content

### Course Description:

Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE2) is an Advanced 5-day instructor-led course for system engineers and customers who will be involved with day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This Cisco UCCE course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment.

### At Course Completion:

After competing this course, student will be able to:

- Demonstrate advanced proficiency with add/move/change of the ACD/PBX (agent/skill) environment of UCCE.
- Demonstrate advanced proficiency with add/move/change of the IVR (prompt/collect) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).
- Demonstrate effective use of system tools to track and troubleshoot a call within a call flow.

### Prerequisites:

- Attendance of AUCCE Part 1 or equivalent real world experience is a requirement to attend this course
- DO NOT take this course if you are new to UCCE
- Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful.

### Target Student:

### Topics:

#### Module 1: Cisco Unified Contact Center Enterprise v10 Foundations

- Lesson 1: Introducing UCCE
- Lesson 2: Unified CCE Architecture and Components
- Lesson 3: UCCE Terms, Routing and Additional Components
- Lesson 4: Accessing UCCE Tools

#### Module 2: CCE Configuration and Scripting Review

- Lesson 1: Configuration Manager and Script Editor Review
- Lesson 2: CTI Review
- Lesson 3: Agent Skill Review
- Lesson 4: Microapps and Media File Review
- Lesson 5: Precision Routing Review



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- Lesson 6: Transfers and RONA Review
- Lesson 7: Mobile Agents

## Module 3: Implementing Business Rules

- Lesson 1: Advanced Scripting and Routing
- Lesson 2: ICM Scripting Variables, Expressions, Formulae and Functions
- Lesson 3: Creating and Admin Script for Time of Day Routing
- Lesson 4: Creating Feature Control Sets and Users

## Module 4: CCE VXML Solution

- Lesson 1: Basic VXML Functionality
- Lesson 2: Installing and Configuring VXML solution
- Lesson 3: Basic VXML - SQL Database Lookup
- Lesson 4: Exploring Courtesy Callback
- Lesson 5: Agent Greeting

## Module 5: CCE Outbound

- Lesson 1: Introduction to Outbound Option
- Lesson 2: Configuring Outbound Option for Agent and IVR Campaigns

## Module 6: CCE Support considerations

- Lesson 1: Supporting UCCE
- Lesson 2: Diagnostic Framework Suite
- Lesson 3: UCCE Support
- Lesson 4: Tracking an Agent call through the Database