



CCEAA: Cisco Contact Center Enterprise Advanced Administration

Course ID #: 7000-842-ZZ-Z

Hours: 21

Course Content

Course Description:

This course is intended for system engineers and customers who will be deploying and administering advanced Packaged Contact Center Enterprise functionality.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Describe the components, protocols, and call flow of PCCE by referencing the discovery platform to prepare for further scripting and configuration activities.
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration
- Configure an advanced VXML application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools in order to present call data collected from the caller to the Agent desktop.
- Provision CCE to support CUCM calls to the Contact Center using UCM and CCE configuration tools. This will enable CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side IVR Ports). This may be to enable non-Contact Center calls and calls handled by Agents whether existing or new.
- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.
- Successfully deploy Mobile Agent in a CCE Environment.
- Successfully deploy Post Call Survey in a CCE Environment.

Prerequisites:

The knowledge and skills that the 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 Unified Communications Manager and voice gateways.
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation.

Target Audience:

System Engineers.



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Topics:

Lesson 1 – PCCE Review

- PCCE Architecture and Components Review
- PCCE Protocols Review
- PCCE Call Flow Review
- PCCE Access Tools Review

Lesson 2 – Introducing Bulk Import Tools

- Use the PCCE Bulk Import Tool
- Use Bulk Import Templates

Lesson 3 – Configuring Advanced Scripting and CCE

- Data Exchange
- Design for Advanced Scripting
- CCE Data Exchange
- Using Call Studio
- Implement Database Lookup using VXML
- Collect Response from the Caller
- Invoking Call Studio Applications with CCE Routing
- Scripts

Lesson 4 – CUCM Initiated Call Flows

- Understand Transfer Types and CVP Call Flow Models
- Describe Subsequent Transfers
- Perform UCM Configurations for Transfers
- Configure CUCM as Routing Client and Agent
- Transfers

Lesson 5 – Using Gadgets to Customize the Finesse

- Desktop
- Obtain Finesse Custom Gadgets
- Deploy Finesse Custom Gadgets

Lesson 6 – Implementing Mobile Agent

- Examining Mobile Agent Functionality
- Identify Mobile Agent Architecture and Components
- Configuring Mobile Agent
- Logging in as Mobile Agent
- Planning Mobile Agent Design and Integration

Lesson 7 – Implementing Post Call Survey

- Examining Post Call Survey Functionality
- Configuring Post Call Survey
- Reporting Considerations for Post Call Survey

Lab:

Labs are designed to assure learners a whole practical experience, through the following practical activities:

- Review Discovery
- Navigating CCE Discovery Architecture and Components
- Importing Bulk Data
- Creating VXML Application using Call Studio
- Configure Precision Queues
- Creating CCE Routing Script
- Customizing Finesse Desktop
- Testing your Call Flow
- Configure CUCM as Routing Client and Agent Transfers
- Deploying Finesse Gadgets
- Implementing Mobile Agent
- Implementing Post Call Survey

Register for this class by visiting us at:

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