



CCEA: Administering Cisco Contact Center Enterprise

Course ID #: 7000-841-ZZ-Z

Hours: 28

Course Content

Course Description:

In this course, you will be provided with hands-on practice with administrative tools used to perform routine adds, moves, and changes in the inbound contact center environment.

Course Objectives:

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

- Navigate CCE configuration and scripting tools.
- Configure a Dialed Number, Call Type and Media Routing Domain.
- Build a basic ICM script.
- Configure Agents and Skill Groups.
- Configure basic IVR functionality.
- Implement Attributes and Precision Queues.
- Configure RONA using CCE configuration tools.
- Configure and populate an Agent Team and primary Supervisor.
- Improve Agent efficiency through Finesse enhancements.
- Build and test a basic VXML application.
- Implement Roles, Departments and Business Hours.
- Run CUIC Reports using the Reporting tool

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:

Primary audiences:

- Deployment Engineers
- CCE Administrators
- Technical Sales
- Account and Project Managers



CCEA: Administering Cisco Contact Center Enterprise

Course ID #: 7000-841-ZZ-Z

Hours: 28

Topics:

Lesson 1 – Cisco Unified Contact Center Review

- Contact Center Basics
- CCE Components and Architecture
- Call Flow
- CCE Access Tools

Lesson 2 – Deploying Basic Call Settings

- Media Routing Domains
- Call Types
- Dialed Numbers

Lesson 3 – Building a Basic Cisco Unified Contact Center Enterprise Script

- Introduction to Script Editor
- Use Script Editor Nodes
- Understand Variables
- Schedule Scripts
- Manage Additional ICM Scripting Tools

Lesson 4 – Configure Basic Agent Functionality

- Introduce Agent Functionality
- Configure Agent Desk Settings
- Configure Skill Groups and Skill Targets
- Configure an Agent
- Configure Agent Targeting Rules
- Build an Agent Routing ICM Script
- Prepare Agent Logon

Lesson 5 – Configuring Basic Call Treatment and Queuing

- Media Server and Files
- ECC Variables
- Microapps
- Play Media Microapp
- Get Digits Microapp
- Menu Microapp
- Play Data Microapp
- Get Speech Microapp
- Capture Microapp
- Scripting with Microapps

Lesson 6 – Implementing Precision Routing

- Exploring the Basics
- Migration Path
- Skill Groups vs. Precision Queues
- Configuring Attributes and Precision Queues
- Precision Routing Sample Scenario

Lesson 7 – Configuring RONA Support

- RONA Function Overview
- RONA Time-out Considerations
- RONA Script Logic

Lesson 8 – Configuring Agent Teams and Supervisors

- Agent Roles
- Supervisor
- Team Function



CCEA: Administering Cisco Contact Center Enterprise

Course ID #: 7000-841-ZZ-Z

Hours: 28

Lesson 9 – Administering the Cisco Finesse Desktop

- Finesse Server Integration
- Custom Call Variable Layouts
- Phone Books
- Reason Codes
- Workflows

Lesson 10 – Implementing VXML Applications

- VXML Overview
- CCE VXML Architecture and Logic Flow
- Build Basic Call Studio Project
- Deploy Project, Verify Config
- CCE Scripting for External VXML Applications

Lesson 11 – Configuring Roles, Departments and Business Hours

- Introducing Roles
- Configuring CCE Administrators
- Configuring Departments
- Defining Business Hours

Lesson 12 – Running Unified CC Enterprise Reports with Unified IC

- Introduce and Navigate CUIC
- Reporting Touch Points
- Access CUIC Stock Reports
- Create Custom Dashboards

Lab Outline:

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

- Navigating CCE Discovery Architecture and Components
- Exploring ICM Configuration Tools
- Administering ICM Dialed Numbers and Call Types
- Prepare a Basic Label Script
- Use ICM Tools for ICM Scripts
- Configure ICM for Basic Agent and Skill Group Functionality
- Configure CUCM for Agent Functionality
- Testing Basic Skill Group Functionality in an ICM Script
- Media Files and Variables in ICM Scripting
- Basic IVR Scripting with MicroApps
- Configure and Implement Precision Routing
- Configuring RONA
- Configure Agent Teams and Supervisors
- Finesse Administration
- VXML Server Configuration and Call Studio Installation
- Create and Deploy a Cisco Unified Call Studio Project
- Integrate VXML Applications with a CCE Script
- Configuring Roles, Departments and Business Hours
- Reporting

Register for this class by visiting us at:

www.tcworkshop.com or calling us at 800-639-3535