



CISCO: AUCCE-2, Administering Unified Contact Center Enterprise with CVP, Part 2

Course ID #: 1575-977-11-W

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.

This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The AUCCE Part 1 course or equivalent prior experience is a prerequisite for attending this course. The overall goal of this online Cisco IT class is to develop advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality. Learn more about Administering Cisco Unified Contact Center Enterprise Part 2 by NterOne below.

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.

Target Student:

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers
- Day 2 support personnel responsible advanced administration and support of the UCCE environment

Prerequisites:

The knowledge and skills that a learner should have before attending this course are as follows:

- 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.



CISCO: AUCCE-2, Administering Unified Contact Center Enterprise with CVP, Part 2

Course ID #: 1575-977-11-W

Hours: 35

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
- 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