Deploying Cisco Contact Center Enterprise – DUCCE

Description:
Deploying Cisco Unified Contact Center Enterprise for CVP Environments (DUCCE-CVP) is a 5-day instructor-led course intended for system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise v10.0 (CCE) product deployed in a CVP environment. This course will give you an understanding of the Unified CCE v10.0 deployment capabilities, processes, fault tolerance, installation, and troubleshooting tools for inbound and outbound Contact Center functionality. This will be accomplished this by installing and configuring the Unified CCE v10.0 software and introducing Unified CCE v10.0 troubleshooting tools.

Course Outline

- Cisco Unified Contact Center Enterprise for v10 Foundations
  - Introducing UCCE
  - Unified CCE Architecture and Components
  - UCCE Terms, Routing and Additional Components
  - Accessing UCCE Tools
- Preparing UCCE for Basic IVR Scripting
  - UCCE Call Flows and Protocols
  - Using Domain Manager
  - Introducing the Unified CCE Main Installer
  - Central Controller Installation
  - Installing Admin Data Servers and Clients
  - Configuring ICM for CVP
  - Configuring CVP for UCCE
  - UCCE Voice Gateway Internetworking Considerations
  - Basic IVR Scripting and Microapps
- Preparing UCCE for Basic Agent Functionality
  - Configure UCM to Support UCCE
  - Installing UCCE CTI Software
  - UCCE Config and Scripting for Additional Agent and IVR Functionality
  - Enabling Transfers and RONA
- Installing CCE VXML Solution
  - Basic VXML Functionality
  - Install and Config VXML Solution
  - Exploring Courtesy Callback
- Installing Cisco Outbound
  - Intro to Outbound Option
  - Outbound Option Installation and Config
  - Config Outbound Option for Agent and IVR Campaigns
Computers & Technology

- Supporting CCE
  - ICM Processes
  - Diagnostic Framework Suite
  - UCCE Support
  - Service Assurance