



Administering Cisco Unified Contact Center Enterprise for CVP Environments (ACCE-CVP)

Days: 5
Format: Instructor-Led
Class Code: ACCE-CVP
Certification Exams:
Certification Track:

Recommended Course Sequence

Knowledge of prerequisites noted below.

Course content is subject to change without notice.

Course Description:

Administering Cisco Unified Contact Center Enterprise for CVP Environments (ACCE-CVP) is an instructor-led course presented by training partners to system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise v8.x (CCE) product deployed in a CVP environment. This course will give you an understanding of the Unified CCE v8.x from a "Day 2 -Add/Move/Change" perspective. We will accomplish this by performing basic and advanced UCCE administration and troubleshooting tasks that users will encounter in real world deployments. This course will also prepare students as a pre-requisite for the CVPI or DUCCE-CVP courses, which both assume that the student is already familiar with the basic operation of Unified CCE (ICM). This is not always the case, and this course will serve as a stepping stone for further UCCE educational endeavors.

Target Student:

The primary audience for this course is as follows:

Day 2 support personnel (Partners and Customers) who are responsible for the daily operation of the CCE environment deployed with CVP

The secondary audience for this course is as follows:

Cisco Unified Communications system channel partners and resellers

Prerequisites:

- Working knowledge of basic networking and components (router, switch, NIC)
- Working knowledge of Microsoft Windows Server 2003 deployed within an Active Directory environment

Course Objectives:

- Demonstrate an overall understanding of the Cisco Unified CCE v8.0 system, processes, and its environment.
- Administer a Cisco Unified CCE v8.0 system as deployed with Unified CVP, including CTI functionality used with Unified Communications Manager.
- Create routing options using ICM MicroApps for scripting.
- Create routing options by using the External VXML solution for scripting.
- Demonstrate proficiency with regular CTI tasks of adding agents/skill(s)/phones to the UCCE environment.
- Create contingencies within scripting via ICM Admin Scripts.
- Demonstrate proficiency with various utilities within the UCCE solution for troubleshooting and support of the environment.
- Understand the CUIC component architecture of UCCE Reporting

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Course Outline

Module 1: Cisco Unified Contact Center Enterprise Product Overview
Module 2: Cisco Unified CVP Comprehensive Basic Configuration
Module 3: Cisco Unified ICM Enterprise Scripting to Support Unified
Module 4: CTI (Agent) functionality in the CCE Environment
Module 5: Cisco Unified CVP VXML Overview
Module 6: Extended CCE Functions
Module 7: Cisco Unified Intelligence Center