



Administering Cisco Unified Contact Center Enterprise 1.0 (AUCCE)

Days: 5

Format: Instructor-Led

Class Code: AUCCE

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 (AUCCE) 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 (CCE) product using IP IVR as a IVR/VRU solution. This course will give you an understanding of the Cisco Unified CCE system, the Intelligent Contact Management (ICM) routing application, and Cisco Outbound Option. You will accomplish this by configuring the Cisco Unified CCE software, use the ICM routing software to route calls from Cisco Unified IP IVR and from Cisco Unified Communications Manager. Additionally, you will use various ICM utilities to aid you in locating configuration errors and you will configure the Cisco Outbound Option.

This course is based on CCE version 8.X software, and

(together with DUCCE) replaces the previously known IPCCE, UCCE/ICM with IP IVR, ICM PT1, ICM PT2 and ICM Bootcamp courses. Even if you run a version of CCE prior to 8.X, you will benefit from this course and its content.

If IP IVR doesn't sound familiar to you, but CVP does, check out our CVP version of this course – ACCE. AUCCE and DUCCE are IP IVR based courses. ACCE and DBUCCE are CVP based courses.

Target Audience:

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers
- System engineers
- Customers who will be configuring and maintaining the Cisco Unified Contact Center Enterprise products
- Basically, anyone requiring “Day 2 Support Knowledge” of this product – you need this class!

Prerequisites:

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Familiarity with call center operations
- Microsoft Active Directory
- Microsoft Windows 2003
- Microsoft SQL Server 2005

Course Objectives:

After completing this course, students will be able to...

- Demonstrate an overall understanding of the Cisco Unified CCE system, the Intelligent Contact Management (ICM) routing application, and its environment
- Configure a Cisco Unified CCE system that routes from Cisco Unified IP IVR

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- Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database
- Understand administrative scripting, translation routing concepts, and how translation routing operates
- Configure a new Cisco Unified CCE system that routes from Cisco Unified Communications Manager
- Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign
- Describe basic reporting characteristics of Cisco Unified Intelligence Center

Course Outline

Module 1: Cisco Unified Contact Center Enterprise Product Overview

Lesson 1: Presenting Cisco Unified Contact Center Enterprise
<ul style="list-style-type: none">■ Cisco Unified Contact Center Enterprise■ Benefits of Cisco Unified Contact Center Enterprise■ Cisco Unified Contact Center Enterprise Options■ PPDIOO
Lesson 2: Call Routing Options
<ul style="list-style-type: none">■ Carrier-Based Routing■ Private Network Routing■ Carrier-Based Routing with Cisco Unified CCE■ Benefits of Routing with Cisco Unified CCE
Lesson 3: Components of Cisco Unified Contact Center Enterprise
<ul style="list-style-type: none">■ ICM Components■ ICM Databases■ ICM Terms
Lesson 4: Intelligent Contact Management Routing Techniques
<ul style="list-style-type: none">■ ICM Pre-Route■ ICM Post-Route

Module 2: Configuring Cisco Unified Contact Center Enterprise

Lesson 1: Introduction
<ul style="list-style-type: none">■ Cisco Unified CCE Architecture■ Parent/Child Deployment Model■ Cisco Unified CCE Call Flows
Lesson 2: Integrating Cisco Unified Communications Manager
<ul style="list-style-type: none">■ Defining Cisco Unified Communications Manager■ Cisco Unified Communications Manager Configuration

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<ul style="list-style-type: none">■ Integrating Cisco Unified Communications Manager
Lesson 3: Integrating Cisco Unified IP IVR
<ul style="list-style-type: none">■ Defining Cisco Unified IP IVR■ Cisco Unified IP IVR Script Editor■ Integrating Cisco Unified IP IVR■ Cisco Unified IP IVR Call Control Processes
Lesson 4: Cisco Unified Customer Voice Portal
<ul style="list-style-type: none">■ Defining Cisco Unified CVP■ Components of Cisco Unified CVP■ Cisco Unified CVP Call Flows
Lesson 5: Cisco Unified CCE Configurations
<ul style="list-style-type: none">■ Defining the Administration and Data Server■ ICM Configuration
Lesson 6: Agent Desktop Options
<ul style="list-style-type: none">■ Defining Cisco CTI■ Defining CTI OS Toolkit■ Defining Cisco Agent Desktop■ Defining CRM Connectors
Lesson 7: Using the Cisco Unified CCE Script Editor
<ul style="list-style-type: none">■ Describing ICM Script Editor■ Working with ICM Script Editor■ Testing a Script

Module 3: Extended Functions

Lesson 1: Creating Feature Control Sets and Users
<ul style="list-style-type: none">■ Feature Control Sets and Users■ User Permissions■ Internet Script Editor
Lesson 2: Using Script Editor Utilities
<ul style="list-style-type: none">■ Finding Objects and Their Associations■ Exporting and Importing Scripts■ Renaming and Deleting Objects■ Default Labels
Lesson 3: Creating and Using Cisco Unified CCE Variables
<ul style="list-style-type: none">■ Define ICM Variables■ Peripheral Variables■ Expanded Call Variables■ User Variables
Lesson 4: Configuring Access to an External Database
<ul style="list-style-type: none">■ Class Database■ DB Lookup Script Node■ External Database Configuration■ Scripting for External Database Access

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Lesson 5: Adding Multiple Skill Groups

- Using the CED Script Node
- Using the Formula Editor
- Using the Route Select Script Node

Module 4: Administrative Scripts and Translation Routing

Lesson 1: Understanding Administrative Scripts

- Defining Administrative Scripts
- Creating User Variables
- Creating an Administrative Script

Lesson 2: Understanding Translation Routing

- Defining Translation Routing
- How Translation Routing Works

Module 5: Configuring a Second Peripheral

Lesson 1: New Peripheral Basic Configuration

- Basic ICM Configuration
- Cisco Unified Communications Manager Configuration
- ICM Scripting

Lesson 2: Creating Translation Routes for Cisco Unified Contact Center Enterprise

- Cisco Unified CCE Translation Routing
- Translation Route Configuration Requirements
- Using the Translation Route Wizard
- Scripting for Translation Routing

Lesson 3: Enterprise Services and Skill Groups

- Defining Enterprise Services and Skill Groups
- Scripting for Enterprise Skill Groups

Module 6: Configuring Cisco Outbound Option

Lesson 1: Cisco Outbound Option Overview

- Cisco Outbound Option
- Outbound Campaign Call Processing
- Outbound Configuration Summary

Lesson 2: Cisco Outbound Option Configuration

- Basic Outbound Configuration
- Creating Dialer Ports
- Campaign Configuration
- ICM scripting for Outbound Dialing

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Module 7: Cisco Unified Intelligence Center

Lesson 1: Cisco Unified IC Overview
<ul style="list-style-type: none">■ Cisco Unified IC Benefits and Features■ Cisco Unified IC Deployment Models■ Additional Features
Lesson 2: Cisco Unified IC Reporting
<ul style="list-style-type: none">■ Accessing Reporting Data■ Cisco Unified CCE Stock Reports■ Cisco Unified CVP Stock Reports■ Running Cisco Unified IC Reports