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IT ACADEMY

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Class Code: CVPI
Number of Days: 5
Format: Instructor-Led

Cisco Unified Customer Voice Portal Implementation (CVPI) Version 7.0

Course Description: Cisco Unified Voice Portal Implementation (CVPI) 7.0 is a hands-on, instructor-led course that covers the tasks necessary for the operation, administration, maintenance and provisioning (Ops Console) of Unified CVP as it is installed in a comprehensive Intelligent Contact manager Enterprise (ICME) environment. Lab exercises address the configuration of all CVP 7.0 product components as well as external components including gateways, gatekeepers, Unified Communications Manager (formerly known as CallManager), ICM and CVP studio so as to properly interface with CVP. The course addresses CVP serviceability issues such as troubleshooting, redundancy, failover and remote monitoring.

Target Audience: Students with a desire to achieve working-level competency on CVP 7.0 .

Prerequisites: To fully benefit from UCVP 4.0, students must have attended the following prerequisite courses and possess the following skills and knowledge:

- Interconnecting Cisco Network Devices (ICND1 and 2).
- Cisco IP Telephony Part I (CIPT1).
- Implementing Cisco Voice Gateways and Gatekeepers (GWGK)
- Cisco Intelligent Contact manager Product Training (ICMPT 1, ICMPT 2).
- Telephony Experience – IP and Legacy.
- Contact Center Experience.
- Basic Networking Knowledge.
- Cisco IOS CLI Familiarity.
- Working Knowledge of Cisco Unified Communications Manager.
- Gateway and Gatekeeper for H.323 Networks.
- Microsoft Windows 2003 Server.

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Course Objectives

- Explain the components, functions and call flow of a CVP solution when deployed in either a standalone or comprehensive model.
- Explain the components, functions and call flow of a CVP solution when deployed in either a standalone or comprehensive model.
- Group, summarize and complete the steps necessary to configure a functional Unified CVP comprehensive deployment model with Unified ICME.
- Demonstrate use of 6 Unified ICME MicroApps available to support caller interaction with Unified CVP.
- Demonstrate setup and configuration of Unified CVP components to support Automatic Speech Recognition (ASR) and Text To Speech (TTS).

Course Objectives - Continued

- Configure Unified CVP Comprehensive solution to support subsequent transfer and queuing.
- Associate VoiceXML as a technology and the benefits it provides to Unified CVP.
- Install and configure the CVP VoiceXML Solution for Unified CVP.
- Define and discuss security and reporting as it relates to a Unified CVP Solution.
- Define High Availability (HA) solutions including Diagnostics and Troubleshooting as it relates to a Unified CVP Comprehensive solutions.

Course Outline

- Course introduction.
- Unified CVP Technical Overview .
 - Familiarization Lab.
- Unified CVP Comprehensive.
 - Comprehensive Labs.
- Unified ICME Scripting to Support Unified CVP.
 - Media File, ECC, MicroApp Labs.
- Unified CVP Voice XML Solution.
 - VXML Server/Studio Labs.
- Events, Logfiles, and Reporting.
 - Reporting DB Backup Lab.
- Failover, Diagnostics, and Troubleshooting.
 - Troubleshooting Labs.