



BUILDING TRAINING SOLUTIONS
FOR THE IT WORLD

Number of Days: 5

Format: Instructor-Led

Class Code: DBUCCE-CVP

**Recommended Course
Sequence**

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Deploying and Building Cisco Unified Contact Center Enterprise Software for CVP Environments (DBUCCE-CVP)

Course Description:

Deploying and Building Cisco Unified Contact Center Enterprise for CVP Environments (DBUCCE-CVP) is an instructor-led course presented by our Instructors to system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise v8.0 (CCE) product deployed in a CVP environment. This course will give you an understanding of the Unified CCE v8.0 deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting. We will accomplish this by installing the Unified CCE v8.0 software, building a fully functional CCE with CVP solution, and introducing Unified CCE v8.0 troubleshooting tools. This course will prepare students to be more effective in a follow on CVPI or AUCCE-CVP course, which require that the learner be familiar with the basic operation of Unified CCE (ICM).

Target Student:

The primary audience for this course is as follows:

Cisco Unified Communications system channel partners and resellers

System engineers

The secondary audience for this course is as follows:

Customers deploying and maintaining Cisco Unified Contact Center Enterprise products

Prerequisites:

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

At Course Completion:

Upon successful completion of this course, students will be able to:

- Demonstrate an overall understanding of the Cisco Unified CCE v8.0 system, processes, and its environment.
- Install and configure a Cisco Unified CCE v8.0 system as deployed with Unified CVP, including CTI functionality used with Unified Communications Manager.
- Create routing options using an external SQL database and/or an Application Gateway
- Install and configure Cisco Outbound Option using a SIP Dialer.
- Utilize the Legacy CLI set of utilities within the ICM environment for support and troubleshooting UCCE.
- Utilize the Diagnostic Framework suite of utilities (Analysis Manager, Diagnostic Portico, CLI) within the UCCE environment for support and troubleshooting of UCCE.
- Understand the CUIC component architecture of UCCE Reporting

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Course Outline

Module 1: Cisco Unified Contact Center Enterprise for CVP v8.0 Overview
Module 2: Cisco Unified Contact Center Enterprise v8.0 Component Architecture
Module 3: Installing Cisco Unified Contact Center Enterprise v8.0
Module 4: Database and Application Driven Routing Options
Module 5: Installing Cisco Outbound Option
Module 6: Reporting and Maintenance Tools