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IT ACADEMY

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

## Unified Contact Center Express Advanced (UCCXA) Version 1.0

**Course Description:** This five-day course builds on the knowledge base and scripting experience learned in CRSD/UCCXD classes, this course covers advanced techniques in scripting and overall CRS functionality. During this four day class, students implement such things as extending the functionality of UCCX using many of the tools that are already available in the premium version of the product. Expect to spend time exploring the Agent Desktop Interface and the Desktop Administrator to invoke behaviors that involve Third Party applications and web based apps like: Web Callback Option and Leave a Message in Queue. There will be a major focus on Scripting and Subsystem management.

**Target Audience:** Systems engineers and other technical professionals who have taken UCCXD or have equivalent experience and who are responsible for advanced scripting and queuing techniques using CRS.

**Prerequisites:** CCNP and or CCIE Routing & Switching, or equivalent knowledge.

- UCCXD or equivalent experience is required.
- Significant familiarity with UCCX 4.0 or 5.0.

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

### Course Objectives

- Install a contact center implementation of CRS to include IP IVR and IP ICD .
- Install all components of CRS to include the operating systems, CRS applications, and client tools such as the CRS Application Editor.
- Conduct the proper configuration of all CRS components.
- Build a prompt recorder script.
- Using best practices, implement a call center application and explore Resource- and Skills-based routing, with caller options for overflow queues and different caller options.
- Implement a script that measures CSQ metrics such as Expected Wait Times and Agents who are logged on, then make decisions on call flow.
- Create call-back scripts based upon queue times including passing enterprise data to the new call.
- Implement scripts using web triggers for an application instead of a calling trigger.
- Implementation of a script from customer requirements as set forth in our exclusive Super Lab.

## Course Outline

After completing this course the students should be able to:

- Session Management Review.
- Build Common Utilities (Lecture/Lab).
- Basic ACD Routing.
- Common/Good Practices.
- Database Setup/Steps.
- More ACD Routing.
- Advanced ACD Routing.
- Advanced ACD Callback Options.
- Advanced Database Configuration.
- Agent Desktop Configuration.