



**CTREC
HILTON**
IT ACADEMY

BUILDING TRAINING SOLUTIONS
FOR THE IT WORLD

Unified Contact Center Express (UCCXD) Version 2.0

Days: 5
Format: Instructor-Led
Class Code: UCCXD
Certification Exams: None
Certification Track: None

Recommended Course Sequence

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Course Description:

This five-day course provides knowledge and hands-on deployment experience for Unified Contact Center Express and Unified IP IVR. Deployment tasks include planning, installation, configuration, administration, script development, agent and supervisor deployments and troubleshooting.

Target Student:

- Cisco AVVID Channel Partners and Resellers.
- System Engineers.
- Customers Deploying and Maintaining CRS 4.5 products.

Prerequisites:

- Internetworking fundamentals.
- Basic IP telephony fundamentals.
- Cisco Unified Communications Manager deployments.
- Cisco IP Phones and Cisco IP Communicator.
- Contact Center Operations.
- Microsoft Windows Server 2000, 2003, XP.
- MS SQL 2000, MSDE databases.

Course Outline

Lessons
<ul style="list-style-type: none">■ Design and plan a Unified Contact Center Express and a Unified IP IVR Implementation.■ Install or discuss all CRS components, servers and clients.■ Configure all CRS components.■ Build workflow applications to exploit Unified IP IVR features and capabilities.■ Build contact center workflows to exploit Unified Contact Center Express features and capabilities.■ Deploy and use Agent and Supervisor Desktop software.■ Deploy Outbound Preview Dialer for Unified CCX v5.0■ Troubleshoot installations and workflows