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

Unified Contact Center Express (UCCXD) Version 2.0

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 Audience:

- 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.

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

Course Objectives

- 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