FSM

ACHIEVING THE IMPOSSIBLE

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UCCE TRAINING

Course Overview

Cisco Unified Contact Center Enterprise Administration (UCCE-A) is a 5-day instructor-led course that helps prepare learners to administer the Cisco Unified CCE v11.5 solution. This course will provide the student with the basic knowledge to understand the Cisco Unified CCE deployment solution and requirements for basic ACD and IVR configurations to include using ICM Configuration Manager and associated utilities, setting up agents, providing for basic IVR activities and using the Cisco Finesse Agent desktop. This course will also provide knowledge on how to use the ICM Script Editor and associated utilities to implement basic routing techniques, routing for transfers, ring-no-answer conditions and Precision Routing. And last, this course provides basic overall knowledge on Cisco Unified Intelligence Center deployments and how to use the reporting interface to access, view, and personalize report templates and dashboards.

Course Objectives

- Understand the Cisco Unified CCE solution, architecture, solution options, integrated features, and call flow options.
- Understand basic principles and configuration requirements for ACD activity in Cisco Unified CM, Cisco Unified CVP, ICM, and how to access and use the Cisco Finesse Agent Desktop.
- Understand requirements and configurations to implement IVR activity in Cisco Unified CVP.
- Understand and use administrative features and functions of ICM and implement more complex routing to include Precision Routing, routing from Cisco Unified Communications Manager and routing in a ringno- answer condition.
- Understand basic concepts and terms to access, view, modify reports and use other reporting functions provided by Cisco Unified Intelligence Center.
- Identify the basic components and operations of the Unified CCE solution.
- Configure and script a basic UCCE CVP deployment.
- Perform the ICM configuration tasks required to support basic agent functionality.
- Build and test a basic ICM script utilizing microapps.

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- Configure and script UCCE to support reporting requirements, precision queuing and RONA.
- Deploy the CVP VXML component in a Unified CCE solution successfully. Generate basic reports using Cisco Unified IC.

Course Modules

Chapter 1 Contact Center Overview

- Contact Center Characteristics
- Contact Channels
- Cisco Contact Center Features
- Virtual Contact Center
- Cisco Agent Desktop with Presence
- CTI and CRM Integration
- Agent Desktop Options
- Cisco Unified Expert Advisor
- Support for Remote and Mobile Agents
- Self-Service and Call-Treatment Capabilities
- Reporting
- Management Portal
- Cisco Contact Center Portfolio
- Cisco Unified Contact Center Express
- Cisco Unified Contact Center Enterprise
- Cisco Unified Contact Center Hosted
- Cisco Unified Intelligent Contact Manager Enterprise
- Cisco Unified IP IVR
- Cisco Unified Customer Voice Portal
- Other Voice Components

Chapter 2 Platform Architecture

- General Cisco Unified Contact Center Architecture
- Router
- Logger
- Administrative Workstation/Real-Time Distributor and Client AW
- Historical Data Server
- Peripheral Gateway
- CTI Server (Including CTI Object Server)

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- ➤ Reporting (WebView and CUIC)
- ➤ Network Interface Controller
- ➤ Cisco UCCE 23
- ➤ Cisco UICM 23
- ➤ Cisco UCCH 24
- ➤ Platform Redundancy

Chapter 3 Deployment Models
- ➤ Single-Site
- ➤ Multisite with Centralized Call Processing
- ➤ Multisite with Distributed Call Processing
- ➤ Clustering over the WAN
- ➤ Factors to Consider When Choosing a Deployment Model
- ➤ Deployment Options
- o Enterprise/System UCCE
- o Parent/Child Deployment
  - ➤ Real-World Deployments

Chapter 4 UC Operating Systems
- ➤ Operating Systems in Use
- o MS Windows for Cisco Unified CM
- o Cisco Voice Operating System (VOS)
  - ➤ MS Windows for UICM/UCCE
- o Bill of Materials (BOM)
- o Third-Party Software
  - ➤ Learning About Updates

Chapter 5 UCCE Road Map
- ➤ Cisco Software Product Lifecycle
- o Software Phases
- o Software Support Road Map
- o Platform Upgrades
  - ➤ The Evolution of UCCE
- o GeoTel ICR 2.5
- o GeoTel ICR 3.0/4.0/4.1

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- ICM 4.5
- Cisco ICM 4.6
- Cisco ICM 5.0
- Cisco IPCC 7.0
- Cisco UCCE 7.5
- Cisco UCCE 8.0
- Cisco UCCE 8.5

Chapter 6 UCCE Platform Deployment

- Lifecycle Services Approach
- Prepare and Plan
- Design
- Software Versions
- Platform Sizing
- Platform Redundancy
- Server Naming Conventions
- Deployment Spreadsheet
- Network Services
- Databases
- Cisco A2Q Process
  - Implementation
- Server Builds
- Software Installation
- Installation Order
- Implementation Testing

Chapter 7 UCCE Application Configuration

- Prepare
- Requirements Capture
- Capture Spreadsheets
  - Implementation
- Configuration Manager

Chapter 8 Call Routing

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ABOUT US

Who We Are:

We the FSM have remained a premier provider of business transformational solutions, assisting our valuable clients to completely revolutionize their customer management activities. Backed by extensive experience with similar architectures, we are skilled at anticipating potential risks and developing risk mitigation plans. Successful planning and implementation of an enterprise-level contact center and UC project deliveries has our track record. What sets us apart from the competition and makes us an ideal partner for your support requirements? – It is the pursuit of excellence in providing:

• Enhanced Technical Capabilities

• Experience and Proven Success

• Reduced Costs

Why Consulting Us?

As a leading institution for IT network training in the country, headquartered in Bangalore, we started our program in the year 2014. The center has been providing training across multiple CISCO systems including Security, Collaboration, Routing & Switching, Data Center, Wireless, Service Provider, UCCX, UCCE, CVP ETC, and Microsoft Skype for Business 2015. The labs, equipped with the latest technology hardware equipment, are open around the clock for the students.

We provide the most sought after programs in IT – the prestigious Cisco powered Unified Communication (Cisco Spark & Microsoft Skype for Business), and CCIE training and

Certification. The training provides holistic knowledge and practical experience resulting in creating the best engineers in networking industry.

Our pool of certified trainers with a total of 25+ years of industry experience has been proved efficient and successful time and again by the numbers of students placed. We maintain uncompromised commitment of ensuring that every student is job-ready at the end of the course.

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