FSM

ACHIEVING THE IMPOSSIBLE

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UCCXD - Deploying Cisco Unified Contact Center Express v6.0 @FSM Global Solutions

UCCX Certification is designed to help anyone with basic Cisco Unified Communication knowledge to learn, deploy and configure Cisco UCCX 10.5 Platform. Will give you the concept you need to understand what and how Cisco Unified CCX 10.5 Operates and how its component interact with each other. Chapters are divided into a smaller section to help you understand the topic with lab demonstration. Our self-study kit was designed to help you get a UCCX solution running in no time. Explains the step that are taken and why and how to implement it. Will provide you the real rack for practice and gets hands on.

1.   Cisco Unified CCX Product Overview
   • Cisco Unified CCX Product Packages
   • Cisco Unified CCX Architecture
   • Designing Cisco Unified CCX

2.   Cisco Unified CCX Installation and Configuration
   • Installing Unified CCX
   • Managing Cisco Unified CCX
   • Configuring Basic Properties of Cisco Unified CCX

3.   Cisco Unified CCX Scripting § Understanding Script Editor Basics
   • Creating a Basic IVR Script
   • Prompting and Collecting Information
   • Accessing an External Database
   • Making Decisions § Confirming Caller Input

4.   Cisco Unified CCX ACD Operation
   • Implementing Cisco Unified CCX
   • Scripting Fundamentals for Cisco Unified CCX
   • Using Finesse Administration and Call Recording
   • Advanced Scripting Topics for Cisco Unified CCX
   • Using Cisco Unified CCX Reports

5.   Cisco Unified CCX Premium Functions
   • Configuring the Outbound Dialler

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- Configuring Agent Email and Agent Web Chat
- Understanding ASR and TTS

6. Cisco Unified CCX Maintenance
   - Using Cisco Unified RTMT
   - Using the Disaster Recovery System

Labs
- Lab 1: UCCX Initialization and Configuration
- Lab 2: UCCX Disaster Recovery
- Lab 3: UCCX Telephony and Media Fundamentals
- Lab 4: UCCX Script Editor Fundamentals
- Lab 5: UCCX Scripting Foundations Lab
- Lab 6: UCCX Scripting Prompting and Input Collection
- Lab 7: UCCX Scripting Database Access
- Lab 8: UCCX Scripting Logical Operations
- Lab 9: UCCX Scripting Time of Day
- Lab 10: UCCX Prompt Management
- Lab 11: UCCX Agent and Supervisor and Queue Provisioning
- Lab 12: UCCX Finesse Agent and Supervisor Desktops
- Lab 13: UCCX Advanced Queue Design and Scripting
- Lab 14: UCCX Finesse Administration and Call recording
- Lab 15: UCCX Advanced Scripting techniques
- Lab 16: Cisco Unified Intelligence Center (CUIC) Reporting
- Lab 17: Outbound Preview Dialling
- Lab 18: Agent Email and Web Chat
- Lab 19: Spoken name and Automatic speech recognition
- Lab 20: Using the Cisco Unified Real Time Monitoring Tool
- Lab 21: UCCX Serviceability

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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

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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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