CCEAA

Administering Advanced Cisco Contact Center Enterprise

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco® Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

This class will help you:

• Learn how to optimize management of CCE solutions for proactive management of contact centers tasks
• Manage the effects of using CCE solutions for scalability and interaction between the solution components for centralized application management

After taking this course, you should be able to:

• Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.
• Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.
• Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.
• Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.
• Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.
• **Successfully deploy Mobile Agent in a CCE Environment.**
• **Successfully deploy Post Call Survey in a CCE Environment.**

Course Contents
• PCCE Review
• Introducing Bulk Import Tools
• Configuring Advanced Scripting and CCE Data Exchange
• Cisco Unified Communications Manager Initiated Call Flows
• Using Gadgets to Customize the Finesse Desktop
• Implementing Mobile Agent
• Implementing Post Call Survey

E-Book You will receive the original course documentation from Cisco in English language as a Cisco E-Book.

Target Group
• Deployment Engineer
• Sales Engineer

Prerequisites
To fully benefit from this course, you should have the following knowledge:

• Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required.
• Working knowledge of Unified Communications Manager and voice gateways
• Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation

Recommended Cisco offerings that may help you meet these prerequisites:

• Administering Cisco Contact Center Enterprise (CCEA)
• Understanding Cisco Contact Center Enterprise Foundations (CCEF)
• Implementing and Operating CiscoCollaboration Core Technologies (CLCOR)
• Understanding CiscoCollaboration Foundations (CLFNDU)

Status 03/08/2024

This Course in the Web

You can find the up-to-date information and options for ordering under the following link:
www.experteach-training.com/go/**CCAA**

Reservation
On our Website, you can reserve a course seat for 7 days free of charge and in an non-committal manner. This can also be done by phone under +49 6074/4868-0.

Guaranteed Course Dates
To ensure reliable planning, we are continuously offering a wide range of guaranteed course dates.

Your Tailor-Made Course!
We can precisely customize this course to your project and the corresponding requirements.

Training		Prices, excl. of V.A.T.
Classes in Germany	**3 Days**	**€ 3,195**
Online Training	**3 Days**	**€ 3,195**
Dates upon request		

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