

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

Course Contents

- Cisco Unified Contact Center Review
- Deploying Basic Call Settings
- Building a Basic Cisco Unified Contact Center Enterprise Script
- Configuring Basic Agent Functionality
- Configuring Basic Call Treatment and Queuing
- Implementing Precision Routing
- Configuring RONA Support
- Configuring Agent Teams and Supervisors
- Administering the Cisco Finesse Desktop
- Implementing Voice XML Application
- Configuring Roles, Departments, and Business Hours
- Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)

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

Target Group

- Account and project managers
- Contact Center Enterprise (CCE) administrators
- Deployment engineers
- Technical sales

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:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)

This Course in the Web



You can find the up-to-date information and options for ordering under the following link:

www.expertech-training.com/go/CCEA

Reservation

On our Website, you can reserve a course seat for 7 days free of charge and in a 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.

Status 04/25/2025

Training	Prices, excl. of V.A.T.	
Classes in Germany	4 Days	€ 3,995
Online Training	4 Days	€ 3,995
Date/course venue	Course language English	
26/05-29/05/25 Online	28/07-31/07/25 Online	
09/06-12/06/25 Online		



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CCEA – Administering Cisco Contact Center Enterprise

Cisco Unified Contact Center Review	Implementing Voice XML Applications	Configure VXML Server and Install Call Studio
Contact Center Basics	Introduce VXML	Create and Deploy a Call Studio Project
Components and Architecture	Build a Basic Call Studio Project	Integrate VXML Applications with a Unified CC Enterprise Script
Deploying Basic Call Settings	Configuring Roles, Departments, and Business Hours	Configuring Roles, Departments, and Business Hours
Associate Basic Call Settings	Examine Post-Call Survey Functionality	Run Unified IC Stock Reports
Explore Media Routing Domains	Configure Post-Call Survey	
Building a Basic Cisco Unified Contact Center Enterprise Script	Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)	
Introduce Script Editor	Configure Unified CC Enterprise Administrators	
Use Script Editor Nodes	Configure Departments	
Configuring Basic Agent Functionality	Lab Exercises	
Introduce Agent Functionality	Navigate CCE Discovery Architecture and Components	
Configure Agent Desk Settings	Explore ICM Configuration Tools	
Configuring Basic Call Treatment and Queuing	Administering ICM Dialed Numbers and Call Types	
Explore Media Server and Files	Prepare a Basic Label Script	
Introduce Microapps	Using ICM Tools for ICM Scripts	
Implementing Precision Routing	Configure ICM for Basic Agent and Skill Group Functionality	
Introduce Precision Routing Basics	Configure UCM for Agent Functionality	
Examine the Migration Path	Test Basic Skill Group Functionality in an ICM Script	
Configuring RONA Support	Examine Media Files and Variables in ICM Scripts	
Introduce RONA Functionality	Build Basic ICM Scripts with MicroApps	
Identify RONA Timeout Considerations	Configure and Implement Precision Routing	
Configuring Agent Teams and Supervisors	Configure RONA	
Configuring Teams and Supervisors	Configure Agent Teams and Supervisors	
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Administering the Cisco Finesse Desktop		
Administering Cisco Finesse Desktop		
Introduce Cisco Finesse Administration		

