CCECE

Implementing Cisco Contact Center Enterprise Chat and Email

In this course, you will learn how to deploy Cisco® Enterprise Chat and Email (ECE) in an existing enterprise contact center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration and gain experience with the operational and administrative tasks required for the initial deployment of ECE. In addition, you will learn about ongoing system administration tasks such as enabling single sign-on (SSO), importing objects, preparing queues and workflows, using the scripting tool, creating reports and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that improve ECE operations for agents.

Course Contents
- Deploying Cisco Enterprise Chat and Email
- ECE General administration
- Cisco ECE Email administration
- Cisco ECE Chat administration
- Cisco Enterprise Chat and Email features

Lab outline

- Navigate CCE discovery architecture and components
- Navigate ECE and CCE discovery architecture and components
- Navigate ECE Email and Cisco Finesse integration
- Add and Import CCE Resources into ECE
- Personalize the Email Trail
- Build a Department Workflow
- Build CCE Script for Email
- Agent Verification of Email
- Configure and Verify Chat Operation
- Customize Chat
- Explore Reporting for ECE
- Support Single Sign On (SSO) for ECE
- Troubleshoot ECE

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

Target Group
Deployment Engineers

Prerequisites
Participants should meet the following requirements before taking part in this course:

- Good knowledge of computer network components: Windows A/D, SQL
- Extensive understanding of IP networks
- Advanced experience in the administration of Cisco Packaged Contact Center Enterprise
- Experience in the deployment of Cisco Packaged Contact Center Enterprise

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/**CCEC**

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.

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We can precisely customize this course to your project and the corresponding requirements.

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	
12/05-15/05/25 ONOnline	16/06-19/06/25 ONOnline	

ExperTeach

Collaboration

Our Training Offer for You:

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