CCEF

Understanding Cisco Contact Center Enterprise Foundations

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

This class will help you:

• Learn how to manage timely, disparate data using CCER as a reporting solution
• Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.

Course Contents
• Introduction to CCE
• Cisco Contact Center Basics
• Cisco Contact Center Fundamentals
• Functionality of PCCE Components
• Public Switched Telephone Network (PSTN) and Voice Gateways
• Cisco Unified Border Element (CUBE)
• Terms and Naming Conventions Used in CCE
• CCE Access Environment
• CCE Routing Configuration
• Access Tools Available in CCE
• Single Pane of Glass (SPOG)
• Cisco Intelligent Contact Management (ICM) Configuration Manager
• Discovering CCE Features Beyond Default
• Agent Management
• Agent Efficiency

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
• Business liaisons
• Deployment engineers
• Managers overseeing CCE deployments
• 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 IP networks

Status 04/12/2024

Training		Prices, excl. of V.A.T.
Classes in Germany	**1 Day**	**€ 1,295**
Online Training	**1 Day**	**€ 1,295**

Date/course venue — Course language English
27/05-27/05/24 ⬛Online   29/07-29/07/24 ⬛Online
17/06-17/06/24 ⬛Online

Our Training Offer for You

Classroom Training
The live training experience in our training centers or on your premises on-site.

Online Training
Attend your course in online mode – without travel and accommodation expenses and effort.

Hybrid Training
Classroom & online in one course – choose how you wish to participate in your training event.

In-house Training
We create your customized training concepts for your project.

Guaranteed Course Dates
ExperTeach guaranteed course dates allow for secure and reliable planning.

Awards Won by ExperTeach