

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

Course Contents

- Planning a Cisco Packaged Contact Center Enterprise Deployment
- Staging a Packaged CCE Deployment
- Preparing CCE Software for Installation
- Administering Security Certificates
- Introducing the Packaged CCE Integration Wizard
- Adding a Site to Packaged CCE
- Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse
- Personalizing the Packaged CCE Dial Plan
- Configuring to Validate Deployment
- Scripting for Packaged Contact Center Enterprise
- Configuring Single Sign-On

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:

- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

Recommended Cisco offerings that may help you meet these prerequisites:

- Administering Cisco Contact Center Enterprise (CCEA)
- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Administering Cisco Solutions (CCNA)

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/CCEI

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.

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

Status 03/08/2024



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



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