

CCEF**Understanding Cisco Contact Center Enterprise Foundations**

16 horas

Collaboration

Cisco

Cisco Continuing Education Credits

6 CE Credits**INTRODUÇÃO**

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.

OBJETIVO DO CURSO

After taking this course, you should be able to:

Provide a high-level overview of the Cisco Contact Center portfolio

List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions

Describe how calls flow through PCCE using appropriate terms and naming conventions

Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment

Identify advanced features available within the PCCE solution

PÚBLICO-ALVO

Account and project managers

Business liaisons

Deployment engineers

Managers overseeing CCE deployments

Technical sales

PRÉ-REQUISITOS

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

Recommended Cisco offerings that may help you meet these prerequisites:

Implementing and Administering Cisco Solutions (CCNA®)

Understanding Cisco Foundation Collaborations (CLFNDU)

CONTEÚDO PROGRAMÁTICO

Outline

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

Lab outline

This class does not have any labs.