

CCEI

Implementing Cisco Contact Center Enterprise

24 horas

Collaboration

Cisco

Cisco Continuing Education Credits

24 CE Credits

INTRODUÇÃO

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.

This class will help you:

Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

OBJETIVO DO CURSO

After taking this course, you should be able to:

Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment

Identify concepts necessary to create CCE system design specifications and deployment plans

Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE

Scripting tools to present call data collected from the caller to the agent desktop

Discover how to install CCE software

Administer CA signed security certificates to support the successful addition of a PCCE site

Identify the tasks associated with adding Remote Site functionality to the PCCE environment

Discuss integration of the CUIC, LiveData, and Finesse reporting environments

Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP

Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits

Examine concepts necessary to create CCE system design specifications and deployment plans

Create a series of routing scripts using PCCE

Configure Single sign-on for Unified CCE

PÚBLICO-ALVO

Deployment engineer

Sales engineer

PRÉ-REQUISITOS

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®)

CONTEÚDO PROGRAMÁTICO

Planning a Cisco Packaged Contact Center Enterprise Deployment

Packaged CCE Component Overview

Call Flows Review

Staging a Packaged CCE Deployment

PCCE Deployment Planning and System Design Specification

Software Compatibility and OS Requirements

Preparing CCE Software for Installation

General Considerations and System Requirements

Active Directory Considerations

Administering Security Certificates

Security Certificate Overview

Install and Configure Certificate Authority

Introducing the Packaged CCE Integration Wizard

PCCE Inventory and Service Accounts

Run the PCCE Wizard Adding a Site to Packaged CCE

Adding a Site to Packaged CCE

PCCE Remote Site Overview

Remote Site Security Certificate Considerations

Integrating Cisco Unified Intelligence Center, LiveData, and Finesse

Compare Real Time vs. Live Data

Complete Cisco Unified Intelligence Center Integration

Personalizing the Packaged CCE Dial Plan

CCE Dial Plan Components

Ingress Gateway and Cisco Unified Border Element Dial Plans Configuring to Validate Deployment

Configuring to Validate Deployment

Confirm Configuration Readiness

Cisco Unified Communications Manager Administration

Scripting for Packaged Contact Center Enterprise

Configure Script Editor

Use Microapps

Configuring Single Sign-On

SSO Overview

Configure SSO Prerequisites

Lab Practice

Navigate CCE Discovery Architecture and Components

Explore ICM Configuration Tools

Observe Installed CCE Software

Navigate Certificate Store

Add a Remote Site to PCCE

Personalize Finesse Server

Configure Site Dial Plan

Verify Configuration Details for Final Testing

Build a Series of Test Scripts

Enable Single Sign-On