CCER

Reporting Cisco Contact Center Enterprise

16 horas | Collaboration | Cisco

Cisco Continuing Education Credits

12 CE Credits

INTRODUÇÃO

The Reporting Cisco Contact Center Enterprise (CCER) v1.0 course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources. The course explains the nuances of analyzing and troubleshooting in various deployment scenarios: Designed Tier 2/Day 2 Support. The Cisco® Contact Center Enterprise (CCE) solution helps businesses deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. The course teaches you the business application of the CCE solution providing the framework of interrelationship between both core and optional components required to configure the CCE solution.

OBJETIVO DO CURSO

After taking this course, you should be able to:

Explain the Cisco Unified Intelligence Center including the benefits and features of the system and describe the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment
Understand the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance and provisioning functions
Discuss the functional attributes of the Cisco Unified Intelligence Center
Customize Cisco Unified Intelligence Center Reports and Views

PÚBLICO-ALVO

Administrators
Business liaisons
Deployment engineers
Managers overseeing CCE deployments

PRÉ-REQUISITOS

To fully benefit from this course, you should have the following knowledge:

Basic knowledge of computer networking components: Windows Active Directory (AD) SQL Server and components (servers, routers, switch) is helpful but not required
Understanding of Cisco Packaged Contact Center Enterprise components and call flows
Experience administering Cisco Packaged Contact Center Enterprise
Recommended Cisco offerings that may help you meet these prerequisites:

Understanding Cisco Contact Center Enterprise Foundations (CCEF)
Administering Cisco Contact Center Enterprise (CCEA)
Cisco Certified Network Associate (CCNA®)
Understanding Cisco Foundation Collaborations (CLFNDU)

CONTEÚDO PROGRAMÁTICO

Outline
Cisco Unified Intelligence Center Foundations
Cisco Unified Intelligence Center - Basics
Cisco Unified Intelligence Center - Deployment Models
Cisco Unified Intelligence Center Administration and Operations Console
Operations Console (OAMP) Console Introduction
Admin User Management
Cisco Unified Intelligence Center Attributes
Stock Reporting
Dashboard Features
Cisco Unified Intelligence Center Custom Reports and Views
Creating Views
Building Report Definitions

Lab exercises
Exploring Cisco Unified Intelligence Center (CUIC) OAMP
Working with Stock Reports
Working with Dashboards
Value Lists and Collections
Exploring Supervisor Defaults
Using Groups
Editing Report Views Pt 1 of 2
Editing Report Views Pt 2 of 2
Report Definitions and Drilldowns
Create Custom Route Call Detail (RCD) Report Definition (Database Query) and Report
Value Lists and Drilldowns