

CCEF (UNDERSTANDING CISCO CONTACT CENTER ENTERPRISE FOUNDATIONS) 1.0

Objetivo

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)

Carga Horária

16 horas (2 dias).

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.