

Cisco Unified Contact Center Enterprise Administration (UCCE-A v11.5)

DESCRIPTION

Cisco Unified Contact Center Enterprise Administration (UCCE-A) is a 5-day instructor-led course that helps prepare learners to administer the Cisco Unified CCE v11.5 solution. This course will provide the student with the basic knowledge to understand the Cisco Unified CCE deployment solution and requirements for basic ACD and IVR configurations to include using ICM Configuration Manager and associated utilities, setting up agents, providing for basic IVR activities and using the Cisco Finesse Agent desktop. This course will also provide knowledge on how to use the ICM Script Editor and associated utilities to implement basic routing techniques, routing for transfers, ring-no-answer conditions and Precision Routing. And last, this course provides basic overall knowledge on Cisco Unified Intelligence Center deployments and how to use the reporting interface to access, view, and personalize report templates and dashboards.

WHO SHOULD ATTEND

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers who are responsible for sales, implementation or administration of a Cisco Unified Contact Center
- System and technical support engineers
- Day 1 and Day 2 support personnel
- Administrative and reporting personnel

PREREQUISITES

All students must have their own personal computer or laptop for access to lab systems, WebEx (for WebEx deliveries), and course materials (if electronic materials are used). These computers must conform with these capabilities:

- A Microsoft Windows PC (Windows Vista, Windows 7, and Windows 8) or virtual machine with full audio capabilities.
- Must have already installed Cisco AnyConnect VPN software and Cisco IP Communicator or have Administrator rights to install Cisco AnyConnect VPN software and Cisco IP Communicator.
- Access to the internet with speeds greater than 1 Mbps.
- Mozilla Firefox (v45 or better [preferred]) or Internet Explorer 11.
- Must have the ability to use Remote Desktop Connection for access to lab servers.
- Headsets for audio communications can be helpful.
- Basic knowledge of Cisco networking and components such as routers and switches.
- Basic knowledge of Microsoft software products such as Microsoft Windows Server deployed in an Active Directory environment.
- Basic familiarity with automatic call distribution (ACD) systems and interactive voice response (IVR) systems.

COURSE OBJECTIVES

Upon completing this course, the learner will be able to meet these overall objectives:

- Understand the Cisco Unified CCE solution, architecture, solution options, integrated features, and call flow options.
- Understand basic principles and configuration requirements for ACD activity in Cisco Unified CM, Cisco Unified CVP, ICM, and how to access and use the Cisco Finesse Agent Desktop.
- Understand requirements and configurations to implement IVR activity in Cisco Unified CVP.
- Understand and use administrative features and functions of ICM and implement more complex routing to include Precision Routing, routing from Cisco Unified Communications Manager and routing in a ring-no-answer condition.
- Understand basic concepts and terms to access, view, modify reports and use other reporting functions provided by Cisco Unified Intelligence Center.

COURSE OUTLINE

Module 1 Cisco Unified Contact Center Enterprise Overview

Lesson 1: Presenting Cisco Unified Contact Center Enterprise

- Cisco Unified CCE Solutions
- New/Deprecated Features and Enhancements
- Cisco Unified CCE Reference Design Specifications
- Cisco Unified CCE Core Components
- Optional Cisco Components
- Optional Third-Party Components
- Cisco Unified CCE Solution Integrated Features
- Solution Administration

Lesson 2: Cisco Unified CCE Core Components

- Cisco Unified Communications Manager
 - Cisco Unified CM Cluster Nodes
 - Cisco Unified CM Database Architecture
 - Intracluster Communications
 - Call Processing Subscriber Redundancy
 - CTI Manager Service
 - Partitions and Calling Search Spaces
 - Basic Call Handling
 - Agent Phones
- Cisco Unified CCE/ICM
 - Definitions
 - Traditional ICM
 - Traditional ICM Deployment Models
 - ICM Components
 - ICM Databases
 - ICM Terms
- Cisco Unified CVP
 - Cisco Unified CVP Product Components
 - Additional Components

Lesson 3: Cisco Unified CCE Options

- Optional Cisco Unified CCE Components
- Cisco Unified CCE Third-Party Components
- Cisco Unified CCE Integrated Features
- Solution Administration

Lesson 4: Basic Call Flow Models

- Call Flow Types
- Traditional ICM Pre-route
- Traditional ICM Post-route
- Cisco Unified CCE Call Flow
- Traditional ICM Translation Routing
- Translation Route to VRU

Module 2: Basic ACD Configurations

Lesson 1: Configuring Cisco Unified Communications Manager

- Cisco IP Phones
- CTI Route Points
- Trunks
- Route Groups, Route Lists, and Route Patterns
- Application User Accounts

Lesson 2: Configuring Cisco Unified CVP

- Functional Overview
- Basic CVP Configurations
- Basic CVP Integration Requirements

Lesson 3: Configuring Cisco Unified CCE

- Define Administration Tools
- Configuration Manager
- ACD Configurations

Lesson 4: Using Cisco Finesse

- Introduction to Cisco Finesse
- Using Finesse Agent and Supervisor Desktops

Lesson 5: Using Cisco Unified CCE Script Editor

- Script Editor Basics
- Creating, saving, and validating an ICM script
- Testing an ICM script

Module 3: Configuring Cisco Unified CVP for IVR Functionality

Lesson 1: Basic IVR Configurations

- Media File Types
- Media File Storage Locations
- ICM Call Variables
- CVP Micro-Applications
- Configure Network VRU Script Definitions for CVP Micro-Apps
- System-level ICM Configurations Supporting Cisco Unified CVP

Lesson 2: Basic IVR Scripting using CVP Micro-Applications

- Using the Send to VRU Script Node
- ICM Scripting for IVR Activity
- Validate, Save, Schedule, and Test Script

Module 4: Extended Functions

Lesson 1: ICM User Accounts and Feature Control Sets

- Define Feature Control Sets
- Define ICM User Accounts
- Using the Quick Edit Mode
- Use Feature Control Sets to Limit User Access
- Install and Use the Internet Script Editor

Lesson 2: Using ICM Utilities

- Script Explorer
- Enabled Scripts
- Call Type Associations
- Script Reference
- Importing and Exporting ICM Scripts
- Deleting Objects from the ICM Database
- Renaming Objects in the ICM Database
- Using Default Labels

Lesson 3: Understanding ICM Variables

- Define Variables
- Categories of ICM Variables
- Using ICM Variables

Lesson 4: Precision Routing

- Define Precision Routing
- Compare Skill Group vs PQ Routing
- Defining the Agent with Attributes
- Defining Callers Requirements with PQ's
- Using PQ's in an ICM Script

Lesson 5: Routing Calls from Cisco Unified CM

- Understanding Routing Calls Originating from CUCM
- Understanding Routing Calls Transferred by an Agent

Lesson 6: Ring-No-Answer Routing

- Understanding Routing for Ring-No-Answer Conditions
- Method 1: Using Agent Desk Settings
- Method 2: Using Agent Desk Settings and CVP Patterns for RNA Timeout

Lesson 7: ICM Administrative Scripting

- Define Admin Scripts
- Define Admin Script Usage

Module 5: Cisco Unified CCE Reporting

Lesson 1: Introducing Cisco Unified Intelligence Center

- Basic Attributes of CUIC
- Browser-based Reporting
- Deployment Models
- CUIC Terms
- CUIC Licensing
- CUIC Navigation Drawers
- Security Administration
- Real-time vs Historical Reports
- Using Permalinks

Lesson 2: Running and Modifying CUIC Reports

- Stock Report Templates
- Filtering and Running Stock Reports
- Modifying a Stock Report
- Scheduling a Report

Lesson 3: Creating CUIC Reports and Dashboards

- Create a Report
- Create a Dashboard

LAB OUTLINE

Lab 1-0: Setting up your VPN and Student CIPC

Lab 2-1: Configuring Cisco Unified Communications Manager

Lab 2-2: Test Basic Routing Functions of Intelligent Contact Manager

Lab 2-3: Configure ICM and Test Basic ACD Routing

Lab 3-1: Configure and License Cisco Unified CVP

Lab 3-2: Configure Voice Browsers for Cisco Unified CVP

Lab 3-3: Cisco Unified CVP Proof of Concept

Lab 3-4: Implementing ACD Routing with Prompting, Collecting and Queuing

Lab 4-1: Configuring Feature Control Sets, ICM Users and Using Internet Script Editor

Lab 4-2: Using Script Editor Utilities

Lab 4-3: Configuring Precision Routing
Lab 4-4: Configuring Reroute on No Answer (RONA)
Lab 4-5: CTI Route Point Initiated Calls
Lab 4-6: Implement an Administrative Script
Lab 5-1: Navigating CUIC
Lab 5-2: Running and Modifying CUIC Reports