

Administering Cisco Unified Contact Center Enterprise Part 2 v2.0

Overview

This is a 5 day instructor-led course for system engineers and customers who will be involved with "Day2" support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment.

Audience

- Recommended preparation for the following exam(s):
 - 642-241 - Unified Contact Center Enterprise Design Exam
 - 642-242 - Unified Contact Center Enterprise Implementation
 - 642-243 - Unified Contact Center Enterprise Support
- Delegates looking to take these exams will also need to have studied the AUCCE1 and DUCCE courses
- This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support.
- Cisco Unified Contact Center Enterprise v10 Foundations
- Lesson 1: Introducing UCCE
- Lesson 2: Unified CCE Architecture and Components
- Lesson 3: UCCE Terms, Routing and Additional Components
- Lesson 4: Accessing UCCE Tools
- CCE Configuration and Scripting Review
- Lesson 1: Configuration Manager and Script Editor Review
- Lesson 2: CTI Review
- Lesson 3: Agent Skill Review
- Lesson 4: Microapps and Media File Review
- Lesson 5: Precision Routing Review
- Lesson 6: Transfers and RONA Review
- Lesson 7: Mobile Agents
- Implementing Business Rules
- Lesson 1: Advanced Scripting and Routing
- Lesson 2: ICM Scripting Variables, Expressions, Formulas and Functions
- Lesson 3: Creating an Administrative Script for Time of Day Routing
- Lesson 4: Creating Feature Control Sets and Users
- Lesson 5: Silent Monitoring and Recording
- CCE VXML Solution
- Lesson 1: Basic VXML Functionality
- Lesson 2: Installing and Configuring VXML Solution
- Lesson 3: Basic VXML SQL Database Lookup
- Lesson 4: Exploring Courtesy Callback
- Lesson 5: Agent Greeting
- UCCE Outbound Option
- Lesson 1: Outbound Option
- Lesson 2: Configuring Outbound Option for Agent and IVR Campaigns
- CCE Support Considerations
- Lesson 1: Supporting UCCE
- Lesson 2: Diagnostic Framework Suite
- Lesson 3: UCCE Support

- Lesson 4: Tracking an Agent Call Through the Database

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Need more information? Why not call one of our professional training advisors on 0800 40 848 40 or email us at training@coursemonster.com

The training course outline shown above is a standardised version representing all the dates available and may vary from the course you attend. You will be sent the supplier's course outline when you enquire about a specific date.

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