

CCET - Troubleshooting Cisco Contact Center Enterprise

Price: 1795

Duration: 2 days

Delivery Methods: Virtual

Overview

The Troubleshooting Cisco Contact Center Enterprise (CCET) training is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues.

Who Should Enroll

- Account managers
- Deployment engineers
- Deployment project managers
- Sales engineers

How you'll benefit

This training will help you:

- Learn the troubleshooting techniques to maximize the benefits the prepackaged deployment model PCCE
- Anticipate and rectify possible deployment issues by learning the tools and processes that provide solutions for deployment issues

COURSE OBJECTIVES

After taking this training, you should be able to:

- Describe CCE flows and processes required to support and troubleshoot the PCCE deployment

- Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment
- Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

Learning Path Prerequisites

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- Strong knowledge of computer networking components: Windows A/D, SQL Server, and components (servers, routers, switches)
- Strong understanding of IP networks
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- Experience administering and troubleshooting Cisco Unified Communications Manager and Voice

These skills can be found in the following Cisco Learning Offerings:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Administering Cisco Solutions (CCNA)
- Administering Cisco Contact Center Enterprise (CCEA)
- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Implementing Cisco Contact Center Enterprise (CCEI)

COURSE OUTLINE

- CCE Flows and Process Review
- CCE Diagnostic Tools
- Troubleshooting CCE

Course Schedule

| Date | Time | Price | Options |
|------|------|-------|---------|
|------|------|-------|---------|

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FAQ

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Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify
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How do I enroll for this class?

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What is your late policy?

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What happens when I finish my class?

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