# Administering Webex Contact Center Enterprise (AWXCCE)

**Price:** 4495

**Duration:**

**Delivery Methods:** Virtual

## Overview

This course provides a comprehensive overview and detailed instruction on the Cisco Webex Contact Center Enterprise (Webex CCE). It covers foundational aspects, administration, configuration, routing, scripting, and troubleshooting.

Introduction to Webex CCE – Understanding architecture, key features, multi-channel options, licensing, and scripting interfaces. Administration Portal – Navigation, access, customization, and portal management. Security Roles and User Configuration – Managing user roles, access groups, and bulk tools. Contact Center Skills – Agent skill configuration, scheduling, and Finesse considerations. Routing and Audio Management – Routing controls, audio file management, and interaction with contact flows. Interaction Manager and Contact Flows – Creating and deploying contact flows for IVR and ACD functionalities. Agent and Supervisor Functions – Configuring teams, productivity features, and customizing desktop interfaces. ICM Scripting and Call Handling – Building basic ICM scripts, implementing call treatment, queuing, and microapps. Precision Routing and Transfers – Advanced routing and internal call handling techniques. VXML Applications – Developing and integrating VXML applications for enhanced call flows. Reporting with CUIC – Generating, customizing, and managing reports and dashboards. Advanced Scripting and Data Exchange – Designing complex scripts and performing database lookups. Troubleshooting and Support – Using diagnostic tools, health checks, and escalation procedures. This course is designed to equip learners with the knowledge needed for effectively managing and enhancing a Cisco Webex Contact Center Enterprise environmen

# Course Schedule

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

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Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

**How do I enroll for this class?**

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

**What happens once I purchase a class?**

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**What is your late policy?**

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

**What happens when I finish my class?**

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