

# Administering Cisco Contact Center Enterprise (CCEA) v1.0

**Price:** 2795

**Duration:** 4 days

**Delivery Methods:** Virtual

## Overview

The Administering Cisco Unified Contact Center Enterprise is a 4-day course intended for system engineers, administrators, and support engineers responsible for tier one support. This course provides hands-on practice with administrative tools used to perform routine adds, moves, and changes in the inbound contact center environment.

## Prerequisites:

The knowledge and skills that a learner should have before attending this course are as follows:

- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required.
- Working knowledge of Unified Communications Manager and voice gateways.
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation.

The following Cisco learning offerings may help students meet these prerequisites:

- Cisco CCEF
- Cisco CLFNDU and Cisco CLCOR recommended.

## Course Objectives:

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

- Navigate CCE configuration and scripting tools.

- Configure a Dialed Number, Call Type and Media Routing Domain.
- Build a basic ICM script.
- Configure Agents and Skill Groups.
- Configure basic IVR functionality.
- Implement Attributes and Precision Queues.
- Configure RONA using CCE configuration tools.
- Configure and populate an Agent Team and primary Supervisor.
- Improve Agent efficiency through Finesse enhancements.
- Build and test a basic VXML application.
- Implement Roles, Departments and Business Hours.
- Run CUIC Reports using the Reporting tool.

## **Who Should Attend**

The target audience for this course is channel partners and field support personnel who are responsible for sales, implementation, or administration of a Cisco Unified Contact Center and VRU implementation in customer enterprise networks.

Primary audiences:

- Deployment Engineers
- CCE Administrators

Secondary audiences:

- Technical Sales
- Account and Project Managers

Course content

Section 1 - Cisco Unified Contact Center Review

- Contact Center Basics
- CCE Components and Architecture
- Call Flow
- CCE Access Tools

Section 2 - Deploying Basic Call Settings

- Media Routing Domains

- Call Types
- Dialed Numbers

### Section 3 - Building a Basic Cisco Unified Contact Center Enterprise Script

- Introduction to Script Editor
- Use Script Editor Nodes
- Understand Variables
- Schedule Scripts
- Manage Additional ICM Scripting Tools

### Section 4 - Configure Basic Agent Functionality

- Introduce Agent Functionality
- Configure Agent Desk Settings
- Configure Skill Groups and Skill Targets
- Configure an Agent
- Configure Agent Targeting Rules
- Build an Agent Routing ICM Script
- Prepare Agent Logon

### Section 5 - Configuring Basic Call Treatment and Queuing

- Media Server and Files
- ECC Variables
- Microapps
- Play Media Microapp
- Get Digits Microapp
- Menu Microapp
- Play Data Microapp
- Get Speech Microapp
- Capture Microapp
- Scripting with Microapps

### Section 6 - Implementing Precision Routing

- Exploring the Basics
- Migration Path
- Skill Groups vs. Precision Queues

- Configuring Attributes and Precision Queues
- Precision Routing Sample Scenario

## Section 7 – Configuring RONA Support

- RONA Function Overview
- RONA Time-out Considerations
- RONA Script Logic

## Section 8 – Configuring Agent Teams and Supervisors

- Agent Roles
- Supervisor
- Team Function

## Section 9 – Administering the Cisco Finesse Desktop

- Finesse Server Integration
- Custom Call Variable Layouts
- Phone Books
- Reason Codes
- Workflows

## Section 10 – Implementing VXML Applications

- VXML Overview
- CCE VXML Architecture and Logic Flow
- Build Basic Call Studio Project
- Deploy Project, Verify Config
- CCE Scripting for External VXML Applications

## Section 11 – Configuring Roles, Departments and Business Hours

- Introducing Roles
- Configuring CCE Administrators
- Configuring Departments
- Defining Business Hours

## Section 12 – Running Unified CC Enterprise Reports with Unified IC

- Introduce and Navigate CUIC

- Reporting Touch Points
- Access CUIC Stock Reports
- Create Custom Dashboards

## Course Schedule

Date	Time	Price	Options
05/19/2026	09:00 AM - 05:00 PM CT	2,795.00	<a href="#">Buy Now</a> <a href="#">Enroll</a>

## Why Professionals Choose TOPTALENT?

### Dedicated Texas-Based Support

Get assistance every step of the way from our **Texas-based team**, ensuring your training experience is hassle-free and aligned with your goals.

### 3000+ Curated Professional Courses

Access an extensive portfolio of over 3000 courses across IT, Business Application and Leadership – Designed to meet evolving Industry demands

### 95% Client Approval Rating

Trusted by professionals nationwide our 95% approval rating reflects consistent quality, measurable impact and exceptional service.

### Certified Industry Instructor

Learn from professionally certified experts with real world experience and a proven commitment to learner success.

For questions

call:

[\(469\) 721-6100](tel:(469)721-6100)

**Email:**

[info@toptalentlearning.com](mailto:info@toptalentlearning.com)

[Find More Training](#)

## **FAQ**

### **What if I have to reschedule my class due to conflict?**

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](mailto: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?**

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

### **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?**

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.