Implementing Cisco Contact Center Enterprise (CCEI) v1.0

Price: 2695

Duration: 3 days

Delivery Methods: Virtual

Overview

The Implementing Cisco Contact Center Enterprise (CCEI) training teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This training teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

Who Should Enroll

The primary audience for this course is as follows:
- Deployment engineers
- Sales engineers

How you'll benefit

This training will help you:
- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

COURSE OBJECTIVES

After taking this training, you should be able to:

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Use the Integration Wizard to configure the various platforms and servers installed in the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

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:
- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

COURSE OUTLINE
- Planning a Cisco Packaged Contact Center Enterprise Deployment
- Staging a Packaged CCE Deployment
- Preparing CCE Software for Installation
- Administering Security Certificates
- Introducing the Packaged CCE Integration Wizard
- Adding a Site to Packaged CCE
- Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse
- Personalizing the Packaged CCE Dial Plan
- Configuring to Validate Deployment
- Scripting for Packaged Contact Center Enterprise
- Configuring Single Sign-On

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 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?

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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?

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.