# Administering Advanced Cisco Contact Center Enterprise

**Category:** Networking & Security | **Vendor:** Cisco

**Duration:** 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco® Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

This class will help you:

- Learn how to optimize management of CCE solutions for proactive management of contact centers tasks
- Manage the effects of using CCE solutions for scalability and interaction between the solution components for centralized application management

## About This Course

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco® Contact Center Enterprise (CCE) solution through an in-depth examination of technical and operational requirements, and of the tools used to configure and ensure CCE solution functionality.

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## Who Should Attend

- Deployment engineer
- Sales engineer

## Prerequisites & Entry Requirements

**General Prerequisites:**

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, 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

Recommended Cisco offerings that may help you meet these prerequisites:

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

## Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

After taking this course, you should be able to:

- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.
- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.
- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.
- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.
- Successfully deploy Mobile Agent in a CCE Environment.
- Successfully deploy Post Call Survey in a CCE Environment.

## Detailed Course Outline

PCCE Review

- Review PCCE Architecture and Components
- Review PCCE Protocols

Introducing Bulk Import Tools

- Use the PCCE Bulk Import Tool
- Use Bulk Import Templates

Configuring Advanced Scripting and CCE Data Exchange

- Design for Advanced Scripting
- CCE Data Exchange

Cisco Unified Communications Manager Initiated Call Flows

- Understand Transfer Types and Cisco Unified Custom Voice Portal (CVP) Call Flow Models
- Describe Subsequent Transfers

Using Gadgets to Customize the Finesse Desktop

- Obtain Finesse Custom Gadgets
- Deploy Finesse Custom Gadgets

Implementing Mobile Agent

- Examine Mobile Agent Functionality
- Identify Mobile Agent Architecture and Components

Implementing Post Call Survey

- Examine Post Call Survey Functionality

- Configure Post Call Survey

**Skills You Will Learn:**

After taking this course, you should be able to:<br><br><br><br>- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.<br>- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.<br>- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.<br>- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.<br>- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.<br>- Successfully deploy Mobile Agent in a CCE Environment.<br>- Successfully deploy Post Call Survey in a CCE Environment.

# Frequently Asked Questions

### Q: What delivery options are available for Administering Advanced Cisco Contact Center Enterprise?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 3-day Administering Advanced Cisco Contact Center Enterprise course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the Administering Advanced Cisco Contact Center Enterprise training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for Administering Advanced Cisco Contact Center Enterprise?

Yes, we provide corporate training, dedicated training, and closed classes for Administering Advanced Cisco Contact Center Enterprise. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: What related terms do people search for?

Popular related searches include: Administering Advanced Cisco Contact Center Enterprise, Cisco Unified Contact Center, CCEAA

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### Q: Why choose Nexus Human for Administering Advanced Cisco Contact Center Enterprise?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Administering Advanced Cisco Contact Center Enterprise training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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