Troubleshooting Cisco Contact Center Enterprise (CCET)

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

Duration: 16.00 hours (2 days) **13.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Troubleshooting Cisco Contact Center Enterprise (CCET) v1.0 course 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.

How you'll benefit

This class 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

About This Course

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Who Should Attend

- Account manager
- Deployment engineer
- Deployment project manager
- Sales engineer

Prerequisites & Entry Requirements

General Prerequisites:

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

- 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 Gateways

Recommended Cisco offerings that may help you meet these prerequisites:

- 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)

Learning Outcomes

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

After taking this course, 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

Detailed Course Outline

CCE Flows and Process Review

- Troubleshooting and Support Methodology
- PCCE Component Review
- PCCE Call Flow Review

CCE Diagnostic Tools

- Diagnostic Framework Suite
- Run Analysis Manager
- Run Unified System Command-Line Interface (CLI)

Troubleshooting CCE

- Troubleshoot Certificates

- Troubleshoot Cisco Finesse

- Troubleshoot a PCCE Deployment

Skills You Will Learn:

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Frequently Asked Questions

Q: What delivery options are available for Troubleshooting Cisco Contact Center Enterprise (CCET)?

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

Q: How many CPD hours does this course provide?

The 2-day Troubleshooting Cisco Contact Center Enterprise (CCET) course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Troubleshooting Cisco Contact Center Enterprise (CCET) training?

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Troubleshooting Cisco Contact Center Enterprise (CCET)?

Yes, we provide corporate training, dedicated training, and closed classes for Troubleshooting Cisco Contact Center Enterprise (CCET). 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.

Q: What related terms do people search for?

Popular related searches include: Troubleshooting Cisco Contact Center Enterprise, Cisco Unified Contact Center, CCET

Q: Why choose Nexus Human for Troubleshooting Cisco Contact Center Enterprise (CCET)?

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

Q: Are there any discount codes available?

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

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