Administering Unified Contact Center Enterprise Part 1 (AUCCE 1)

COURSE OVERVIEW:

Administering Cisco Unified Contact Center Enterprise Part 1 (AUCCE Part 1) is a 5-day instructor-led course developed by Sunset Learning Institute intended for system engineers and customers who will be involved with day 2 support of a UCCE solution deployed in a CVP comprehensive environment.

AUCCE Part 1 course gives the learner an understanding of the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those administering the solution, or who may be responsible for Level 1-2 support of the solution. This course also serves as a good stepping-stone for the corresponding Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE Part 2) course, and should be considered as a prerequisite before taking Part 2. This course is also a good companion course to the DUCCE course, which covers more detail on the installation/maintenance of the UCCE solution.

The overall goal of this course is to build an effective administrator of the solution by exposing the technical requirements of the solution and utilizing the solution tools for effective operation. The learner will be exposed to CCE (ICM) and VXML scripting in this course to ensure basic competence with the solution. For advanced scripting topics, refer to the AUCCE Part 2 or the CVPD course.

WHO WILL BENEFIT FROM THIS COURSE?

The primary audience for this class is as follows:

- Cisco Unified Communications system channel partners and resellers responsible for the Sales, Implementation or Support of a UCCE solution
- Day 1 and Day 2 support personnel responsible for the daily add/move/change of the UCCE environment

The secondary audience for this course is as follows:

- Managers, team-leads, business liaison personnel or anyone who needs to be remotely involved in the UCCE solution and have a better overall understanding of its function.

PREREQUISITES:

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required.
- Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful.
- Take the VFCC course, by example
- A basic understanding of contact center operations

COURSE OBJECTIVES:

After completion of this course, students will be able to...

- Demonstrate an overall understanding of the Cisco Unified CCE solution from a component functional level.
- Demonstrate basic proficiency with add/move/change of the ACD/PBX (agent/skill) environment of UCCE.
- Demonstrate basic proficiency with add/move/change of the IVR (prompt/collect/queue) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).
- Configure a Supervisor to enable CUIC Reporting functionality including running stock reports and creating dashboards

COURSE OUTLINE:

Module 1: Cisco Unified Contact Center Enterprise v11 Foundations

Lesson 1: Introducing UCCE
- Unified CCE Overview
- Attributes of Cisco Unified CCE
- Cisco Unified CCE Components
- Unified CCE Naming Conventions
- Cisco Unified CCE Options
- Agent Desktop Options
- What's New

Lesson 2: Unified CCE Architecture and Components
- Overview
- Voice Gateways (VG)
- Unified Communications Manager (UCM)
- Agent Phones and Features
- Intelligent Contact Manager (ICM)
- Customer Voice Portal (CVP)
- VXML
- Features of Unified CVP

Lesson 3: UCCE Terms, Routing and Additional Components
- Unified CCE Terms
- Unified CCE Call Flow Types
- Additional Unified CCE Components
- Contact Center Management Portal (CCMP)
- Cisco Unified Intelligence Center (CUIC)
- Geographic Dependencies/CCE Networks
- Packaged Contact Center Enterprise (PCCE)

Lesson 4: Accessing UCCE Tools
- Accessing UCM
- Accessing ICM
- Accessing CVP
- Accessing Voice Gateways
- Accessing CCMP

Module 2: UCCE Configuration and Scripting
Lesson 1: Configuration Manager
- Configuration Manager Overview
- Tools Menu
- Configure ICM Menu
- Step-by-Step Menu
- Outbound Option Menu

Lesson 2: ICM Script Editor Overview
- Script Editor Overview
- Using Script Editor Nodes
- Understanding Variables
- ICM Queuing Nodes
- Scheduling Scripts

Lesson 3: Scripting for CVP
- Scripting for CVP Overview
- Microapplications (MicroApps)
- ECC Variables
- Audio Files

Module 3: CCE Inbound Agent Considerations
Lesson 1: CTI Options Overview
- CTI Server
- CTI Desktop Options
- Finesse Server
- Finesse Desktop
- CTI O/S Server
- CTI O/S Client
- Cisco Agent Desktop (CAD)
- Solutions Plus
- CTI Design Considerations

Lesson 2: Configure ICM for Agent Functionality
- "ICM as the ACD" overview
- Configuration Manager
- Agent Desk Settings
- Skill Group Explorer
- Agent Explorer
- Agent Targeting Rule
- Agent Login

Lesson 3: Configure UCM for Agent Functionality
- Overview
- JTAPI Application User
- Configure Agent IP Phones for Unified CCE
- Review – CSS and Partitions!

Lesson 4: Scripting ICM for Agent Functionality
- ICM Enterprise Initial Logic
- ICM Scripting to Support Agent Functionality
- 'Save As' and Schedule Script
- Testing your Script
- Agent Login

Module 4: Unified CCE IVR/VRU Functionality
Lesson 1: Basic IVR Scripting with MicroApps
- UCCE Script Editor(s) Overview
- MicroApps and ECC Variable Interaction
- Media Servers and Audio philes
- Gateway Considerations

Lesson 2: ICM MicroApps
- Play Media (PM) MicroApp
- Get Digits (GD) MicroApp
- Play Data (PD) MicroApp
- Menu (M) MicroApp
- Get Speech (GS) MicroApp (ASR & VXML)
- Capture (CAP) MicroApp

Lesson 3: ICM Scripting Using MicroApps
- ICM Configuration Steps
- Building a UCCE (ICM) Script Using MicroApps

Module 5: Additional UCCE Considerations
Lesson 1: ICM Considerations for Reporting and Monitoring
- Reporting Touch Points
- Reporting Objects (Supervisors, Teams, Call Types)

Lesson 2: Precision Routing
- Overview
- CCE Precision Routing Review and Scenario
- Using Traditional Skills Routing Scenario Comparison
- CCE Web Administration Overview
- Agents and Attributes
- Precision Queues
- CCE Scripting for Precision Queues

Lesson 3: RONA
- Overview
- RONA Configuration
- Scripting for RONA

Module 6: External VXML Implementation

Lesson 1: Basic VXML Functionality
- What is VXML?
- CVP External VXML Solution Components

Lesson 2: Installing and Configuring VXML
- VXML Server Configuration
- Call Studio Project Configuration
- Studio Project Deployment and VXML Server Maintenance Tasks
- ICM Configuration and Scripting Considerations for VXML Application Support

Module 7: Cisco Unified Intelligence Center (CUIC) Reporting

Lesson 1: CUIC Overview
- CUIC Features and Benefits
- Deployment Models
- CUIC Databases
- Personalizing Reports
- Additional Features

Lesson 2: CUIC Reporting
- Navigating CUIC
- Running CUIC Stock Reports
- CUIC Dashboards

Labs:

Lab 1-1: Overview of the AUCCE Lab Environment:
- Students make a few test phone calls to see what works/doesn't.
- Agent phones (1XY1-2), PSTN Phones (2…), CCE DN's (3XY1-5)
- Students change their auto-assigned Agent DN in UCM to match Pod # and dial-plan

Lab 1-2: Explore Your Voice Gateway (Ingress/VXML)
- Basic Navigation and show commands to realize this device is a part of the dial-plan
- Calls delivered on inbound T-1 circuit

Lab 1-3: Explore CVP and ICM Servers:
- Use RDP to connect to CVP and ICM servers.
- Overview of ICM Admin Workstation Utilities
- Browse CVP Ops Console (OAMP Server) Configuration
- Service Control for PG, Diagnostic Framework Portico for PG Processes

Lab 2-1: Administering ICM Dialed Numbers and Call Types:
- Use Router Log Viewer to inspect "failed" calls and help with configuration
- Configuration Manager Configuration Overview (what is configured so far)
- Add DN's and Call Types. Map Call Types to DN's
- More Router Log Viewer to show a need for a Script

Lab 2-2: Prepare a Simple Label Script:
- Script Editor Overview exercise
- Create Basic Label Script, Schedule, Test
- Test failed due to missing UCM Trunk – add and re-test
- Successful call to a Label! Now we have hope of getting a call to an Agent!

Lab 2-3: Using ICM Tools for ICM Scripts:
- Monitor Mode
- Call Tracer
- Router Log Viewer (now a successful call)
- Script Reference utility

Lab 3-1: Configure ICM for Basic Agent and Skill Group Functionality
- Add Skill Groups and Routes (Sales)
- Add Agent(s), map to Skill Group(s)
- Agent Target Rule configuration

Lab 3-2: Configure UCM for Agent Functionality:
- Failed attempted Login via Finesse
- Associate Phone with JTAPI Application User
- Successful Login with Finesse

Lab 3-3: Install CTIOS Agent/Supervisor Desktop Agent/Supervisor Desktop

Lab 3-4: Testing Basic Skill Group Functionality in an ICM Script
- Create ICM Script using LAA Select node to Skill Group node.
- Realize the need for Prompt, Collect, Queue. Need more Cowbell! Need CVP!!

Lab 4-1: Media Files and Variables in ICM Scripts:
- Media Server Configuration
- ECC Variables review
- Create Variable script defining microApp attributes

Lab 4-2: Basic IVR Scripting with MicroApps:
- Create Network VRU Scripts (MicroApps)
- Build MicroApp Script to execute MicroApps for Prompt/Collect
- Build QueueToSkillGroup script to use Queue To Skill Group nodes and show CVP queue functionality using MicroApps
- Use Go To nodes in Scripting –Variable script goes to MicroApp script goes to QtoSG script
- Schedule/Test/Troubleshoot call flow thus far using UCCE tools/resources.

SUNSET LEARNING INSTITUTE (SLI) DIFFERENTIATORS:

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their cloud technology investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

Premiere World Class Instruction Team
- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience.
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

Enhanced Learning Experience
- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

Convenient and Reliable Training Experience
- You have the option to attend classes at any of our established training facilities or from the convenience of your home or office with the use of our HD-ILT network (High Definition Instructor Led Training)
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

Outstanding Customer Service
- Dedicated account manager to suggest the optimal learning path for you and your team
- Enthusiastic Student Services team available to answer any questions and ensure a quality training experience