CCET – Troubleshooting Cisco Contact Center Enterprise

Days: 2

Description: This Troubleshooting Cisco Contact Center Enterprise course is focused on Day 2 support of a PCCE deployment by Tier 3 support personnel. The course identifies processes and tools used to identify and diagnose common deployment issues so that support personnel can then select optimal methods to resolve those issues.

Prerequisites:

The knowledge and skills that students are expected to have before attending this course are:

- Strong knowledge of computer networking components - Windows A/D, SQL Server, and components (servers, routers, switch)
- 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 Unified Communications Manager and Voice Gateways

Here are recommended Cisco learning offerings that may help students meet these prerequisites:

- Cisco CCNA
- Cisco CLFNDU
- Cisco CLCOR
- Cisco CCEF
- Cisco CCEA
- Cisco CCEAA
- Cisco CCEI

Audience:

- Deployment Engineer
- Sales Engineer
- Deployment Project Manager
- Account Manager

Course Objectives:

To provide Tier 3 support personnel with the tools and processes required to expediently identify and resolve common issues during ongoing Day 2 operations of a successfully deployed PCCE 12.5 solution.

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OUTLINE:

SECTION 1

CCE FLOWS AND PROCESS REVIEW
- Describe CCE flows and processes required to support and troubleshoot the PCCE deployment.

TROUBLESHOOTING AND SUPPORT METHODOLOGY
- Review concepts for a Troubleshooting Methodology and how to apply these methods in a sample scenario.

PCCE COMPONENT REVIEW
- Review the components involved in PCCE Deployment and the function of each.

PCCE CALL FLOW REVIEW
- Review the Call Flow process to discuss the messages and protocols required to support a PCCE Deployment.

PCCE PROCESSES
- Describe the processes required by various CCE Services and how they support the application.

DISCOVERY 01-1
- Configure Access to Discovery Environment
- Setup the Discovery environment.

DISCOVERY 01-2
- Explore CCE Components
- Explore the Inventory of a PCCE Deployment, confirm the AW Sync Status of the deployment, and access the Diagnostic Framework Portico.

SECTION 2

CCE DIAGNOSTIC TOOLS
- Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment.

DIAGNOSTIC FRAMEWORK SUITE
- Introduce the basics of the Diagnostic Framework Suite and its role in CCE troubleshooting.

RUN ANALYSIS MANAGER
- Use the Analysis Manager tool to run a selection of CCE logs.

RUN UNIFIED SYSTEM CLI
- Use the System CLI to run a selection of CCE logs.

RUN DIAGNOSTIC FRAMEWORK PORTICO
- Use the Diagnostic Framework Portico to run a selection of CCE logs.

RUN SINGLE PANE OF GLASS (SPOG)
- Use the SPOG interface to run a selection of CCE logs.

ICM COMMAND LINE TOOLS
- Examine ICM Command Line tools and their use in troubleshooting in a CCE environment.

DISCOVERY 2-1
- Explore Diagnostic Framework Suite
- Explore diagnostic tools used to access data logs across the platform.

DISCOVERY 2-2
- Analyze PG Logs
- Examine the tools that are used to analyze peripheral gateway / agent transactions.

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SECTION 3

TROUBLESHOOTING CCE

- Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment.

TROUBLESHOOT CERTIFICATES

- Examine concepts regarding security certificates and discuss the tools and utilities used to ensure their efficacy.

TROUBLESHOOT CISCO FINESSE

- Define the protocols, tools, and procedures used to troubleshoot the Cisco Finesse client/server environment.

TROUBLESHOOT A PCCE DEPLOYMENT

- Examine troubleshooting scenarios and solutions witnessed in building the PCCE lab-only deployment model used for this course.

DISCOVERY 3-1

- Navigate Certificate Store
- Navigate the various certificate stores found in the PCCE environment, across multiple server types and Operating Systems.

DISCOVERY 3-2

- View Cisco Finesse Logs
- Enable Cisco Finesse client/server logging and view the contents of the logged information.