Deploying Cisco Unified Contact Center Express (UCCXD)

COURSE OVERVIEW:

This course, Deploying Cisco Unified Contact Center Express (UCCXD) provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment. This includes the deployment of Cisco Unified Contact Center Express and Cisco Unified IP Interactive Voice Response (IVR) (Cisco Unified CCX and Cisco Unified IP IVR) as contact center solutions. Tasks include planning, installation, and configuration, scripting, and troubleshooting.

WHO WILL BENEFIT FROM THIS COURSE?

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers
- System engineers
- Customers deploying and maintaining Cisco Unified Contact Center Express products.

PREREQUISITES:

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

- Internetworking Fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Center operations

RELATED COURSES:

- ACCXSL: Advanced Contact Center Express Scripting Labs

COURSE OBJECTIVES:

Upon completing this course, the learner will be able to meet these overall objectives:

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite. This overview will cover descriptions of the product, compatibility, and hardware and software options, architecture, and sizing and ordering tools.
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX.
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques.
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting.
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Remote Monitoring, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS).
- Understand how to maintain and monitor a Cisco Unified CCX system.

COURSE OUTLINE:

Module 1: Cisco Unified CCX Product Overview

Lesson 1: Cisco Unified CCX Product Packages
- Cisco Unified CCX Product Family
- Feature Changes In Version 11
- Cisco Unified CCX Primary Functions
- Cisco Unified CCX Product Package Options
- Cisco Unified CCX Compatibility
- Cisco Unified CCX Operating Systems
- Cisco Unified CCX Hardware Platforms
- Cisco Unified CCX Capacities

Lesson 2: Cisco Unified CCX Architecture
- The Cisco Unified CCX Environment
- Cisco Unified CCX Cluster Components
- Cisco Unified CCX Datastores
- Cisco Unified CCX Deployment Models

Lesson 3: Designing Cisco Unified CCX
- Design Considerations and Terminology
- Call Center Sizing Calculations
- Unified Communications Sizing Tool
- Network Considerations from the Cisco Unified CCX Design Guide

Module 2: Cisco Unified CCX Installation and Configuration

Lesson 1: Installing Cisco Unified CCX
- Preliminary Considerations
- Single Server or First Node Installation
- Single Server or First Node Server Setup
- Second Node Installation and Setup
- Installing Cisco Unified CCX in a VM
- Migrating to a VM
- Upgrading Cisco Unified CCX

Lesson 2: Managing Cisco Unified CCX
- Cisco Unified Communications Manager Administration
- Cisco Unified CCX Administration
- Cisco Unified CCX Subsystems
- Administration Tools
- Supervisor and User Web Pages
- Cisco Finesse Administration
- Serviceability and Maintenance Summaries
- ***Lab 2-1: Review Cisco Unified CCX Installation***

Lesson 3: Configuring Basic Properties of Cisco Unified CCX
- Call Flow Terms Defined
- The Cisco Unified CCX Call Flow
- Basic Cisco Unified CCX Configuration
- Configuration Wizards
- *Lab 2-2: Provisioning Telephony and Media*

Module 3: Cisco Unified CCX Scripting

Lesson 1: Understanding Script Editor Basics
- Understanding Script Editor Basics
- Knowing the Script Editor
- Script Management
- Debugging a Script
- Lab 3-1: Understanding Script Editor Basics

Lesson 2: Creating a Basic IVR Script
- Starting a New Script
- Starting and Ending a Script and a Call
- Additional Steps for Playing a Message
- Lab 3-2: Start Your New Locator Script

Lesson 3: Prompting and Collecting Information
- Common Prompt and Collect steps
- Additional Prompting Steps
- Assigning Variable Information
- Getting and Setting Contact Information
- Transferring a call
- *Lab 3-3: Prompting and Collecting Information from a Caller*

Lesson 4: Accessing an External Database
- Database Access Overview
- Setting up the Database Subsystem
- Using Database Steps
- *Lab 3-4: Accessing a Database*

Lesson 5: Making Decisions
- Steps used to create a loop
- Steps Used for Counting
- Decision Steps
- *Lab 3-5: Loops, Counters, and Decision Making*

Lesson 6: Confirming Caller Input
- Creating Generated Prompts
- Confirmation Steps
- Conditional Prompt Steps
- *Lab 3-6: Confirming Caller Input*

Module 4: Cisco Unified CCX ACD Operations

Lesson 1: Implementing Cisco Unified CCX
- ACD Components Defined
- Cisco Finesse IP Phone Agent
- Cisco Finesse Agent Desktop
- Cisco Finesse Supervisor Desktop
- The Call Flow Revisited
- Configuring Cisco Unified CCX ACD Properties
- *Lab 4-1: Configuring Cisco Unified CCX*

Lesson 2: Scripting Fundamentals for Cisco Unified CCX
- Basic Cisco Unified CCX Script Design
- Cisco Unified CCX Script Steps
- *Lab 4-2: Cisco Unified CCX Scripting*

Lesson 3: Using Desktop Administration
- Sign In to Cisco Finesse Administration
- Settings
- Manage Call Variables Layout
- Manage Desktop Layout
- Phone Books
- Reason Codes
- Workflows
- Team Resources
- Call Recording Using Cisco MediaSense
- *Lab 4-3: Using Finesse Administration and Call Recording*

Lesson 4: Advanced Cisco Unified Contact Center Express Scripting Topics
- Context Service
- Day of Week, Time of Day, and Holiday Routing
- Using Subflows, Real-time Data, and Exception Handling
- Manipulating Data
- Using Email and HTTP Applications
- *Lab 4-4: Advanced Cisco Unified CCX Scripting Techniques*

Lesson 5: Using Cisco Unified CCX Reports
- Cisco Unified CCX Reporting Options
- Real-time Reporting

- Cisco Unified IC
- *Lab 4-5: Cisco Unified Contact Center Express Reporting*

Module 5: Cisco Unified Contact Center Express Premium Functions

Lesson 1: Configuring the Outbound Dialer
- Outbound Dialer Overview
- Common Outbound Configurations
- Outbound IVR Dialing
- Agent Based Progressive and Predictive Outbound Dialing
- Outbound Direct Preview Dialing
- Outbound Dialer Reports
- Troubleshooting Information
- *Lab 5-2: Outbound Preview Dialing*

Lesson 2: Configuring Agent Email and Agent Web Chat
- Email and Web Chat Overview
- Common Configurations
- Agent Email Configuration
- Agent Web Chat Configurations
- *Lab 5-3: Agent Email and Web Chat*

Lesson 3: Understanding ASR and TTS
- MRCP ASR and TTS Overview
- Provisioning ASR and TTS Servers
- Grammars
- Script Editor Steps
- Spoken Names
- Text-to-Speech
- *Lab 5-4: Spoken Names and Automatic Speech Recognition*

Module 6: Cisco Unified CCX Maintenance

Lesson 1: Using Cisco Unified RTMT
- Cisco Unified RTMT Concepts
- Installing Cisco Unified RTMT
- Performance Monitoring
- Tools
- *Lab 6-1: Using the Cisco Unified Real-time Monitoring Tool*

Lesson 2: Using the Disaster Recovery System
- DRS Overview
- Performing Backups
- Restoring a Backup

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