UCCE-AA – Cisco Unified Contact Center Enterprise Advanced Administration

Days: 5

Description: Cisco Unified Contact Center Enterprise Advanced Administration (UCCE-AA) is a 5-day instructor-led course that helps prepare learners to implement more advanced functions and options in the Cisco Unified CCE environment. This course will provide the student a more comprehensive look at complex topics such as advanced routing techniques, Cisco Finesse Administration, using VoiceXML applications, accessing an external database, and translation routing. This course will also provide students with the capability of implementing Cisco Options such as the Cisco Outbound Option, Courtesy Callback, and Agent Greetings and Whisper announcements. And finally, the student will learn about advanced reporting topics such as advanced administration, importing reports, and custom reporting.

Prerequisites:

All students must have their own personal computer or laptop for access to lab systems, WebEx (for WebEx deliveries), and course materials (if electronic materials are used). These computers must conform with these capabilities:

- Windows (preferred), Mac and Linux operating systems supported.
- Access to the internet with speeds greater than 1 Mbps.
- Mozilla Firefox (v45 or better [preferred]) or Internet Explorer 11.
- Must have or the ability to install Cisco AnyConnect VPN software and Cisco IP Communicator.
- Must have the ability to use Remote Desktop Connection for access to lab servers.
- Headsets for audio communications can be helpful.
- Working knowledge of Cisco networking and components such as routers and switches.
- Working knowledge of Microsoft software products such as Microsoft Windows Server deployed in an Active Directory environment.
- Attendance in Cisco Unified CCE Administration classes (AUCCE1 or UCCE-A) or equivalent real world experience. This class will assume the student has a basic working knowledge of Cisco Unified CCE and its administration.

Audience:

- Cisco Unified Communications system channel partners and resellers.
- System and technical support engineers.
- Customers who are deploying and maintaining Cisco Unified CCE solution products.

Course Objectives:

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

- Understand CCE solutions, architecture, solution options, deployment models, integrated features and call flow options.
- Apply advanced scripting principles using the expression editor and custom functions and implement silent monitoring and recording.

UCCE-AA – Cisco Unified Contact Center Enterprise Advanced Administration

- Understand Cisco Finesse administration and how to set up reason/wrap-up codes, desktop layout, custom variables, and workflow applications and implement Finesse IP Phone Agent.
- Understand and implement VoiceXML applications and configure access to an external database via the VXML Server.
- Understand the concepts behind translation routing to include when, why, and how to implement translation routing in a Cisco Unified CCE or traditional ICM environment.
- Implement Cisco Unified CCE Options including Cisco Outbound dialing, Courtesy Callback, Agent Greeting/Whisper announcements, and Mobile Agent.
- Understand advanced CUIC reporting concepts including administration, importing reports, and custom reporting.

OUTLINE:

MODULE 1 CISCO UNIFIED CONTACT CENTER ENTERPRISE OVERVIEW

Lesson 1: Presenting Cisco Unified Contact Center Enterprise
- Cisco Unified CCE Solutions
- New/Deprecated Features and Enhancements
- Cisco Unified CCE Reference Designs
- Cisco Unified CCE Reference Design Specifications
- Cisco Unified CCE Core Components
- Optional Cisco Components
- Optional Third-Party Components
- Cisco Unified CCE Solution Integrated Features
- Solution Administration
- Compatibility

Lesson 2: Cisco Unified CCE Core Components
- Cisco Unified Communications Manager
  - Cisco Unified CM Cluster Nodes
  - Cisco Unified CM Database Architecture
  - Intracluster Communications
  - Call Processing Subscriber Redundancy
  - CTI Manager Service
  - Partitions and Calling Search Spaces
  - Basic Call Handling
  - Agent Phones
- Cisco Unified CCE/ICM
  - Definitions
  - Traditional ICM
  - Traditional ICM Deployment Models
  - ICM Components
  - ICM Databases
  - ICM Terms
- Cisco Unified CVP
  - Cisco Unified CVP Product Components
  - Additional Components
  - Cisco Unified CVP Functional Deployment Models

Lesson 3: Cisco Unified CCE Options
- Optional Cisco Unified CCE Components
- Cisco Unified CCE Third-Party Components
- Cisco Unified CCE Integrated Features
- Solution Administration

Lesson 4: Basic Call Flow Models
- Call Flow Types
- Traditional ICM Pre-route
- Traditional ICM Post-route
- Cisco Unified CCE Call Flow
- Traditional ICM Translation Routing
- Translation Route to VRU

UCCE-AA – Cisco Unified Contact Center Enterprise Advanced Administration

MODULE 2: IMPLEMENTING BUSINESS RULES

Lesson 1: Advanced Scripting and Routing
- Importing and Exporting ICM Scripts
- Script Explorer
- Script Locks
- Select Customer
- Find Node ID
- Script Real-time
- Script Queue Real-time
- Reporting
- Area Code Routing
- Route Select Node
- Congestion Control
- Supervisor/Emergency Assistance Scripting

Lesson 2: ICM Scripting Variables, Expressions, Formulas and Functions
- Review ICM Variables
- Formula Editor
- Built-in Functions
- Custom Functions

Lesson 3: Silent Monitoring and Recording
- Network-based Recording
- Phone-based Recording

Lesson 4: Advanced CVP Configurations
- Configuring CVP Components
- CVP Outbound Messaging
- Uploading Scripts and Media

MODULE 3: USING FINESSE ADMINISTRATION

Lesson 1: Finesse Overview
- Define Finesse
- Finesse Architecture
- Finesse Gadgets

Lesson 2: Finesse Administration
- The Administration Interface
- Agent Request API's
- Settings
- Call Variables Layouts

- Desktop Layout
- Phone Books
- Reasons
- Team Resources
- Workflows

Lesson 3: Finesse IP Phone Agent
- Define IP Phone Agent
- Configuring IP Phone Agent

MODULE 4: USING CVP VOICEXML APPLICATIONS

Lesson 1: Basic VoiceXML Functionality
- Describe VoiceXML Applications
- Configuring for VoiceXML

Lesson 2: Using Call Studio
- Describe the Call Studio Environment
- Describe Elements and How to Configure Them
- Using Tag Substitution
- Starting a New Project
- Importing an Existing Project
- Validating and Saving a Project
- Deploying a Project as an Application
- Admin and Project Batch Files

Lesson 3: ICM Scripting for VoiceXML Applications
- Invoking a VoiceXML Application
- ECC Variable Settings for VoiceXML Applications
- Passing Information To/From a VoiceXML Application

Lesson 4: Accessing an External Database
- Overview of Database Access
- Adding a JDBC Driver
- Configuring the JNDI Context Information
- Using the Database Element in Call Studio
- Returning the Information to ICM

UCCE-AA – Cisco Unified Contact Center Enterprise Advanced Administration

MODULE 5: TRANSLATION ROUTING

Lesson 1: Traditional Translation Routing
- Translation Routing Concepts
- Translation Routing Requirements
- Translation Routing Call Flow

Lesson 2: Translation Routing to CVP
- Translation Routing Requirements
- Translation Routing Call Flow
- Translation Routing Configurations

MODULE 6: CONFIGURING CISCO UNIFIED CCE OPTIONS

Lesson 1: Cisco Outbound Option
- Define Outbound Option
- Outbound Components
- Configuring an Agent-Based Campaign
- Configuring an IVR-Based Campaign

Lesson 2: Courtesy Callback
- Define Courtesy Callback
- Components of Courtesy Callback
- Call Flow
- Courtesy Callback Configurations
- ICM Scripting for Courtesy Callback

Lesson 3: Agent Greeting/Whisper Announcements
- Define Agent Greeting and Whisper Announcements
- Creating Agent Greetings
- Creating Whisper Announcements
- Invoking Agent Greeting/Whisper Announcements

Lesson 4: Mobile Agent
- Describe Mobile Agent
- Mobile Agent Call Modes
- Mobile Agent Requirements
- Mobile Agent Configurations

MODULE 7: CUIC REPORTING FOR THE ADVANCED USER

Lesson 1: CUIC Overview
- Review CUIC basics

Lesson 2: CUIC Administration
- User Management
- Device Management
- Control Center
- Report Scheduler Email Settings
- CCE User Integration

Lesson 3: Importing and Using CVP Reports
- Find and Import CVP Stock Reports
- Run CVP Stock Reports
- Setting Up Gateway and Trunk Group Reporting

Lesson 4: Custom Reporting
- Custom Reporting Requirements and Key Concepts
- Using Value Lists and Collections
- Understanding Report Definitions
- Creating a Report Definition
- Creating a New Report
- Call Detail Reporting

LAB OUTLINE
- Lab 1-0: Setting up your VPN and Student CIPC
- Lab 2-1: Advanced Scripting and Routing
- Lab 2-2: Building Expressions and Custom Functions
- Lab 3-1: Cisco Finesse Configurations
- Lab 3-2: Implementing IP Phone Agent
- Lab 4-1: Creating a Project in Call Studio
- Lab 4-2: Integrate VXML Applications with ICM Scripts
- Lab 4-3: Configure Database Lookup using Cisco Unified CVP

UCCE-AA – Cisco Unified Contact Center Enterprise Advanced Administration

- Lab 6-1: Configure an Agent-based Outbound Campaign
- Lab 6-2: Configure a Transfer to IVR-based Outbound Campaign
- Lab 6-3 Implement Cisco Courtesy Callback
- Lab 6-4: Configure Agent Greeting
- Lab 7-1: Using CUIC Administration
- Lab 7-2: Creating a Custom Report