CCER - Reporting Cisco Contact Center Enterprise

Duration: *2 Day(s)*

Course Overview

This is a 2-day ILT course supporting end-to-end reporting solutions in CCE using Cisco Unified Intelligence Center. This course is designed to assist customers and partners in the task of creating reports and managing disparate data sources. CCEF and CCEA or equivalent knowledge are prerequisites for this course.

Review this course online at https://www.alta3.com/courses/CCER

Objectives

- Design effective reporting solutions using Cisco Unified Intelligence Center.
- Implement data access and management strategies for diverse data sources.
- Understand high-level architecture in Cisco Unified Intelligence Center.
- Utilize administrative and operational features for optimal report generation.

Who Should Attend

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

Prerequisites

- Basic knowledge of computer networking components – Windows A/D, SQL Server and components (servers, routers, switch) is helpful but not required
- Understanding of Cisco Packaged Contact Center Enterprise components and call flows
- Experience administering Cisco Packaged Contact Center Enterprise
- Advanced Packaged Contact Center Enterprise administration experience
- Cisco CCEF Course
- Cisco CCEA Course
- Cisco CCEAA Course
- Cisco CCNA Course
- Cisco CLFNDU Course

Course Outline

Cisco Unified Intelligence Center Foundations

1. Cisco Unified Intelligence Center – Basics
2. Cisco Unified Intelligence Center – Deployment Models
3. Cisco Unified Intelligence Center – Reports

4. Cisco Unified Intelligence Center – Data Sources
5. Cisco Unified Intelligence Center – Additional Considerations
6. Cisco Unified Intelligence Center – Access
7. Discovery 01-1: Navigate Discovery Architecture and Components
8. Discovery 01-2: Import Base ICM Configuration

Cisco Unified Intelligence Center Administration and Operations Console

9. OAMP Console Introduction
10. Admin User Management
11. Device Configuration
12. Log and Trace Settings
13. Control Center Features
14. Cluster Configuration
15. Tool Selections
16. Discovery 02-1: Explore Cisco Unified Intelligence Center OAMP

Cisco Unified Intelligence Center Attributes

17. Stock Reporting
18. Dashboard Features
19. Value Lists and Collections
20. Permalink Features
21. Roles and Permissions Basics
22. Users and Groups Components
23. Report Definitions
24. Discovery 3-01: Work with Stock Reports
25. Discovery 3-02: Work with Dashboards
26. Discovery 3-03: Explore Value Lists and Collections
27. Discovery 3-04: Explore Supervisor Defaults
28. Discovery 3-05: Create a Reports User
29. Discovery 3-06: Use Group Settings

Cisco Unified Intelligence Center Custom Reports and Views

30. Creating Views
31. Building Report Definitions
32. Generating Custom Reports
33. Discovery 4-01: Edit Report Views
34. Report Definitions and Drilldowns
35. Create Custom RCD Report Definition (Database Query) and Report
36. Explore Value Lists and Drilldowns