

DUCCE - Deploying Unified Contact Center Enterprise (DUCCE)

Duration: 5 Day(s)

Course Overview

Deploying Cisco Unified Contact Center Enterprise (DUCCE) is a 5-day instructor-led course intended for system engineers and customers who will be involved with day-to-day maintenance and installation of the Cisco Unified Contact Center Enterprise (CCE) product deployed in a CVP comprehensive environment. This course gives the learner an understanding of the Unified CCE deployment capabilities, processes, fault tolerance, installation, and troubleshooting tools for inbound and outbound Contact Center functionality. This will be accomplished by installing and configuring the Unified CCE software and introducing Unified CCE troubleshooting tools.

DUCCE is intended for those installing the solution, or who may be responsible for Level 3 support of the solution. This course also serves as a good stepping-stone for AUCCE Part 1 and AUCCE Part 2, but is not a prerequisite. Students will learn enough about CCE scripting in this course to ensure system functionality only, not become scripting experts.

Review this course online at <https://www.altas3.com/courses/DUCCE>

Objectives

- Deploy Unified Contact Center Enterprise solutions meticulously in CVP environments.
- Understand the architecture and components of Cisco Unified CCE for enhanced operations.
- Implement effective troubleshooting strategies to ensure seamless contact center functionality.
- Configure basic IVR scripting and agent functionality to optimize customer interactions.

Who Should Attend

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

Prerequisites

- Working knowledge of basic networking and components (router, switch, NIC)
- Working knowledge of Microsoft Windows Server deployed within an Active Directory environment
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys

Course Outline

Module 1: Cisco Unified Contact Center Enterprise Foundations

1. Introducing UCCE
2. Unified CCE Architecture and Components
3. UCCE Terms, Routing and Additional Components
4. Accessing UCCE Tools

Module 2: Preparing UCCE for Basic IVR Scripting

- 5. UCCE Call Flows and Protocols
- 6. Using Domain Manager
- 7. Introducing the Unified CCE Main Installer
- 8. Central Controller Installation
- 9. Installing Admin Data Servers and Clients
- 10. Configuring ICM for CVP
- 11. Configuring CVP for UCCE
- 12. UCCE Voice Gateway Internetworking Considerations
- 13. Basic IVR Scripting with Microapps

Module 3: Preparing UCCE for Basic Agent Functionality

- 14. Configure UCM to Support UCCE
- 15. Installing UCCE CTI Software
- 16. UCCE Configuration and Scripting for Additional Agent and IVR Functionality
- 17. Enabling Transfers and RONA

Module 4: Installing CCE VXML Solution

- 18. Basic VXML Functionality
- 19. Installing and Configuring VXML Solution
- 20. Exploring Courtesy Callback

Module 5: Installing CCE Outbound

- 21. Introduction to Outbound Option
- 22. Outbound Option Installation and Configuration
- 23. Configuring Outbound Option for Agent and IVR Campaigns

Module 6: Supporting CCE

- 24. ICM Processes
- 25. Diagnostic Framework Suite
- 26. UCCE Support
- 27. Service Assurance

Lab Outline

- 28. Overview of UCCE Lab Environment
- 29. Explore Voice Gateway
- 30. Explore CVP and ICM Servers
- 31. Install the ICM Main Installer

32. Install ICM Central Controller and Admin Data Server/HDS
33. Configure/Install PG for CVP and UCM
34. Install, Configure and License CVP Components
35. Configure IOS Voice Gateway for CVP
36. Configure ICM for CVP Scripting
37. Prepare a Simple CVP Test Script
38. Use ICM Tools to Observe Script Progress
39. ICM Scripting with Microapps
40. Configure ICM for Basic Agent Functionality
41. Install CTI Components
42. CTI Route Point Initiated Calls
43. Configure Calls Using SIP with Proxy (Optional)
44. Configure Courtesy Callback (CCB)
45. Install and Configure Cisco Outbound Option – SIP
46. Using Troubleshooting Tools
47. Troubleshooting Lab