UCCXD - Deploying Cisco Unified Contact Center Express v6.0 (UCCXD)

Duration: *5 Day(s)*

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. A SUNSET LEARNING EXCLUSIVE

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

Objectives

- Deploy Cisco Unified Contact Center Express solutions effectively.
- Configure and manage Cisco Unified IP Interactive Voice Response systems.
- Create and troubleshoot basic and advanced scripts for contact centers.
- Implement and maintain contact center operations with premium functionalities.

Who Should Attend

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

Prerequisites

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

Course Outline

Module 1: Cisco Unified CCX Product Overview

1. Cisco Unified CCX Product Packages
2. Cisco Unified CCX Architecture
3. Designing Cisco Unified CCX

Module 2: Cisco Unified CCX Installation and Configuration

4. Installing Cisco Unified CCX
5. Managing Cisco Unified CCX
6. Configuring Basic Properties of Cisco Unified CCX

Module 3: Cisco Unified CCX Scripting

7. Understanding Script Editor Basics
8. Creating a Basic IVR Script
9. Prompting and Collecting Information
10. Accessing an External Database
11. Making Decisions
12. Confirming Caller Input

Module 4: Cisco Unified CCX ACD Operations

13. Implementing Cisco Unified CCX
14. Scripting Fundamentals for Cisco Unified CCX
15. Using Desktop Administration
16. Advanced Cisco Unified Contact Center Express Scripting Topics
17. Using Cisco Unified CCX Reports

Module 5: Cisco Unified Contact Center Express Premium Functions

18. Configuring the Outbound Dialer
19. Configuring Agent Email and Agent Web Chat
20. Understanding ASR and TTS

Module 6: Cisco Unified CCX Maintenance

21. Using Cisco Unified RTMT
22. Using the Disaster Recovery System