Cisco - APCCE 11 - Administering Packaged Contact Center Enterprise (APCCE)

Code: APCCE-SUN
Length: 5 days
URL: View Online

After successfully completing this class, students will be able to perform the tasks associated with the adds, moves and changes and reporting within the contact center, and in addition take a complex business case from concept through call flow to a working deployment.

Skills Gained

Anyone responsible for the day-to-day management and administration of a packaged Cisco Packaged Contact Center Enterprise environment. &#65533;

Who Can Benefit

The knowledge and skills that a learner should have before attending this course are as follows:&#65533; Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required. Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful.&#65533;Take the&#65533; VFCC&#65533; course, by example A basic understanding of contact center operations

Prerequisites

Administering Packaged Contact Center Enterprise (APCCE) is a Sunset Learning Institute developed course that provides students with an introduction and understanding of Cisco Unified Contact Center Enterprise basics and components.&#65533;APCCE is an administration course focusing on the day-to-day tasks needed to manage a Cisco deployed Packaged Contact Center Enterprise environment.&#65533; While the class will focus on the ICM web administration tool, students will also be introduced to the supporting Call Manager and CVP configurations and administration requirements.&#65533; The class begins with an introduction to contact center operations and KPIs and then covers the administration and configuration of the most frequently addressed contact center parameters including; Agents, Agent Teams, Skill Groups, Precision Queues, Front End VRU Scripts, Call Flows and Scripting, and Reporting and Security.&#65533;Student understanding of each of the topics covered will be reinforced through the use of practical hands on labs and workshops. Finally, students will be given the opportunity to implement a practical business case utilizing their newfound PCCE knowledge. The business case will be presented as a set of requirements which students will be required to analyze, configure and script from the ground up. Once completed, students will be encouraged to present their completed solution for an ?acceptance test?&#65533; As an administration class, we will assume that the deployment is complete and the underlying telephony platform(s) have been successfully delivered.

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