



CCCEF - Cisco Contact Center Enterprise Fundamentals (CCCEF)

Code: CCCEF
Length: 5 days
URL: [View Online](#)

Module 1: Exploring Communications Manager and Unity Connection Describe, at a high level, the Cisco Communications Manager and Unity connection solution Describe the role of Cisco Unified Communications Manager Clusters

Skills Gained

After completing this course, students will be able to... Describe the Cisco Unified Communications Manager and Unity Connection Solution and identify key terms, configuration, and architecture. Describe the Cisco Unified Contact Center E

Who Can Benefit

This course was developed for anyone in the contact center team who would like a better understanding of the intricacies of their Cisco contact center enterprise environment This might include Business Analysts, Operations Specialists, Engineers, Techni

Prerequisites

Basic understanding of contact center KPIs Basic knowledge of networking and components is helpful but not required Functional use of a Windows PC and multitasking

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