



CCEA - Administering Cisco Contact Center Enterprise

Code:	CCEA
Length:	4 days
URL:	View Online

Upon completing this course, students will be able to meet these objectives: Navigate CCE configuration and scripting tools. Configure a Dialed Number, Call Type, and Media Routing Domain. Build a basic ICM script. Configure Agents and Skill Groups. Configure basic IVR functionality. Implement Attributes and Precision Queues. Configure RONA using CCE configuration tools. Configure and populate an Agent Team and primary Supervisor. Improve Agent efficiency through Finesse enhancements. Build and test a basic VXML application. Implement Roles, Departments, and Business Hours. Run CUIC Reports using the Reporting tool.

Skills Gained

This section specifies the primary and secondary target audiences of this course by job roles and notes the relevance to each job role. The target audience for this course is channel partners and field support personnel who are responsible for sales, implementation or administration of a Cisco Unified Contact Center and VRU implementation in customer enterprise networks. Primary audiences: Deployment Engineers CCE Administrators Secondary audiences: Technical Sales Account and Project Managers

Who Can Benefit

The knowledge and skills that students are expected to have before attending this course are: Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required. Working knowledge of Unified Communications Manager and voice gateways. Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation. Here are recommended Cisco learning offerings that may help students meet these prerequisites: Cisco CCEF Cisco CLFNDDU and Cisco CLCOR recommended.

Prerequisites

The Administering Cisco Unified Contact Center Enterprise is a 4-day course intended for system engineers, administrators, and support engineers responsible for tier one support. This course provides hands-on practice with administrative tools used to perform routine adds, moves, and changes in the inbound contact center environment.

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