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

What you'll learn in this course

This course is designed for systems engineers who will be responsible for deploying the Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP Interactive Voice Response (Unified IP IVR) products. Upon completion of the course, you will be able to:

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS)
- Understand how to maintain and monitor a Cisco Unified CCX system

Course duration

- Instructor-led training: 5 days in the classroom with hands-on practice
- E-learning: 5 days of hands-on practice, plus equivalent of 3 days of content with practice and challenges

Who should enroll

- Channel Partners and Resellers
- Customers
- Employees

Course details

Objectives:

Upon completion of the course, you will be able to:

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite
- Provide a complete description of the Cisco Unified CCX Installation process, the configuration required with an overview of the most common configuration web pages, and describe the flow processes needed to establish a call on Cisco Unified CCX
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics and reporting
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as; Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognitions (ASR) and Text-to-speech (TTS)
- Understand how to maintain and monitor a Cisco Unified CCX System

Recommended knowledge and training

The knowledge and skills that a learner must have before attending this course are as follows:

It is recommended, but not required, that students have basic knowledge of:

- Internetworking Fundamentals
- Basic IP Telephony Concepts
- Cisco Unified Communications Manager
- Cisco IP Phones
- Cisco IP Communicator
- Contact Center Operations

Outline

- Module 1: Cisco Unified CCX Product Introduction
    - Lesson 1-1: Cisco Unified CCX Product Packages
    - Lesson 1-2: Cisco Unified CCX Architecture
    - Lesson 1-3: Designing Cisco Unified CCX
- Module 2: Cisco Unified CCX Installation and Configuration
    - Lesson 2-1: Installing Cisco Unified CCX
    - Lesson 2-2: Managing Cisco Unified CCX
    - Lesson 2-3: Configuring Basic Properties of Cisco Unified CCX
- Module 3: Cisco Unified CCX Scripting
    - Lesson 3-1: Understanding Script Editor Basics
    - Lesson 3-2: Creating a Basic IVR Script
    - Lesson 3-3: Prompting and Collecting Information
    - Lesson 3-4: Accessing an External Database
    - Lesson 3-5: Making Decisions
    - Lesson 3-6: Confirming Caller Input
- Module 4: Cisco Unified CCX ACD Operations
    - Lesson 4-1: Implementing Cisco Unified CCX
    - Lesson 4-2: Scripting Fundamentals for Cisco Unified CCX
    - Lesson 4-3: Using Finesse Administration and Call Recording
    - Lesson 4-4: Advanced Scripting Topics for Cisco Unified CCX
    - Lesson 4-5: Using Cisco Unified CCX Reports
- Module 5: Cisco Unified CCX Premium Functions
    - Lesson 5-1: Configuring the Outbound Dialer
    - Lesson 5-2: Configuring Agent Email and Agent Web Chat
    - Lesson 5-3: Understanding ASR and TTS
- Module 6: Cisco Unified CCX Maintenance
    - Lesson 6-1: Using Cisco Unified RTMT
    - Lesson 6-2: Using the Disaster Recovery System

Lab Outline

- Lab 1: Review Cisco Unified Contact Center Express Installation
- Lab 2: Provisioning Telephony and Media
- Lab 3: Understanding Script Editor Basics
- Lab 4: Start Your New Locator Script
- Lab 5: Prompt and Collect Information from a Caller
- Lab 6: Accessing a Database
- Lab 7: Loops, Counters, and Decision-Making
- Lab 8: Confirming Caller Input
- Lab 9: Configuring Cisco Unified Contact Center Express
- Lab 10: Cisco Unified Contact Center Express Scripting
- Lab 11: Using Finesse Administration and Call Recording
- Lab 12: Advanced Cisco Unified Contact Center Express Scripting Techniques
- Lab 13: Cisco Unified Contact Center Express Reporting
- Lab 14: Outbound Preview Dialing
- Lab 15: Agent Email and Web Chat
- Lab 16: Spoken Names and Automatic Speech Recognition
- Lab 17: Using the Cisco Unified Real Time Monitoring Tool

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