



Cisco Unified Customer Voice Portal Implementation (CVPI) v7.0

Description

The Cisco Unified Customer Voice Portal Implementation (CVPI) v7.0 course defines the tasks necessary for the operation, administration, management, and provisioning of Cisco Unified Customer Voice Portal (CVP) as it is installed in a comprehensive Cisco Unified Intelligent Contact Management (ICM) Enterprise environment.

Course Objectives

Upon completing this course, you will be able to meet these objectives:

- Explain the components, function, and call flow of a Cisco Unified CVP solution when deployed in either a standalone or comprehensive model.
- Group, summarize, and complete the steps necessary to configure a functional Cisco Unified CVP comprehensive deployment model with Cisco Unified ICM Enterprise.
- Demonstrate use of the six Cisco Unified ICM Enterprise micro-applications available to support caller interaction with Cisco Unified CVP.
- Install and configure the Cisco Unified CVP VXML solution for Cisco Unified CVP.
- Execute all the steps required to configure a Cisco Unified CVP environment to provide historical data and configure and use the diagnostic features and tools to ensure end-to-end serviceability.
- Architect a Cisco Unified CVP solution that is designed for failover protection and high availability. Use the recommended troubleshooting techniques to isolate and correct system failures.

Suggested Prerequisites

- CCNA
- CVOICE
- CIPT1
- ICMPT1
- ICMPT2
- IPCC Enterprise

Who Should Attend

- Employee
- Channel Partner/Reseller
- Customer

Length of Course

5 days

Maximum Class Size

12 Students

Class Locations

All locations, subject to suitable venue.

Course Outline

- Cisco Unified CVP Technical overview
- Cisco Unified CVP Comprehensive
- Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP
- Media File, ECC and Micro Applications
- Cisco Unified CVP VXML Solution
- VXML Server and Studio
- Events, Log Files, and Reporting
- Reporting Database and Backup
- Failover, Diagnostics, and Troubleshooting

Further Information

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