



Learning
Partner



Cisco Intelligent Contact Manager Part 1 (ICM 1) v7.0

Description

Cisco Intelligent Contact Manager course provides an understanding of ICM system terminology, features, functions, components, and capabilities. The course provides extensive coverage of ICM configuration, scripting, and tools such as Call Tracer and other ICM Utilities. During the extensive course labs, students add a contact center, complete configuration, perform contingencies in scripting, and create and use Enterprise Services and Skill Groups. Labs include starting Call Generator and monitoring a script with simulated live data. The course concludes with the reporting capabilities of ICM. WebView is used to launch several different report templates, setting thresholds, performing drilldowns. This course is based on ICM Release 7.0.

Course Objectives

After completing this course the student should be able to:

- Demonstrate an overall understanding of ICM system and environment
- Describe the features, functions, and capabilities of ICM
- Configure a generic ICM system using the Configure ICM utility
- Create several call routing and administrative scripts using the Script Editor utility
- Generate real time and historical ICM reports using standard templates from the Monitor ICM utility

Student Prerequisites

- Basic knowledge of MS Windows Server 2003
- Familiarity with your call center operations (ACD, Network, and any IVR implementations)

Who Should Attend

This course is primarily intended for Middle and Senior Managers, Call Center Managers, Product Managers, Console Operators, Telecom Analysts, Application Developers and other individuals responsible for:

- Designing and implementing the ICM configuration
- Designing and monitoring ICM scripts
- Designing and generating ICM reports

This course is a prerequisite for the ICM Product Training Part 2 and IP Contact Center Product Training courses.

Length of Course

5 days

Maximum Class Size

12 Students

Class Locations

Sydney, Singapore, Beijing, Mumbai,
Other locations by arrangement

Course Outline

- Course Introduction
- Contact Centers and Routing
- ICM Components and Concepts
- ICM Options and integration
- ICM Routing
- Configuration of Boston Site
- ICM Script Editor
- Configuration Labs
- Database Routing
- Configuration Labs
- Translation Routing
- Adding a Second Site
- ICM Reporting

Further Information

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