



Learning  
Partner



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# Cisco IP Contact Centre Enterprise (IPCCE) v7.0

## Description

The new release Cisco IP Contact Center Product Training v7.0 is based on updated Call Manager, IP IVR and ICM software. All labs have been rewritten and tested. New call flows have been created and are used as the basis to help students understand how to configure IP Contact Center and understand how it operates. The new course also includes coverage of CAD, the Cisco Agent Desktop, and expanded reporting.

## Course Objectives

After completing this course, the student should be able to:

- Accurately explain the IPCC solution concept
- Identify solution models and their issues
- Build a “clean order” for an IPCC solution
- Design an IPCC solution using all applicable components
- Install, configure, test, and maintain IPCC components for the single-site environment
- Formulate and implement IPCC call flows and routing
- Use Cisco’s standard IPCC deployment tools
- Troubleshoot the IPCC solution set

## Student Prerequisites

- Attendance and Completion of ICMPT (ICM Product Training)
- Attendance and Completion of Call Manager
- Recommended Attendance and Completion of CRSD

## Who Should Attend

This course is intended for personnel who will implement, configure and support the Cisco IPCC Product and have already attended training on the ICM Product.

- System Engineers
- Channel Partner/Reseller
- Cisco Employees
- Customers

## Length of Course

5 days

## Maximum Class Size

12 Students

## Class Locations

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

## Further Information

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