



Advanced Services' Cisco IPCC Enterprise PPDIIO Workshop (PPDIIO) v1.0

Description

The Cisco IPCC Enterprise PPDIIO workshop is a five-day course for systems engineers, consultants, and partners who deploy Cisco IP Contact Centre (IPCC) solutions. The course is designed to emulate IPCC deployments in a classroom environment. Students will use a customer business case and, as part of a workgroup, develop and document an IPCC solution to meet the needs of that business case. Students will develop a solution based on the Cisco Systems PPDIIO project methodology: prepare, plan, design, implement, operate, and optimize (PPDIIO). The course provides students with hands-on experience and knowledge of those tasks typically performed during an IPCC deployment. This includes customer needs analysis, deployment planning, configuration and staging, scripting, customer acceptance, and troubleshooting. The course provides extensive guidance in the use of the Cisco Steps to Success Website to introduce the PPDIIO process, search for useful documentation, and utilize online tools to facilitate best practices system deployments.

Course Objectives

After completion of this course, you will be able to convert business requirements into call flow design and scripts, develop IPCC scripts, produce standard reports, properly document configuration and scripting implementations, undertake fundamental debugging / fault finding of the IPCC solution, and deploy a solution and test for acceptance.

Student Prerequisites

- IPCC/Advanced Technology Provider (ATP) certification in process
- Cisco ICM/IPCC product training: ICMPT 1 and 2 (ICM product training), IPCCF (IPCC product training)
- Lab installed, configured, and operational
- Project management experience

Who Should Attend

- Implementation and systems engineers
- Project managers
- System architects
- Deployment engineers
- Application consultants

Length of Course

5 days

Maximum Class Size

12 Students

Class Locations

All locations, subject to suitable venue.

Course Outline

- Introduction
- IPCC technical review (as required)
- IPCC engagement process and PPDIIO methodology
- Case study
- Prepare and plan: customer requirements (discovery and customer requirements document)
- Design and implement
- Operate and optimize
- Troubleshooting

Further Information

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