



Deploying Cisco Unified Contact Center Express (UCCXD) v2.0

Description

This course provides the student with hands-on experience and knowledge of tasks typically performed during Contact Center deployment. This includes the deployment of Unified Contact Center Express (Unified CCX and Unified IP IVR as contact center solutions. Tasks include planning, installation, configuration tasks, troubleshooting and creating Cisco scripts in the deployment of both IP IVR and IPCC Express as a contact center solution. Tasks include planning, installation, configuration, scripting, troubleshooting and application creation.

Course Objectives

After completing this course the student should be able to:

- Design and plan a Unified Contact Center Express and a Unified IP IVR implementation
- Install or discuss all CRS components, servers and clients
- Configure all CRS components
- Build workflow applications to exploit Unified IP IVR features and capabilities
- Build contact center workflows to exploit Unified Contact Center Express features and capabilities
- Deploy and use Agent and Supervisor Desktop software
- Deploy Outbound Preview Dialer for Unified CCX v5.0
- Troubleshoot installations and workflows

Student Prerequisites

Learner Skills and Knowledge Required:

- Internetworking fundamentals
- Basic IP telephony fundamentals
- Cisco Unified Communications Manager deployments
- Cisco IP Phones and Cisco IP Communicator
- Contact Center Operations
- Microsoft Windows Server 2000, 2003, XP
- MS SQL 2000, MSDE databases

Who Should Attend

This hands-on course is intended for System Administrators, Supervisory Users, Implementation Consultants, Application Engineers, System Engineers and Technical Support Engineers who implement, install, configure, troubleshoot develop applications for the Cisco CRS suite of products.

Length of Course

5 days

Maximum Class Size

12 Students

Class Locations

All locations, subject to suitable venue.

Course Outline

CRS Product Overview
CRS Design and Ordering
Installation & Configuration
Script Editor
Creating Scripts and Applications
Configuring UCCX ACD
Creating Scripts for Contact Centers
Using Cisco Desktop Admin (CDA)
Supervisor Remote Monitoring
Using ASR and TTS
Outbound Preview Dialing
Reporting
Troubleshooting

Further Information

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