



Deploying Cisco Unified Contact Centre Express (UCCXD) v3.0

Description

This course, Deploying Cisco Unified Contact Centre Express (UCCXD) v3.0, provides the student with hands-on experience and knowledge of tasks typically performed during contact centre deployment. This includes the deployment of Cisco Unified Contact Centre Express and Cisco Unified IP Interactive Voice Response (IVR) (Cisco Unified CCX and Cisco Unified IP IVR) as contact centre solutions. Tasks include planning, installation, configuration, scripting, and troubleshooting.

Course Objectives

After completing this course the student should be able to:

- Design and plan a Cisco Unified CCX and a Cisco Unified IP IVR implementation
- Install or discuss all Cisco Unified CCX components, servers, and clients
- Configure all Cisco Unified CCX components
- Build workflow applications to exploit Cisco Unified IP IVR features and capabilities
- Build contact centre workflows to exploit Cisco Unified Contact Centre Express features and capabilities
- Deploy and use Cisco Agent and Supervisor Desktop software
- Deploy the Cisco Desktop Work Flow Administrator and set contact centre options
- Use real-time and historical reporting
- Deploy the Outbound Preview Dialer
- Deploy Agent Email
- Deploy automatic speech recognition and text-to-speech applications
- Discuss maintenance activities
- Troubleshoot installations and workflows

Student Prerequisites

The knowledge and skills that a learner must have before attending this course are as follows:

- Internetworking Fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Centre operations
- Microsoft Windows 2000, 2003, XP
- MS SQL 2000, MSDE databases

Who Should Attend

- Cisco Unified Communications system channel partners and resellers
- System engineers
- Customers deploying and maintaining Cisco Unified Contact Centre Express products.

Length of Course

5 days

Maximum Class Size

12 Students

Class Locations

All locations, subject to suitable venue.

Course Outline

- Cisco Unified CCX Product Overview
- Installing and Configuring Cisco Unified CCX
- Cisco Unified CCX Scripting
- Cisco Unified CCX ACD Operations
- Cisco Unified CCX Premium Functions
- Cisco Unified CCX Maintenance and Troubleshooting

Further Information

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