

## COURSE OVERVIEW:

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Deploying Cisco Unified Contact Center Enterprise (DUCCE) v10.0 is a 5-day instructor-led Cisco training program presented by training partners to system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise (CCE) product. This course will give you an understanding of the Cisco Unified CCE deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting. You will accomplish this by installing the Cisco Unified CCE software and introducing Cisco Unified CCE troubleshooting tools.

## WHO SHOULD ATTEND:

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The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers System engineers

The secondary audience for this course is as follows:

- Customers deploying and maintaining Cisco Unified Contact Center Enterprise products

## PREREQUISITES:

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

- The learner is expected to have attended the Administering Cisco Unified Contact Center Enterprise course and have a strong knowledge of Microsoft Windows Server 2003 and Active Directory.

## COURSE OBJECTIVES:

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Upon completing this course, the learner will be able to meet these overall objectives:

- Demonstrate an overall understanding of the Cisco Unified CCE system, processes, and its environment
- Install and configure a Cisco Unified CCE system
- Create routing options using an external SQL database and an Application Gateway



- Install and configure Cisco Outbound Option
- Install and utilize Cisco Support Tools, Cisco Analysis Manager, and Cisco Unified Intelligence Center

## COURSE OUTLINE:

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### **Module 1: Cisco Unified Contact Center Enterprise Overview**

- Lesson 1: Presenting Cisco Unified Contact Center Enterprise
- Lesson 2: Cisco Unified Contact Center Enterprise Deployment Models

### **Module 2: Cisco Unified Contact Center Enterprise Component Architecture**

- Lesson 1: Understanding Cisco Unified Contact Center Enterprise Processes
- Lesson 2: Understanding Cisco Unified Contact Center Enterprise Fault Tolerance

### **Module 3: Installing Cisco Unified Contact Center Enterprise**

- Lesson 1: Introduction
- Lesson 2: Integrating Cisco Unified Communications Manager
- Lesson 3: Integrating Cisco Unified IP IVR
- Lesson 4: Installing the Cisco Unified Contact Center Enterprise Main Installer
- Lesson 5: Installing the Central Controller
- Lesson 6: Installing the Peripheral Gateway
- Lesson 7: Agent Desktop Options
- Lesson 8: Installing CTI Services
- Lesson 9: Completing the Configuration

### **Module 4: Database and Application Driven Routing Options**

- Lesson 1: External Database Routing
- Lesson 2: Application Gateway

### **Module 5: Installing Cisco Outbound Option**

- Lesson 1: Cisco Outbound Option Overview
- Lesson 2: Cisco Outbound Option Installation

### **Module 6: Reporting and Maintenance Tools**

- Lesson 1: Cisco Unified Intelligence Center Overview
- Lesson 2: Cisco Support Tools
- Lesson 3: Cisco Unified Analysis Manager