

COURSE OVERVIEW:

Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment. This 5-day course includes the deployment of Cisco Unified Contact Center Express v11x (Cisco Unified CCX) and Cisco Unified IP Interactive Voice Response (Cisco Unified IP IVR) as contact center solutions. Tasks include planning, installation, and configuration, scripting, and troubleshooting.

By the end of this Cisco UCCX training course, students will be able to provide a comprehensive overview of the entire Cisco Unified Contact Center Express product suite.

WHO SHOULD ATTEND:

- Cisco Unified Communications Channel Partners and Resellers
- System Engineers
- Customers deploying and maintaining Unified Contact Center Express products

PREREQUISITES:

- Internetworking Fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Center operations

COURSE OBJECTIVES:

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

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite. This overview will cover descriptions of the product, compatibility, and hardware and software options, architecture, and sizing and ordering tools.
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages and describe the call flow processes needed to establish a call on Cisco Unified CCX.



- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques.
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting.
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Remote Monitoring, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS).
- Understand how to maintain and monitor a Cisco Unified CCX system.

COURSE OUTLINE:

Module 1: Cisco Unified CCX Product Overview

Lesson 1: Cisco Unified CCX Product Packages

- Cisco Unified CCX Product Family
- Cisco Unified CCX Primary Functions
- Cisco Unified CCX Product Package Options
- Cisco Unified CCX Compatibility
- Cisco Unified CCX Operating Systems
- Cisco Unified CCX Hardware Platforms
- Cisco Unified CCX Capacities

Lesson 2: Cisco Unified CCX Architecture

- The Cisco Unified CCX Environment
- Cisco Unified CCX Cluster Components
- Cisco Unified CCX Datastores
- Cisco Unified CCX Deployment Models

Lesson 3: Designing Cisco Unified CCX

- Design Considerations and Terminology
- Call Center Sizing Calculations
- Unified Communications Sizing Tool
- Network Considerations from the SRND

Module 2: Cisco Unified CCX Installation and Configuration

Lesson 1: Installing Cisco Unified CCX

- Preliminary Considerations
- Single Server or First Node Installation
- Single Server or First Node Server Setup
- Second Node Installation and Setup
- Installing Cisco Unified CCX in a VM
- Migrating to a VM
- Installation Log Files
- Upgrading Cisco Unified CCX

Lesson 2: Managing Cisco Unified CCX

- Cisco Unified Communications Manager Administration
- Cisco Unified CCX Administration
- Cisco Unified CCX Subsystems
- Administration Tools
- Supervisor and User Web Pages
- Cisco Desktop Work Flow Administrator
- Cisco Desktop Administrator
- Serviceability and Maintenance Summaries

Lesson 3: Configuring Basic Properties of Cisco Unified CCX

- Call Flow Terms Defined
- The Cisco Unified CCX Call Flow
- Basic Cisco Unified CCX Configuration
- Configuration Wizards

Module 3: Cisco Unified CCX Scripting

Lesson 1: Installing the Cisco Unified CCX Script Editor

- Installing the Cisco Unified CCX Script Editor
- Knowing the Script Editor
- Script Management
- Debugging a Script

Lesson 2: Creating a Basic IVR Script

- Starting a New Script
- Starting and Ending a Script and a Call
- Additional Steps for Playing a Message

Lesson 3: Prompting and Collecting Information

- Common Prompt and Collect steps
- Additional Prompting Steps
- Assigning Variable Information
- Getting and Setting Contact Information
- Transferring a call

Lesson 4: Accessing an External Database

- Database Access Overview
- Setting up the Database Subsystem
- Using Database Steps

Lesson 5: Making Decisions

- Steps used to create a loop
- Steps Used for Counting
- Decision Steps

Lesson 6: Confirming Caller Input

- Creating Generated Prompts
- Confirmation Steps
- Conditional Prompt Steps

Module 4: Cisco Unified CCX ACD Operations

Lesson 1: Implementing Cisco Unified CCX

- ACD Components Defined
- Cisco Unified CCX Desktop Client Configuration Tool
- Cisco IP Phone Agent
- Cisco Agent Desktop
- Cisco Supervisor Desktop

Deploying Cisco Unified Contact Center Express (UCCXD) 6.0

- The Call Flow Revisited
- Configuring Cisco Unified CCX ACD Properties

Lesson 2: Scripting Fundamentals for Cisco Unified CCX

- Basic Cisco Unified CCX Script Design
- Cisco Unified CCX Script Steps

Lesson 3: Using Desktop Administration

- Cisco Desktop Administration Overview and Installation
- Cisco Agent Desktop Configuration Setup
- Work Flow Configuration
- Work Flow Groups Configuration
- Cisco Desktop Administrator

Lesson 4: Advanced Cisco Unified Contact Center Express Scripting Topics

- Day of Week, Time of Day, and Holiday Routing
- Using Subflows, Real-time Data, and Exception Handling
- Manipulating Data
- Using Email and HTTP Applications

Lesson 5: Using Cisco Unified CCX Reports

- Cisco Unified CCX Reporting Options
- Real-time Reporting
- Cisco Unified IC
- Historical Reporting Client

Module 5: Cisco Unified Contact Center Express Premium

Lesson 1: Using Remote Monitoring

- Remote Monitoring Overview
- Remote Monitoring Configuration
- CSQ Device IDs

Lesson 2: Configuring the Outbound Dialer

- Outbound Dialer Overview
- Common Outbound Configurations
- Outbound IVR Dialing

- Outbound Direct Preview Dialing
- Outbound Direct Preview Dialer Configuration
- Outbound Dialer Reports
- Troubleshooting Information

Lesson 3: Configuring Agent Email and Agent Web Chat

- Agent Email
- Agent Email Configuration
- Defining Agent Web Chat
- Agent Web Chat Configurations

Lesson 4: Understanding ASR and TTS

- MRCP ASR and TTS Overview
- Provisioning ASR and TTS Servers
- Grammars
- Script Editor Steps
- Spoken Names
- Text-to-Speech

Module 6: Cisco Unified CCX Maintenance

Lesson 1: Using Cisco Unified RTMT

- Cisco Unified RTMT Concepts
- Installing Cisco Unified RTMT
- Performance Monitoring
- Tools

Lesson 2: Using the Disaster Recovery System

- DRS Overview
- Performing Backups
- Restoring a Backup

LAB OUTLINE:

- Lab 1: Configuring Cisco Unified Communications Manager (CUCM) Initial Settings
- Lab 2: Managing User Accounts in Cisco Unified Communications Manager
- Lab 3: Implementing IP Phones to CUCM
- Lab 4: Implementing Cisco Unified Border Element (CUBE) for calls to and from the Actual PSTN
- Lab 5: Finalize Cisco Unified CCX (UCCX) Installation and CUCM Integration
- Lab 6: Provisioning Telephony and Media
- Lab 7: Introduction to the Cisco Unified CCX Editor and basic scripts
- Lab 8: Starting Your New Locator Script
- Lab 9: Prompting and Collecting Information from a Caller
- Lab 10: Accessing a Database
- Lab 11: Loops, Counters, and Decision-Making
- Lab 12: Confirming Caller Input
- Lab 13: Configuring Cisco Unified CCX
- Lab 14: Cisco Unified CCX Scripting
- Lab 15: Using the Cisco Desktop Work Flow Administrator
- Lab 16: Advanced Cisco Unified CCX Scripting Techniques
- Lab 17: Cisco Unified Contact Center Express Reporting
- Lab 18: Using the Cisco Unified Real-time Monitoring Tool