



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Deploying Cisco® Unified Contact Center Express (UCCXD) v6.0

Duration: 5 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

This course provides participants with hands-on experience and knowledge of tasks typically performed during contact centre deployment. The 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 centre solutions. Tasks include planning, installation, and configuration, scripting, and troubleshooting.

Target Audience

This course is intended for:

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

Prerequisites

To attend this course, candidates must have:

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

Course Objectives

Upon successful completion of this course, attendees will be able to:

- 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.



Course Objectives *Continued*

- 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 centre 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 Dialler, 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 Topics

Module 1: Cisco Unified CCX Product Overview

- Cisco Unified CCX Product Packages
- Cisco Unified CCX Architecture
- Designing Cisco Unified CCX

Module 2: Cisco Unified CCX Installation and Configuration

- Installing Cisco Unified CCX
- Managing Cisco Unified CCX
- Configuring Basic Properties of Cisco Unified CCX

Module 3: Cisco Unified CCX Scripting

- Installing the Cisco Unified CCX Script Editor
- Creating a Basic IVR Script
- Prompting and Collecting Information
- Accessing an External Database
- Making Decisions
- Confirming Caller Input

Module 4: Cisco Unified CCX ACD Operations

- Implementing Cisco Unified CCX
- Scripting Fundamentals for Cisco Unified CCX
- Using Desktop Administration
- Advanced Cisco Unified Contact Center Express Scripting Topics
- Using Cisco Unified CCX Reports

Module 5: Cisco Unified Contact Center Express Premium

- Using Remote Monitoring
- Configuring the Outbound Dialler
- Configuring Agent Email and Agent Web Chat
- Understanding ASR and TTS

Module 6: Cisco Unified CCX Maintenance

- Using Cisco Unified RTMT
- Using the Disaster Recovery System

LABS INCLUDED

