

## Unified Contact Center Enterprise Ultimate Camp (UCCE-uc v8.0)

### Course Objectives

- Demonstrate an overall understanding of the Cisco Unified Contact Center Enterprise v8.0 (Cisco Unified CCEv8.0) system, the Intelligent Contact Management (ICM) routing application, and its environment.
- Configure a Cisco Unified CCE system that routes from Cisco Unified IP IVR v8.0.
- Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database.
- Understand administrative scripting, translation routing concepts, and how translation routing operates.
- Configure a new Cisco Unified CCE system that routes from Cisco Unified Communications Manager.
- Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign.
- Describe basic reporting characteristics of the Cisco Unified Intelligence Center.
- Demonstrate an overall understanding of the Cisco Unified CCE v8.0 system, processes, and its environment
- Install and configure a Cisco Unified CCE v8.0 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
- Explain the components, function, and call flow of a Cisco Unified CVP solution when it is deployed in either a standalone or comprehensive model
- Configure a functional Cisco Unified CVP comprehensive deployment model with Cisco Unified ICM Enterprise
- Demonstrate the use of the six Cisco Unified CCE microapplications that are available to support caller interaction with Cisco Unified CVP
- Describe Voice Extensible Markup Language (VXML) as a technology and describe the benefits that it provides to Cisco Unified CVP; install and configure the Cisco Unified CVP VXML solution for Cisco Unified CVP
- Execute the steps that are required to configure a Cisco Unified CVP environment to provide historical data and to configure and use the diagnostic features and tools to ensure end-to-end serviceability
- Design a Cisco Unified CVP solution that is designed for failover protection and high availability and use the recommended troubleshooting techniques to isolate and correct system failures

## **Prerequisites**

The knowledge and skills you must have before attending this course are as follows:

- Cisco CCNA®
- Knowledge and skills equivalent to having attended the Cisco Voice over IP (CVOICE) course
- Knowledge and skills equivalent to having attended the Cisco IP Telephony Part 1 (CIPT1) course

## **Course Outline**

- Cisco Unified Contact Center Enterprise v8.0 Product Overview
- Configuring Cisco Unified Contact Center Enterprise v8.0 with IPIVR
- Extended Functions
- Administrative Scripts and Translation Routing
- Configuring a Second Peripheral
- Cisco Unified Contact Center Enterprise v8.0 Component Architecture
- Installing Cisco Unified Contact Center Enterprise v8.0
- Database and Application Driven Routing Options
- Installing Cisco Outbound Option
- Cisco UCCE Reporting and Maintenance Tools
- Cisco Unified CVP Technical Overview
- Cisco Unified CVP Comprehensive
- Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP
- Cisco Unified CVP VXML Overview
- Cisco Unified CVP CVP Events, Log Files, and Reporting