

Unified Contact Center Express Advanced (UCCXA)

Course Objectives

Building on the knowledge base and scripting experience learned in CRSD/UCCXD classes, you will explore more advanced techniques in scripting and overall functionality of Unified IP IVR and Unified Contact Center Express. During this four-day class, you will implement features that extend the functionality of UCCX using many of the tools that are already available in the premium version of the product. Expect to spend time exploring the Agent Desktop Interface and the Desktop Administrator to invoke behaviors that involve Third Party applications and web-based applications like Web-Callback-Option and Leave-a-Message-in-Queue. There will be a major focus on scripting and subsystem management.

Prerequisites

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

- Knowledge gained from attending Unified Contact Center Express Deployment (UCCXD)

Course Outline

1. IPCC Express Overview/Review

- Components
- Definitions
- The Call Flow
- The Debug Process
 - Triggered Debugging
 - Non-Triggered Debugging

2. Troubleshooting Concepts

- The Call
- The Script

3. Common Utilities

- Recording Script
- Emergency Message Recording Script
- Time-of-Day and Holiday Routing Subflows

4. Basic ACD Routing

- Review ICD Steps
- Build a Helpdesk Script

5. Common Good Practices

- Scripting for Good Prompt Management
- Proper End/Terminate Scripting
- Scripting for Subflow Debugging
- Abandon Rates
- Exception Handling
- Using the Default Script
- Check Agent Availability Before and After Entering Queue
- Check for Call Aborting Before Transferring Call

6. Database Queries

- Database Setup
- Database Steps

7. Skills-Based Routing

- Add Skills-Based Routing
- Route Based on Caller Input and Database Query

8. Advanced ACD Routing

- Overflow Routing
- Conditional Routing Based on Agent Availability and Queue Statistics

9. Non-Queuing ACD Callback Methods

- Leave Message for Callback via E-Mail
- Leave Recorded Message for Callback via E-Mail
- Callback Caller when Queue Times Decrease

10. Session Management and Enterprise Data Review

- Set Up Enterprise Data
- Implement Session Management
- Callback Caller When Agent is Available

11. Advanced ACD Callback Options

- Leave Message for Agent
- Callback Caller when Agent Selected
- Scheduled Callback

12. Web Contacts Overview

- Request Agent and Callback via Web
- Queue E-Mail to an Agent via Web

13. Automatic Speech Recognition and Text-To-Speech Overview

14. Using Auto Attendant

- User Steps
- Spoken Name Generation and Upload
- Name Grammar Generation
- Number Dialing
- Name Dialing

15. ICM (High-Level) Overview

- Integrating IPCC Express with ICM