DEPLOYING CISCO UNIFIED CONTACT CENTER EXPRESS (UCCXD) 6.0

Duración: 5 dias, 35 horas

Prerequisites

It is recommended, but not required, that students have basic knowledge of:

- Internetworking Fundamentals
- Basic IP Telephony Concepts •
- Cisco Unified Communications Manager
- Cisco IP Phones
- Cisco IP Communicator
- Contact Center Operations

Course Content

This course is designed for systems engineers who will be responsible for deploying the Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP Interactive Voice Response (Unified IP IVR) products. Upon completion of the course, you will be able to:

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite•
- 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, 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
- Module 2: Cisco Unified CCX Installation and Configuration
- Module 3: Cisco Unified CCX Scripting
- Module 4: Cisco Unified CCX ACD Operations
- Module 5: Cisco Unified CCX Premium Functions
- Module 6: Cisco Unified CCX Maintenance

Who Should Attend

- Channel Partners and Resellers
- Customers
- Employees