

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

Course Overview

This is a 5-day class

This course, 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 includes the deployment of Cisco Unified Contact Center Express and Cisco Unified IP Interactive Voice Response (IVR) (Cisco Unified CCX and Cisco Unified IP IVR) as contact center solutions. Tasks include planning, installation, and configuration, scripting, and troubleshooting.



Who Should Attend

The primary audience for this course is as follows: Cisco Unified Communications system channel partners and resellers System engineers Customers deploying and maintaining Cisco Unified Contact Center Express products.

Course Objectives

Upon completing this course, the learner 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 version 11.0(1) - Describe the Cisco Unified CCX version 11.0(1) script editor, how it is installed and how to implement common IVR scripting techniques. - Provide a comprehensive view of Cisco Unified CCX version 11.0(1) 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 version 11.0(1) 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 in version 11

Course Outline

1 Cisco Unified CCX Product Overview

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



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2 Cisco Unified CCX Installation and Configuration

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

3 Cisco Unified CCX Scripting

- Understanding Script Editor Basics
- Creating a Basic IVR Script
- Prompting and Collecting Information
- Accessing an External Database
- Making Decisions
- Confirming Caller Input

4 Cisco Unified CCX ACD Operations

- Implementing Cisco Unified CCX