



# AUCCE2 - Administering Cisco Unified Contact Center Enterprise, Part 2 v10.0

Code: 232

5 days

## Course Overview

This course is intended for system engineers and customers who will be involved with 'Day 2' support of a UCCE solution deployed in a CVP comprehensive environment. You will learn the requirements, resources, and tools required to perform complex adds, moves, and changes in the inbound/outbound UCCE environment. The AUCCE1 course or equivalent prior experience is a prerequisite for attending this course.

## Who Needs To Attend

- Cisco Unified Communications system channel partners and resellers
- Day 2 support personnel responsible advanced administration and support of the UCCE environment

## Course Details

## Topics Include

- Basic components and operations of the Unified CCE solution
- Configure and script a basic UCCE CVP deployment
- Implement business rules as they apply to scripting and routing in Unified CM
- Install a basic CCE VXML Solution
- Install, configure, and run a CCE Outbound Option Campaign
- Support CCE

## Course Outline

### 1. Course Introduction

- Overview
- Learner Prerequisite Skills and Knowledge
- Course Goal and Objectives
- Course Flow

- Additional References
- Your Training Curriculum

## **2. Cisco Unified Contact Center Enterprise v10 Foundations**

- Introducing UCCE
- Unified CCE Architecture and Components
- UCCE Terms, Routing and Additional Components
- Accessing UCCE Tools

## **3. CCE Configuration and Scripting Review**

- Configuration Manager and Script Editor Review
- CTI Review
- Agent Skill Review
- Microapps and Media File Review
- Precision Routing Review
- Transfers and RONA Review
- Mobile Agents

## **4. Implementing Business Rules**

- Advanced Scripting and Routing
- ICM Scripting Variables, Expressions, Formulas and Functions
- Creating an Administrative Script for Time of Day Routing
- Creating Feature Control Sets and Users
- Silent Monitoring and Recording

## **5. CCE VXML Solution**

- Basic VXML Functionality
- Installing and Configuring VXML Solution
- Basic VXML SQL Database Lookup
- Exploring Courtesy Callback
- Agent Greeting

## **6. UCCE Outbound Option**

- Outbound Option
- Configuring Outbound Option for Agent and IVR Campaigns

## **7. CCE Support Considerations**

- Supporting UCCE
- Diagnostic Framework Suite
- UCCE Support
- Tracking an Agent Call Through the Database

## **Prerequisites**

- Attendance of AUCCE1 or equivalent experience

- Working knowledge of Unified Communications Manager and Voice Gateways is recommended