

CI – UCCXD

Deploying Cisco Unified Contact Center Express v2.0

Summary

Duration

5 Days

Vendor

Cisco

Category

Unified Communications



Introduction

This course provides knowledge and hands-on deployment experience for Unified Contact Center Express and Unified IP IVR. Deployment tasks include planning, installation, configuration, administration, script development, agent and supervisor deployments, and troubleshooting.

Prerequisites

Learner Skills and Knowledge Required:

- Internetworking fundamentals (ICND1)
- Basic IP telephony fundamentals (IIUC)
- Cisco Unified Communications Manager deployments
- Cisco IP Phones and Cisco IP Communicator
- Contact Center Operations
- Microsoft Windows Server 2000, 2003, XP
- MS SQL 2000, MSDE databases

Course Objectives

Upon completing this course, you will be able to:

- Design and plan a Unified Contact Center Express and a Unified IP IVR implementation
- Install or discuss all CRS components, servers and clients
- Configure all CRS components
- Build workflow applications to exploit Unified IP IVR features and capabilities
- Build contact center workflows to exploit Unified Contact Center Express features and capabilities
- Deploy and use Agent and Supervisor Desktop software
- Deploy Outbound Preview Dialer for Unified CCX v5.0
- Troubleshoot installations and workflows

Course Outline

- CRS Product Overview
- CRS Design and Ordering
- Installation & Configuration
- Script Editor
- Creating Scripts and Applications

- Configuring UCCX ACD
- Creating Scripts for Contact Centers
- Using Cisco Desktop Admin (CDA)
- Supervisor Remote Monitoring
- Using ASR and TTS
- Outbound Preview Dialing
- Reporting
- Troubleshooting

Associated Certifications & Exams

The 642-164 UCCX Unified Communications Contact Center Express Implementation exam is associated with the Unified Communications Contact Center Express Specialist certification. This exam tests a candidate's knowledge of the design, implementation, and operation of CRS/UCCX deployments.

On successful completion of this course students will receive a Torque IT attendance certificate.