

## IP Contact Centre Enterprise

**Duration: 4 Days**    **Course Code: IPCCE**

### Overview:

The latest version of Cisco IP Contact Center Enterprise is based on updated Call Manager, IP IVR, and ICM software. All labs have been rewritten and tested, and you'll learn to configure IP Contact Center and understand how it operates using new call flows. You'll also cover CAD, the Cisco Agent Desktop, and expanded reporting.

### Target Audience:

System engineers, Channel Partners and Resellers, and Cisco employees and customers who will implement, configure, and support the Cisco IPCC Product and who have already attended training on the ICM Product.

### Objectives:

- IPCC solution concept
- Solution models and their issues
- Build a "clean order" for an IPCC solution
- Design an IPCC solution using all applicable components
- Install, configure, test, and maintain IPCC components for the single-site environment
- Formulate and implement IPCC call flows and routing
- Use Cisco's standard IPCC deployment tools
- Troubleshoot the IPCC solution set

### Prerequisites:

- [CIPT1 \(Cisco IP Telephony Part 1\)](#)
- [ICMPT1 \(Cisco® ICM Product Training Part 1\)](#)
- [ICMPT2 \(Cisco® ICM Product Training Part 2\)](#)
- [CRSD \(IPCC Express and IP IVR Deployment\)](#)

### Content:

#### Volume 1

- 1: IPCC Pre-Routing from IXC Call Flow
- 2: IPCC Post Route from CallManager Call Flow
- 3: Configure CallManager for IPCC
- 4: CRS Script Editor
- 5: Create a CRS Script
- 6: Configure IPIVR for IPCC
- 7: ICM Configuration
- 8: ICM Component Installation
- 9: CTIOS and CTIOS Desktop
- 10: Translation Route Wizard

#### 11. ICM Script and Call Tracer

#### Volume 2: System IPCC Enterprise

- 1. System IPCC Installation
- 2. Web Administration Deployment Wizard
- 3. Post Installation Configuration
- 4. Cisco Agent Desktop (CAD)
- 5. Cisco Desktop Applications Installation
- 6. System IPCC Script
- 7. CAD Workflow
- 8. Cisco Outbound Option
- 9. Cisco Outbound Option Installation

## Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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