
Unified Contact Center Express & Unified IP IVR Deployment

Duration: 5 Days **Course Code: UCCXD**

Overview:

This course, Deploying Unified Contact Center Express (UCCXD) v3.0, provides the student with hands-on experience and knowledge of tasks typically performed for a Contact Center Unified Contact Center Express v7.0 and Unified IP IVR v7.0 deployment. This includes the deployment of Unified Contact Center Express and Unified IP IVR (Unified CCX and Unified IP IVR) as contact center solutions. Tasks include planning, installation, configuration tasks, troubleshooting and creating Cisco scripts.

Target Audience:

This course is for channel partners / resellers, customers, and employees, as well as system engineers and customers deploying and maintaining Unified Contact Center Express products.

Objectives:

- 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 v7.0
 - Troubleshoot installations and workflows
-

Prerequisites:

Students should have experience with internetworking fundamentals, basic IP telephony fundamentals, Cisco Unified Communications Manager deployments, Cisco IP Phones and Cisco IP Communicator, Contact Center Operations, Microsoft Windows Server 2000, 2003, XP, and MS SQL 2000, MSDE databases.

Content:

Unified CCX Product Overview

- Unified CCX Product Packages
- Unified CCX Architecture
- Unified CCX Design and Order Tools

Installation and Configuration

- Unified CCX Installation
- Unified CCX Management
- The Call Process and Basic Unified CCX Configuration

Unified CCX Scripting

- The Script Editor
- Create a basic IVR Script
- Prompt and Collect information from a Caller
- Accessing an External Database
- Loops, Counters, and Decision Making
- Confirming a Callers Input

Unified CCX ACD Operations

- Unified CCX
- Unified CCX Scripting Fundamentals
- Cisco Desktop Work Flow Administrator Fundamentals
- Advanced Unified CCX Scripting Topics
- Advanced CTI Functions
- Unified CCX Reporting

Unified CCX Premium Functions

- Remote Monitoring
- Outbound Preview Dialer
- Agent Email
- Automatic Speech Recognition and Text to Speech

Unified CCX Maintenance and Troubleshooting

- Database Maintenance Activities
- Tracing, Troubleshooting, and Other Utilities

Further Information:

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

info@globalknowledge.ie

www.globalknowledge.ie

Global Knowledge, 3rd Floor Jervis House, Millennium Walkway, Dublin 1