

## **DUCCE: Deploying Cisco Unified Contact Center Enterprise v2.0**

Course Code: DUCCE

Duration: 5 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

### **OVERVIEW**

Deploying Cisco Unified Contact Center Enterprise (DUCCE) is a 5-day instructor-led course presented by training partners. T

This course is intended for those installing the Unified CCE solution, or those providing Level 3 solution support. This course also serves as a foundation for the two corresponding UCCE Administration courses, but is not a prerequisite. Students will learn enough about CCE scripting in this course to ensure system functionality only. A separate course exists for advanced scripting.

### **SKILLS COVERED**

Upon completion of this course, you will be able to:

- These are the ones listed in the Objectives Table I put together:
- Identify the basic components and operations of the Unified CCE solution.
- Use the available UCCE tools to complete a basic UCCE system installation.
- Discuss the installation and configuration steps required to support agent functionality in a UCCE deployment.
- Install a basic CCE VXML Solution.
- Install, configure and run a CCE Outbound Option Campaign.
- Describe how to support CCE.

### **WHO SHOULD ATTEND?**

- Channel Partner / Reseller
- Customer
- Employee

### **PRE-REQUISITES**

The knowledge and skills that a learner must have before attending this course are as follows:

- Working knowledge of basic networking and components (router, switch, NIC).
- Working knowledge of Microsoft Windows Server deployed within an Active Directory environment.
- Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys.

### **MODULES**

#### **Module 1: Cisco Unified Contact Center Enterprise v10 Foundations**

- Lesson 1-1: Introducing UCCE
- Lesson 1-2: Unified CCE Architecture and Components
- Lesson 1-3: UCCE Terms, Routing and Additional Components
- Lesson 1-4: Accessing UCCE Tools

#### **Module 2: Preparing UCCE for Basic IVR Scripting**

- Lesson 2-1: UCCE Protocols and Call Flows
- Lesson 2-2: Using Domain Manager
- Lesson 2-3: Introducing the Unified CCE Main Installer
- Lesson 2-4: Central Controller Installation
- Lesson 2-5: Installing Admin Data Servers and Clients
- Lesson 2-6: Configuring ICM for CVP
- Lesson 2-7: Configuring CVP for UCCE

- Lesson 2-8: UCCE Voice Gateway Internetworking Considerations
- Lesson 2-9: Basic IVR Scripting with Microapps

### **Module 3: Preparing UCCE for Basic Agent Functionality**

- Lesson 3-1: Configure UCM to Support UCCE
- Lesson 3-2: Installing UCCE CTI Software
- Lesson 3-3: UCCE Configuration and Scripting for Additional Agent and IVR Functionality
- Lesson 3-4: Enabling Transfers and RONA

### **Module 4: Installing and Configuring CCE VXML Solution**

- Lesson 4-1: Basic VXML Functionality
- Lesson 4-2: Installing and Configuring VXML Solution
- Lesson 4-3: Exploring Courtesy Callback

### **Module 5: Installing CCE Outbound Option**

- Lesson 5-1: Introduction to Outbound Option
- Lesson 5-2: Outbound Option Installation and Configuration
- Lesson 5-3: Configuring Outbound Option for Agent and IVR Campaigns

### **Module 6: Supporting CCE**

- Lesson 6-1: ICM Processes
- Lesson 6-2: Diagnostic Framework Suite
- Lesson 6-3: UCCE Support
- Lesson 6-4: Service Assurance

### **Lab Details**

- Lab 1-1: Overview of the UCCE Lab Environment

- Lab 1-2: Explore Voice Gateway
- Lab 1-3: Explore CVP and ICM Servers
- Lab 2-1: Install the ICM Main Installer
- Lab 2-2: Install ICM Central Controller and Admin Data Server/HDS
- Lab 2-3: Configure/Install PG for CVP and UCM
- Lab 2-4: Install, Configure and License CVP Components
- Lab 2-5: Configure IOS Voice Gateway for CVP
- Lab 2-6: Configure ICM for CVP Scripting
- Lab 2-7: Prepare a simple CVP Test Script
- Lab 2-8: Use ICM Tools to Observe Script Progress
- Lab 3-1: ICM Scripting with MicroApps
- Lab 3-2: Configure ICM for Basic Agent Functionality
- Lab 3-3: Install CTI Components
- Lab 3-4: CTI Route Point Initiated Calls
- Lab 3-5: Configure Calls Using SIP with Proxy
- Lab 4-1: Configure Courtesy Callback (CCB)
- Lab 5-1: Install and Configure Cisco Outbound Option – SIP
- Lab 6-1: Using Troubleshooting Tools
- Lab 6-2: Instructor Break/Fix Lab

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