

UCCXD: Deploying Cisco Unified Contact Center Express

Course Code: UCCXD

Duration: 5 days

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

OVERVIEW

This course is designed for systems engineers who will be responsible for deploying the Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP Interactive Voice Response (Unified IP IVR) products.

SKILLS COVERED

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

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Outbound Dialer, Agent Email, Agent Web Chat, and

Automatic Speech Recognition (ASR) and Text-to-Speech (TTS)

- Understand how to maintain and monitor a Cisco Unified CCX system

WHO SHOULD ATTEND?

- Channel Partner / Reseller
- Customer
- Employee

PRE-REQUISITES

The learner is expected to have the following skills and knowledge before attending this course:

- Internetworking Fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Center operations

MODULES

[Module 1: Cisco Unified CCX Product Introduction](#)

- Lesson 1-1: Cisco Unified CCX Product Packages
- Lesson 1-2: Cisco Unified CCX Architecture
- Lesson 1-3: Designing Cisco Unified CCX

[Module 2: Cisco Unified CCX Installation and Configuration](#)

- Lesson 2-1: Installing Cisco Unified CCX
- Lesson 2-2: Managing Cisco Unified CCX
- Lesson 2-3: Configuring Basic Properties of Cisco Unified CCX

[Module 3: Cisco Unified CCX Scripting](#)

- Lesson 3-1: Understanding Script Editor Basics
- Lesson 3-2: Creating a Basic IVR Script
- Lesson 3-3: Prompting and Collecting Information
- Lesson 3-4: Accessing an External Database
- Lesson 3-5: Making Decisions
- Lesson 3-6: Confirming Caller Input

[Module 4: Cisco Unified CCX ACD Operation](#)

- Lesson 4-1: Implementing Cisco Unified CCX
- Lesson 4-2: Scripting Fundamentals for Cisco Unified CCX
- Lesson 4-3: Using Finesse Administration and Call Recording
- Lesson 4-4: Advanced Scripting Topics for Cisco Unified CCX
- Lesson 4-5: Using Cisco Unified CCX Reports

[Module 5: Cisco Unified CCX Premium Functions](#)

- Lesson 5-1: Configuring the Outbound Dialer
- Lesson 5-2: Configuring Agent Email and Agent Web Chat
- Lesson 5-3: Understanding ASR and TTS

[Module 6: Cisco Unified CCX Maintenance](#)

- Lesson 6-1: Using Cisco Unified RTMT
- Lesson 6-2: Using the Disaster Recovery System

[Lab Details](#)

- Guided Lab 1: Review Cisco Unified Contact Center Express Installation
- Guided Lab 2: Provisioning Telephony and Media

- Guided Lab 3: Understanding Script Editor Basics
- Guided Lab 4: Start Your New Locator Script
- Guided Lab 5: Prompt and Collect Information from a Caller
- Guided Lab 6: Accessing a Database
- Guided Lab 7: Loops, Counters, and Decision-Making
- Guided Lab 8: Confirming Caller Input
- Guided Lab 9: Configuring Cisco Unified Contact Center Express
- Guided Lab 10: Cisco Unified Contact Center Express Scripting
- Guided Lab 11: Using Finesse Administration and Call Recording
- Guided Lab 12: Advanced Cisco Unified Contact Center Express Scripting Techniques
- Guided Lab 13: Cisco Unified Contact Center Express Reporting
- Guided Lab 14: Outbound Preview Dialing
- Guided Lab 15: Agent Email and Web Chat
- Guided Lab 16: Spoken Names and Automatic Speech Recognition
- Guided Lab 17: Using the Cisco Unified Real Time Monitoring Tool

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