Understanding Cisco Contact Center Enterprise Foundations (CCEF)

ID CCEF **Price** CHF 1,290.—(excl. VAT) **Duration** 1 days

Who should attend

- Account and project managers
- Business liaisons
- Deployment engineers
- Managers overseeing CCE deployments
- Technical sales

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of IP networks

Recommended Cisco offerings that may help you meet these prerequisites:

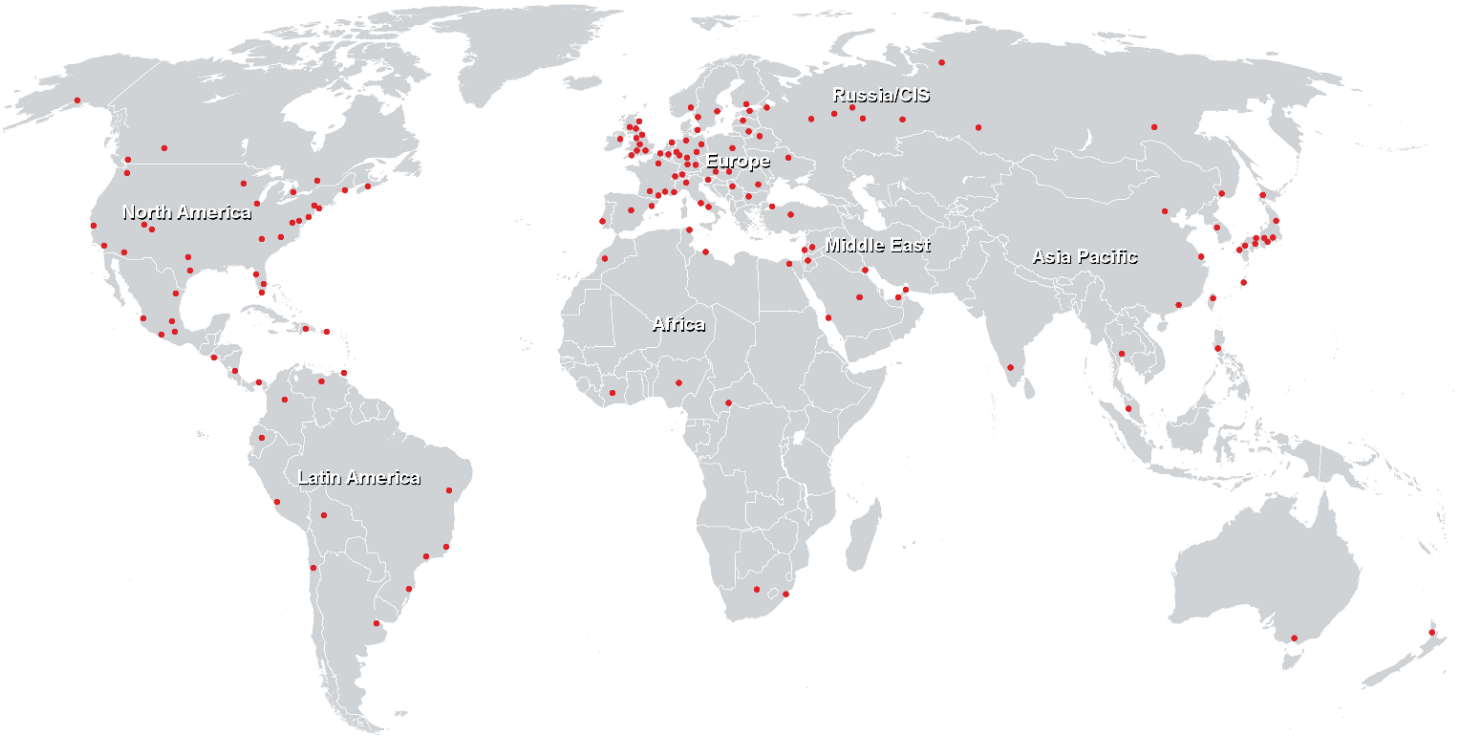
- Implementing and Administering Cisco Solutions (CCNA)
- Understanding Cisco Collaboration Foundations (CLFNDU)

Course Objectives

After taking this course, you should be able to:

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

Training Centres worldwide





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