

Administering Advanced Cisco Contact Center Enterprise (CCEAA)

ID CCEAA Prix CHF 3 600,- (Hors Taxe) Durée 3 jours

A qui s'adresse cette formation

- Deployment engineer
- Sales engineer

Pré-requis

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 Cisco Unified Contact Center Enterprise architecture and operation

Recommended Cisco offerings that may help you meet these prerequisites:

- [Administering Cisco Contact Center Enterprise \(CCEA\)](#)
- [Understanding Cisco Contact Center Enterprise Foundations \(CCEF\)](#)
- [Implementing and Operating Cisco Collaboration Core Technologies \(CLCOR\)](#)
- [Understanding Cisco Collaboration Foundations \(CLFNDU\)](#)

Objectifs

After taking this course, you should be able to:

- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.
- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.

Centres de formation dans le monde entier



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