



Preparation Deploying Cisco Unified Contact Center Express

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.

Who Needs to Attend

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers
- System engineers
- Customers deploying and maintaining Cisco Unified Contact Center Express products

Course Certifications

This course is part of the following Certifications:

Prerequisites

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

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

Upon completing this course, the learner will be able to meet these overall objectives:

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite. This overview will cover descriptions of the product, compatibility and hardware and software options, architecture and sizing and ordering tools.
- 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 Remote Monitoring, 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.

Course Content

1. Cisco Unified CCX

- Relationship between the Unified CCX platform and the three products it supports
- Three Cisco products supported by the Unified CCX engine platform
- Unified CCX hardware and software components to include all server types, standby deployments, and scalability
- New and improved functions of the three Unified CCX products to include Unified CCX v11.0

2. Designing and Ordering

- Properly size the Unified CCX products by using calculators provided by Cisco
 - Properly order Unified CCX products using the Unified CCX configuration and ordering tool
 - Network considerations surrounding a Unified CCX deployment
 - Using the Solution Reference Network Design for Cisco Unified CCX and Cisco Unified IP IVR and other documents to support a Unified CCX design and deployment
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3. Installation and Configuration

- Installing Unified CCX software on all servers in a cluster
- Activating and configuring all components in a CCX cluster
- Configuring and testing a simple CCX Script Application
- Troubleshooting installations using log files

4. Unified CCX Editor

- Navigate the Unified CCX Editor functionality
- Creating, deleting, and editing variables
- Saving and uploading valid scripts to the repository
- Performing the debug process to test a script
- Troubleshooting an application and script using trace files

5. Basic Unified CCX Editor Steps

- Creating a simple script workflow to answer a call
- Adding comments to identify and explain the script and subsequent groups of steps
- Playing voice prompts to share information or instructions with callers
- Terminating and ending a call
- Validate, save as, upload, refresh, and debug a script

6. Caller and System Inputs

- Collecting information from a caller by presenting a list of choices using the menu step
- Collecting digits from a caller by using the Get Digit String step
- Getting information from the system to alter the logic of the call flow
- Validate, save as, upload, refresh, and debug the script

7. Database Access

- Connecting to a database
 - Reading and getting information from the database by creating a SQL query within a script step
 - Referencing database locations
 - Writing information to a SQL database
 - Closing the database connection and terminating database resources
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8. Logical Operations

- Applying Boolean logic in scripts
- Creating and modifying counters
- Creating and managing timing loops
- Redirecting script logic based on the evaluation of “If” statements
- Using call subflows as reusable scripts
- Creating specialized prompts

9. Caller Transfers

- Creating day-of-week and time-of-day ranges for different handling
- Transferring calls to various extensions as a function of day and time
- Getting information associated with a call
- Designating calls as completed for reporting
- Determining if the caller has hung up
- Determining if today is a holiday

10. Configuring Unified CCX

- Cisco Unified CCX product, features, and capabilities
- Configuring Unified CCX on the CUCM and CCX server

11. Finesse Product Suite

- Configuring Finesse Agent Desktop and Finesse Supervisor Desktop
- Testing the Finesse Agent Desktop and Finesse Supervisor Desktop configurations
- Examining the IP Phone Agent

12. Unified CCX Script Techniques

- Defining and using Unified CCX Editor Unified CCX steps
- Testing a sample application using the Unified CCX steps in the Unified CCX Editor

13. Finesse Administrator

- Configuring the Unified CCX enterprise data using the Finesse Desktop Administrator
 - Configuring work flows, personnel, and teams
 - Creating screen pops and macros
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- Creating wrap-up codes

14. Outbound Dialer and Agent Chat

- Examine Outbound Dialer

15. Session Management

- Examine Session Management to retrieve information from a previous call

16. Media Resource Control Protocol (MRCP) Speech Technologies

- Examine Nuance ASR and TTS servers

17. Reporting

- Accessing and analyzing real-time reports
- Configure Cisco Unified Intelligence Center (CUIC) historical reporting
- Accessing and analyzing historical reports

18. Servicing and Troubleshooting

- Traces and logs
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