Deploying Cisco Unified Contact Center Express v6.0

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Course#:UCCXD
Duration:5 Days
Price:0.00
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Course Description

In this course, youll gain an understanding of Ciscos Unified Contact Center Express (Unified CCX) product and all of its associated client applications and scripting tools. You will learn about all of the Unified CCX components, servers, deployment options, and clients. You will learn how to perform capacity planning, choose the correct product features, and install the product.

Our instructors place major emphasis on the Unified CCX script editing tool, Unified CCX Editor, which allows administrators to script the contact centers caller experience through the system, including queries, recordings, menu input, digit string input, and database operations. You will cover the Cisco Finesse Agent and Supervisor Desktops as well as the Finesse Desktop Administration tool to optimize the call agents desktop display and options, supervisor optimization of the call center, and reporting options and customizations. You will explore Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) technologies, Social Miner, and Outbound Dialing technologies and youll examine options for troubleshooting, reporting, and maintaining the system.

Our voice network labs use the latest hardware and software and all of our IP telephony courses provide a simulated public switched telephone network (PSTN).

Objectives

 Planning and deploying a Cisco Unified CCX system version 11.0

 Telephony and media configuration for deployment with CUCM

 Scripting techniques and best practices

 Scripting operations including greeting, prompt and collect, caller input, database queries, and logic

 Time-of-day and holiday operations

 Queue management and best practices for queuing

 Finesse Agent, Finesse Supervisor, and Finesse Administrator

 Cisco IP Phone Agent

Session Management

CUIC and real-time reporting

Remote Monitoring

Outbound preview dialing

TTS and ASR

Real-Time Monitoring

Disaster recovery

Audience

Systems integrators who deploy Cisco Unified CCX

System engineers, architects, and support staff who:

Maintain and configure Finesse supervisor and Finesse agent clients

Write scripts and maintain script integrity

Require a fundamental understanding of the issues and solutions related to implementation

Maintain the server system and telephony system for the contact center

Prerequisites

Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing

Basic knowledge of CUCM

Basic knowledge of contact center operations

Familiarity with Microsoft desktop applications and SQL database operations

Content

Classroom Live Outline

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

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

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, andteams

Creating screen pops and macros

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

Classroom Live Labs

Lab 1: Remote Labs Access

Lab 2: Disaster Recovery Lab

Lab 3: IP Phone Registration

Lab 4: 9951 Registration

Lab 5: Exclusive Unified FX Phone Control

Lab 6: Cisco Jabber

Lab 7: UCCX Initialization and Configuration

Lab 8: UCCX Disaster Recovery

Lab 9: UCCX Telephony and Media Fundamentals

Lab 10: UCCX Script Editor Fundamentals

Lab 11: UCCX Scripting Foundations Lab

Lab 12: UCCX Scripting Prompting and Input Collection

Lab 13: UCCX Scripting Database Access

Lab 14: UCCX Scripting Logical Operations

Lab 15: UCCX Scripting Time of Day

Lab 16: UCCX Prompt Management

Lab 17: UCCX Agent and Supervisor and Queue Provisioning

Lab 18: UCCX Finesse Agent and Supervisor Desktops

Lab 19: UCCX Advanced Queue Design and Scripting

Lab 20: UCCX Finesse Desktop Administrator

Lab 21: UCCX Advanced Scripting and Screen Pops

Lab 22: Cisco Unified Intelligence Center (CUIC) Reporting

Lab 23: UCCX Serviceability