

Cisco Unified Contact Center Enterprise Deployment (UCCE-D v11.5)

Course#: UCCE
Duration: 5 Days
Price: 0.00

Course Description

Cisco Unified Contact Center Enterprise Deployment (UCCE-D) is a 5-day instructor-led course that helps prepare learners to deploy the Cisco Unified CCE v11.5 solution. This course will provide the student with the underlying knowledge to understand deployment design solutions, requirements for deployment, and how to install and configure all major Cisco Unified CCE components.

As a part of deployment activities, the student will understand how to install and integrate Intelligent Contact Manager (ICM) with Active Directory, how to install and integrate Cisco Unified CVP components using an IOS-based voice browser and Cisco Virtualized Voice Browser (Cisco VVB), how to install and integrate Cisco Finesse, how to install and integrate Cisco Unified Intelligence Center with Active Directory and associated Data Sources for reporting purposes, and how to install and configure Agent- and IVR-based Outbound Option dialing campaigns.

Finally, the student will learn how to setup and use troubleshooting tools including RTMT, System CLI, Diagnostic Framework, and ICM command-line utilities to find status information and log files, and to track a call from the point of entry to the agent desktop.

Objectives

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

- Understand CCE solutions, architecture, solution options, deployment models, integrated features, and call flow options.

- Understand underlying Cisco Unified CCE processes, messaging, and fault tolerance schemes.

- Install, upgrade, and make basic configurations in Cisco Unified Communications Manager.

- Install, create databases, integrate, and upgrade all ICM components to include the ICM Router, Logger, Administration Data Server, Peripheral Gateways, CTI Gateway and Cisco Finesse.

- Install, integrate, configure, and upgrade Cisco Unified CVP components to include the CVP Call

Server, Voice XML Server, Media Server, Reporting Server, and Cisco VVB.

Install, upgrade, and make configurations for Cisco Unified Intelligence Center and Cisco Outbound Option Agent- and IVR-based campaigns.

Audience

The primary audience for this course is as follows:

Cisco Unified Communications system channel partners and resellers who are responsible for sales, implementation, or administration of a Cisco Unified Contact Center.

System and technical support engineers.

Day 1 and Day 2 support personnel.

Administrative and reporting personnel.

Prerequisites

This outlines the student and personal computer requirements to attend this class:

All students must have their own personal computer or laptop for access to lab systems, WebEx (for WebEx deliveries), and course materials (if electronic materials are used). These computers must conform with these capabilities:

Windows (preferred), Mac and Linux operating systems supported.

Access to the internet with speeds greater than 1 Mbps.

Mozilla Firefox (v45 or better [preferred]) or Internet Explorer 11.

Must have or the ability to install Cisco AnyConnect VPN software and Cisco IP Communicator.

Must have the ability to use Remote Desktop Connection for access to lab servers.

Headsets for audio communications can be helpful.

Working knowledge of Cisco networking and components such as routers and switches.

Working knowledge of Microsoft software products such as Microsoft Windows Server deployed in an Active

Directory environment.

Attendance in Cisco Unified CCE Administration classes or equivalent real world experience. This class will assume the student has a solid working knowledge of Cisco Unified CCE and its administration.

Content

Classroom Live Outline

Module 1. Cisco Unified Contact Center Enterprise Overview

Lesson 1: Presenting Cisco Unified Contact Center Enterprise

Cisco Unified CCE Solutions

New/Deprecated Features and Enhancements

Cisco Unified CCE Reference Designs

Cisco Unified CCE Reference Design Specifications

Cisco Unified CCE Core Components

Optional Cisco Components

Optional Third-Party Components

Cisco Unified CCE Solution Integrated Features

Solution Administration

Compatibility

Lesson 2: Cisco Unified CCE Core Components

Cisco Unified Communications Manager

Cisco Unified CM Cluster Nodes

Cisco Unified CM Database Architecture

Intracluster Communications

Call Processing Subscriber Redundancy

CTI Manager Service

Partitions and Calling Search Spaces

Basic Call Handling

Agent Phones

Cisco Unified CCE/ICM

Definitions

Traditional ICM

Traditional ICM Deployment Models

ICM Components

ICM Databases

ICM Terms

Cisco Unified CVP

Cisco Unified CVP Product Components

Additional Component

Cisco Unified CVP Functional Deployment Models

Lesson 3: Cisco Unified CCE Options

Optional Cisco Unified CCE Components

Cisco Unified CCE Third-Party Components

Cisco Unified CCE Integrated Features

Solution Administration

Lesson 4: Basic Call Flow Models

Call Flow Types

Traditional ICM Pre-route

Traditional ICM Post-route

Cisco Unified CCE Call Flow

Traditional ICM Translation Routing

Translation Route to VRU

Module 2. Cisco Unified CCE Protocols, Processes, and Services

Lesson 1: Cisco Unified CM

Cisco Unified CM Architecture

Cisco Unified CM Fault Tolerance

Lesson 2: Cisco Unified CCE/Intelligent Contact Manager

ICM Architecture

ICM Processes and Services

ICM Fault Tolerance

Lesson 3: Cisco Unified CVP

CVP Architecture

CVP Fault Tolerance

Module 3. Installing Cisco Unified Communications Manager

Lesson 1: Installation Prerequisites

Network

Platform

Software

Browser

Username and Password

Licensing

Required Installation Information

Lesson 2: Cisco Unified CM Installation

Installation Types

Pre-installation Tasks

Install CUCM

Lesson 3: Post-installation Configurations

Licensing

Service Activation

Lesson 4: Creating Basic Infrastructure

Regions

Device Pools

Partitions

Calling Search Spaces

Trunks

Route Groups

Route Lists

Route Patterns

IP Phones

Application User Accounts

Lesson 5: Upgrading Cisco Unified CM

Understanding Upgrades and Migrations

Requirements and Limitations

Supported Upgrade Paths

Upgrade Sequence and Timing

Pre-Upgrade Tasks

Upgrade Procedures

Module 4. Installing Intelligent Contact Manager

Lesson 1: Installation Requirements

Platform

Network

Software

VM

Compatibility

Lesson 2: Pre-installation Tasks

Set Up Active Directory and DNS

Set Up Virtual Machines

Set Up Third Party Software

Lesson 3: Install the Main Installer

Install the ICM Software Installer

Set Up Organizational Units

Add Users to Security Groups

Lesson 4: Install the Central Controller

Add ICM Instance

Create the Logger Database

Set Up the ICM Router

Set Up the ICM Logger

Lesson 5: Install the Administration and Data Server

Create the HDS Database

Set Up the Administration and Data Server

Start Central Controller

Set the Deployment Type and Congestion Control

Lesson 6: Install the Peripheral Gateway

Configure the PG for CUCM

Configure the PG for Cisco Unified CVP

Set Up the PG for CUCM

Set Up the PG for Cisco Unified CVP

Install the JTAPI Client for Cisco Unified CM PG

Lesson 7: Install CTI Services

Set Up CTI Server

Lesson 8: Cisco Finesse

Finesse Agent Desktop

Finesse IP Phone Agent

Installation Requirements

Install Finesse

Finesse Configurations

Upgrading Finesse

Lesson 9: Upgrading ICM

Multistage Upgrades

Pre-Upgrade Overview

Upgrade Overview

Module 5. Installing Cisco Unified CVP

Lesson 1: Installation Prerequisites

CVP Server

Ops Console

Reporting Server

Call Studio

Lesson 2: Install the CVP Server

Ops Console

CVP Server

Reporting Server

Remote Operations

License CVP Components

Lesson 3: Configure Cisco Unified CVP Components

Call Server

VXML Server

Media Server

Reporting Server

Gateways

Cisco Unified CM

ICM
ASR/TTS

Lesson 4: Upgrading Cisco Unified CVP Upgrade Path

Upgrade Strategies
Upgrade VM
Upgrade Windows
Upgrade CVP

Module 6. Installing and Configuring Cisco Unified CCE Options

Lesson 1: Cisco Outbound Option

Enable Outbound Option
Add Outbound Database
Configure the Media Routing PG and Dialer Peripheral
Configure the Dialer
Set Up the Media Routing PG and Dialer
Outbound Option Configurations

Lesson 2: Cisco Unified Intelligence Center

Installation Prerequisites
Install CUIC
Import Stock Reports
CUIC Configurations
Upgrading CUIC

Module 7. Supporting Cisco Unified CCE

Lesson 1: Maintenance Activities

Back-up and Restore

Database Purge

Lesson 2: UCCE Troubleshooting Tools

RTMT

Diagnostic Framework

System CLI

ICM Command Line Tools

Syslog and SNMP

Classroom Live Labs

Lab 3-1: Configuring Cisco Unified Communications Manager

Lab 4-1: Install the ICM Main Installer

Lab 4-2: Install the ICM Central Controller and Administration Data Server

Lab 4-3: Configure and Install a Generic PG and CTI Server for Cisco Unified CVP and Cisco Unified CM

Lab 4-4: Integrate and Test Cisco Finesse

Lab 5-1: Install, Configure and License Cisco Unified CVP

Lab 5-2: Configure Voice Browsers for Cisco Unified CVP

Lab 5-3: Cisco Unified CVP Proof of Concept

Lab 6-1: Configure an Agent-based Outbound Campaign

Lab 6-2: Configure a Transfer to IVR-based Outbound Campaign

Lab 6-3 License and Configure Cisco Unified Intelligence Center

Lab 7-1: Using Troubleshooting Tools