

CCEI – Implementing Cisco Contact Center Enterprise



Days: 3

Description: The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

Prerequisites:

The knowledge and skills that students are expected to have before attending this course are:

- Advanced knowledge of computer networking components - Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

Here are recommended Cisco learning offerings that may help students meet these prerequisites:

- Cisco CCEF Course
- Cisco CCEA Course
- Cisco CCEAA Course
- Cisco CCNA Course
- Cisco CLFNDU Course

Audience:

- Deployment Engineer
- Sales Engineer

Course Objectives:

After taking this course, you should be able to:

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE Scripting tools to present call data collected from the caller to the agent desktop
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site

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- Identify the tasks associated with adding Remote Site functionality to the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

OUTLINE:

PLANNING A CISCO PACKAGED CONTACT CENTER ENTERPRISE DEPLOYMENT

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- Packaged CCE Component Overview
- Call Flows Review

STAGING A PACKAGED CCE DEPLOYMENT

- PCCE Deployment Planning and System Design Specification
- Software Compatibility and OS Requirements

PREPARING CCE SOFTWARE FOR INSTALLATION

- General Considerations and System Requirements
- Active Directory Considerations

ADMINISTERING SECURITY CERTIFICATES

- Security Certificate Overview
- Install and Configure Certificate Authority

INTRODUCING THE PACKAGED CCE INTEGRATION WIZARD

- PCCE Inventory and Service Accounts
- Run the PCCE Wizard Adding a Site to Packaged CCE

ADDING A SITE TO PACKAGED CCE

- PCCE Remote Site Overview

- Remote Site Security Certificate Considerations

INTEGRATING CISCO UNIFIED INTELLIGENCE CENTER, LIVEDATA, AND FINESSE

- Compare Real Time vs. Live Data
- Complete Cisco Unified Intelligence Center Integration

PERSONALIZING THE PACKAGED CCE DIAL PLAN

- CCE Dial Plan Components
- Ingress Gateway and Cisco Unified Border Element Dial Plans

CONFIGURING TO VALIDATE DEPLOYMENT CONFIGURING TO VALIDATE DEPLOYMENT

- Confirm Configuration Readiness
- Cisco Unified Communications Manager Administration

SCRIPTING FOR PACKAGED CONTACT CENTER ENTERPRISE

- Configure Script Editor
- Use Microapps

CONFIGURING SINGLE SIGN-ON

- SSO Overview
- Configure SSO Prerequisites

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LAB OUTLINE

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Navigate Certificate Store
- Add a Remote Site to PCCE
- Personalize Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details for Final Testing
- Build a Series of Test Scripts
- Enable Single Sign-On