

Deploying Cisco Unified Contact Center Express (UCCXD) Course Summary

Description

This course provides the student with knowledge and hands-on deployment experience for Unified Contact Centre Express and Unified IP IVR. Deployment tasks include planning, installation, configuration, administration, script development, agent and supervisor deployments, and troubleshooting.

Objectives

At the end of this course, students will be able to:

- Design and plan an IP Contact Center and an Unified IP IVR implementation
- Install or discuss CRS components, servers, agent and supervisor desktops and clients
- Configure all CRS components
- Build workflow applications to exploit Unified IP IVR features and capabilities
- Build contact center workflows to exploit Unified CCX features and capabilities
- Troubleshoot installations and workflows

Topics

- CRS 5.0 Products Overview
- CRS Design and Ordering
- CRS Installation and Configuration
- CRS Script Editor
- Basic Script Editor Steps
- Caller Input
- Database Access
- Logical Operations
- Caller Transfer
- Additional Editor Steps
- MRCP Speech Technologies
- VXML and Example Scripts
- Configuring Unified CCX
- Desktop Administration
- Remote Monitoring
- CRS Reports
- Backup and Restore Process
- Servicing and Troubleshooting

Audience

- Customers
- Channel Partners / Resellers
- Employees
- Those pursuing CCIE Voice.

Prerequisites

It is strongly recommended that students have CIPT1. It is also suggested that students have CCNA Voice. Students need a firm understanding of internetworking fundamentals, basic IP Telephony concepts, Cisco Unified Communications Manager Deployment, Cisco IP Phones and Cisco IP Communicator, Contact Centre Operations, Microsoft Windows 2000, and MS SQL 2000 and MSDE databases.

Duration

Five days

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