



# FIREFLY

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## Implementing Cisco Contact Center Enterprise Chat and Email

DURATION: 4 DAYS

COURSE CODE: CCECE

FORMAT: LIVE/VIRTUAL

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### COURSE DESCRIPTION

The Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) v1.0 course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.

This course will help you:

- Configure, integrate, and deploy Cisco Enterprise Chat and Email into existing Enterprise Contact Center environments
- Grow your understanding of Cisco ECE administration and features

### WHO SHOULD ATTEND

Deployment engineers

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### PREREQUISITES

Strong knowledge of computer networking components: Windows A/D, SQL

Strong understanding of IP networks

Advanced experience administering Cisco Packaged

## LEARNING OBJECTIVES

Describe the ECE solution as deployed with Cisco Contact Center Enterprise (CCE)

Define the components of ECE that make up the available deployment models available for enterprise solutions

Utilize the Classic ECE interface to differentiate between partitions

Utilize the Classic ECE interface to differentiate between processes and instances

Configure the PCCE requirements necessary to integrate ECE

Configure the requirements necessary to integrate ECE with the Single Pane of Glass used with PCCE

Configure the requirements necessary to integrate ECE with email services

Add the ECE Agent gadget to the Cisco Finesse Desktop layout

Describe the installation requirements for a high-availability deployment of ECE

Describe a basic email and chat call flow through the ECE/PCCE environment

Understand the general operational requirements for adding CCE Agent, skill, and scripting objects and importing them into CCE

Navigate the administrative tabs in both the Business Partition and Department view of the Single Pane of Glass

Add and import objects into the ECE

Describe the configurations options found in the Email and Chat Queue

Describe the configuration and verification of chat functionality in a CCE ECE environment

Configure and verify ECE settings

Configure an entry point for a chat queue and introduce template sets

Customize the chat experience

Define and verify the configuration requirements to deploy callback and delayed callback

Describe the benefits of implementing Agent Single Sign-on in the ECE/CCE environment

Configure the requirements necessary to implement Agent Single Sign-on in the ECE/CCE environment

## COURSE OUTLINE

1. **Deploying Cisco Enterprise Chat and Email**
2. **ECE General administration**
3. **Cisco ECE Email administration**
4. **Cisco ECE Chat administration**
5. **Cisco Enterprise Chat and Email features**

## DISCOVERY LABS

1. Navigate CCE discovery architecture and components
2. Navigate ECE and CCE discovery architecture and components
3. Navigate ECE Email and Cisco Finesse integration
4. Add and Import CCE Resources into ECE
5. Personalize the Email Trail
6. Build a Department Workflow
7. Build CCE Script for Email
8. Agent Verification of Email
9. Configure and Verify Chat Operation
10. Customize Chat
11. Explore Reporting for ECE
12. Support Single Sign On (SSO) for ECE
13. Troubleshoot ECE