



FIREFLY

Implementing Cisco Contact Center Enterprise

DURATION: 3 DAYS

COURSE CODE: CCEI

FORMAT: LECTURE/LAB

COURSE 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.

This class will help you:

- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

WHO SHOULD ATTEND

Deployment engineer
Sales engineer

PREREQUISITES

To fully benefit from this course, you should have the following knowledge:

- 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

Recommended Cisco offerings that may help you meet these prerequisites:

- Administering Cisco Contact Center Enterprise (CCEA)
- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Administering Cisco Solutions (CCNA®)

LEARNING OBJECTIVES

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

Discover how to install CCE software

Administer CA signed security certificates to support the successful addition of a PCCE site

Use the Integration Wizard to configure the various platforms and servers installed in 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

COURSE OUTLINE

1. Planning a Cisco Packaged Contact Center Enterprise Deployment

Packaged CCE Component Overview

Call Flows Review

2. Staging a Packaged CCE Deployment

PCCE Deployment Planning and System Design Specification

Software Compatibility and OS Requirements

3. Preparing CCE Software for Installation

General Considerations and System Requirements

Active Directory Considerations

4. Administering Security Certificates

Security Certificate Overview

Install and Configure Certificate Authority

5. Introducing the Packaged CCE Integration Wizard

PCCE Inventory and Service Accounts

Run the PCCE Wizard

6. Adding a Site to Packaged CCE

PCCE Remote Site Overview

Remote Site Security Certificate Considerations

7. Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse

Compare Real Time vs. Live Data

Complete Cisco Unified Intelligence Center Integration

8. Personalizing the Packaged CCE Dial Plan

CCE Dial Plan Components

Ingress Gateway and Cisco Unified Border Element Dial Plans

9. Configuring to Validate Deployment

Confirm Configuration Readiness

Unified Communication Manager Administration

10. Scripting for Packaged Contact Center Enterprise

Configure Script Editor

Use Microapps

11. Configuring Single Sign-On

SSO Overview

Configure SSO Prerequisites

DISCOVERY LABS

- 1: Navigate CCE Discovery Architecture and Components
- 2: Explore ICM Configuration Tools
- 3: Observe Installed CCE Software
- 4: Certificate Store Navigation
- 5: Add a Remote Site to PCCE
- 6: Personalize Cisco Finesse Server
- 7: Configure Site Dial Plan
- 8: Verify Configuration Details to Facilitate Final Testing
- 9: Configure Deployment of VXML Functionality
- 10: Build a Series of Test Scripts
- 11: Enable Single Sign-On