FIREFLY

Troubleshooting Cisco Contact Center Enterprise

DURATION: 2 DAYS   COURSE CODE: CCET   FORMAT: LIVE/VIRTUAL

COURSE DESCRIPTION

The Troubleshooting Cisco Contact Center Enterprise (CCET) v1.0 course is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues.

This class will help you:

- Learn the troubleshooting techniques to maximize the benefits the prepackaged deployment model PCCE
- Anticipate and rectify possible deployment issues by learning the tools and processes that provide solutions for deployment issues

PREREQUISITES

- Strong knowledge of computer networking components: Windows A/D, SQL Server, and components (servers, routers, switches)
- Strong understanding of IP networks
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- Experience administering and troubleshooting Cisco Unified Communications Manager and Voice Gateways

Recommended Cisco offerings that may help you meet these prerequisites:

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

WHO SHOULD ATTEND

Account manager

Deployment engineer

Deployment project manager

Sales engineer

LEARNING OBJECTIVES

Describe CCE flows and processes required to support and troubleshoot the PCCE deployment

Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment

Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

COURSE OUTLINE

1. CCE Flows and Process Review

Troubleshooting and Support Methodology

PCCE Components

PCCE Call Flow Review

2. CCE Diagnostic Tools

Diagnostic Framework Suite

Run Analysis Manager

Run Unified System Command-Line Interface (CLI)

3. Troubleshooting CCE

Troubleshooting Certificates

Troubleshooting Cisco Finesse

Troubleshooting a PCCE Deployment

CHALLENGE LABS

1: Configure Access to Discovery Environment

2: Explore CCE Components

3: Explore Diagnostic Framework Suite

4: Analyze Peripheral Gateway (PG) Logs

5: Navigate Certificate Store

6: View Cisco Finesse Logs