



FIREFLY

Understanding Cisco Contact Center Enterprise Foundations

DURATION: 1 DAY

COURSE CODE: CCEF

FORMAT: LIVE/VIRTUAL

COURSE DESCRIPTION

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

This class will help you:

- Learn how to manage timely, disparate data using CCER as a reporting solution
- Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.
- Understand the foundational components of Contact Center Enterprise solutions

WHO SHOULD ATTEND

Account and project managers
Business liaisons
Deployment engineers
Managers overseeing CCE deployments
Technical sales

PREREQUISITES

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of IP networks

Recommended Cisco offerings that may help you meet these prerequisites:

- Implementing and Administering Cisco Solutions (CCNA®)
- Understanding Cisco Foundation Collaborations

LEARNING OBJECTIVES

Provide a high-level overview of the Cisco Contact Center portfolio

List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions

Describe how calls flow through PCCE using appropriate terms and naming conventions

Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment

Identify advanced features available within the PCCE solution

COURSE OUTLINE

1. Introduction to CCE

- Cisco Contact Center Basics

- Cisco Contact Center Fundamentals

2. Functionality of PCCE Components

- Public Switched Telephone Network (PSTN) and Voice Gateways

- Cisco Unified Border Element (CUBE)

3. Terms and Naming Conventions Used in CCE

- CCE Access Environment

- CCE Routing Configuration

4. Access Tools Available in CCE

- Single Pane of Glass (SPOG)

- Cisco Intelligent Contact Management (ICM) Configuration Manager

5. Discovering CCE Features Beyond Default

- Agent Management

- Agent Efficiency