# Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp

**Category:** Networking & Security | **Vendor:** Cisco

**Duration:** 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

This 5 day bootcamp combines the following two courses in 1 week, and represents a per student saving of £495 !!!

- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Reporting Cisco Contact Center Enterprise (CCER)

## About This Course

This 5 day bootcamp combines the following two courses in 1 week;

- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Reporting Cisco Contact Center Enterprise (CCER)

## Who Should Attend

- Deployment engineer
- Sales engineer
- Administrators
- Business liaisons
- Managers overseeing CCE deployments

## Prerequisites & Entry Requirements

**General Prerequisites:**

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

- 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 Cisco Unified Contact Center Enterprise architecture and operation

Recommended Cisco offerings that may help you meet these prerequisites:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Administering Cisco Contact Center Enterprise (CCEA)

or

- Cisco Contact Center Enterprise Fundamentals & Admin Boot Camp (CCEABC)

and

- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

# Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

After taking this course, you should be able to:

- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.
- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.
- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.
- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.
- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.
- Successfully deploy Mobile Agent in a CCE Environment.
- Successfully deploy Post Call Survey in a CCE Environment.
- Explain the Cisco Unified Intelligence Center including the benefits and features of the system and describe the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment
- Understand the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance and provisioning functions
- Discuss the functional attributes of the Cisco Unified Intelligence Center
- Customize Cisco Unified Intelligence Center Reports and Views

**Skills You Will Learn:**

After taking this course, you should be able to:<br><br><br><br>- Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.<br>- Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.<br>- Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.<br>- Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.<br>- Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.<br>- Successfully deploy Mobile Agent in a CCE Environment.<br>- Successfully deploy Post Call Survey in a CCE Environment.<br>- Explain the Cisco Unified Intelligence Center including the benefits and features of the system and describe the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment<br>- Understand the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance and provisioning functions<br>- Discuss the functional attributes of the Cisco Unified Intelligence Center<br>- Customize Cisco Unified Intelligence Center Reports and Views

# Frequently Asked Questions

### Q: What delivery options are available for Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 5-day Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp?

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: What related terms do people search for?

Popular related searches include: Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp, Cisco Unified Contact Center, CCEAARBC

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### Q: Why choose Nexus Human for Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Cisco Contact Center Enterprise Advanced Admin & Reporting Boot Camp training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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