Cisco Contact Center Enterprise Fundamentals & Admin 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 !!!

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

About This Course

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

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

Who Should Attend

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

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 IP networks

Recommended Cisco offerings that may help you meet these prerequisites:

- Implementing and Administering Cisco Solutions (CCNA)
- Understanding Cisco Collaboration Foundations (CLFNDU)

Learning Outcomes

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

After taking this course, you should be able to:

- 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
- Navigate CCE configuration and scripting tools
- Configure a dialed number, call type, and media routing domain
- Build a basic Cisco Intelligent Contact Management (ICM) script
- Configure agents and skill groups
- Configure basic Interactive Voice Response (IVR) functionality
- Implement attributes and precision queues
- Configure Ring-No-Answer (RONA) using CCE configuration tools
- Configure and populate an agent team and primary supervisor
- Improve agent efficiency through finesse enhancements
- Build and test a basic Voice XML (VXML) application
- Implement roles, departments, and business hours
- Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

Skills You Will Learn:

After taking this course, you should be able to:

- 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
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Frequently Asked Questions

Q: What delivery options are available for Cisco Contact Center Enterprise Fundamentals & Admin 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

Q: How many CPD hours does this course provide?

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

Q: What is the duration of the Cisco Contact Center Enterprise Fundamentals & Admin 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.

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

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Contact Center Enterprise Fundamentals & Admin 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.

Q: What related terms do people search for?

Popular related searches include: Cisco Contact Center Enterprise Fundamentals & Admin Boot Camp, Cisco Unified Contact Center, CCEABC

Q: Why choose Nexus Human for Cisco Contact Center Enterprise Fundamentals & Admin 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

Q: Are there any discount codes available?

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

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