Implementing Cisco Contact Center Enterprise Chat & Email (CCECE)

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

Duration: 32.00 hours (4 days) **26.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) v1.0 course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.

How you'll benefit

- This course will help you:
- Configure, integrate, and deploy Cisco Enterprise Chat and Email into existing Enterprise Contact Center environments
- Grow your understanding of Cisco ECE administration and features

About This Course

The Implementing Cisco Contact Center Enterprise Chat and Email (CCECE) v1.0 course teaches you how to deploy Cisco® Enterprise Chat and Email (ECE) into an existing Enterprise Contact Center environment. You will learn the steps required to prepare and configure both Cisco Packaged Contact Center Enterprise (PCCE) and ECE environments for integration, as well as gain experience with the operation and administration tasks required for initial ECE deployment. Additionally, you will experience ongoing system administration tasks such as enabling Single Sign-On (SSO), importing objects, preparing queues and workflows, using the scripting tool, generating reports, and enabling system logs for troubleshooting. Finally, you will also learn how to implement features that enhance ECE operations for Agents.

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Who Should Attend

Deployment engineers

Prerequisites & Entry Requirements

General Prerequisites:

Before taking this course, student should have:

- Strong knowledge of computer networking components: Windows A/D, SQL
- Strong understanding of IP networks
- Advanced experience administering Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise

Learning Outcomes

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

After taking this course, you should be able to:

- Describe the ECE solution as deployed with Cisco Contact Center Enterprise (CCE)
- Define the components of ECE that make up the available deployment models available for enterprise solutions
- Utilize the Classic ECE interface to differentiate between partitions
- Utilize the Classic ECE interface to differentiate between processes and instances
- Configure the PCCE requirements necessary to integrate ECE
- Configure the requirements necessary to integrate ECE with the Single Pane of Glass used with PCCE
- Configure the requirements necessary to integrate ECE with email services
- Add the ECE Agent gadget to the Cisco Finesse Desktop layout
- Describe the installation requirements for a high-availability deployment of ECE
- Describe a basic email and chat call flow through the ECE/PCCE environment
- Understand the general operational requirements for adding CCE Agent, skill, and scripting objects and importing them into CCE
- Navigate the administrative tabs in both the Business Partition and Department view of the Single Pane of Glass
- Add and import objects into the ECE
- Describe the configurations options found in the Email and Chat Queue
- Describe the configuration and verification of chat functionality in a CCE ECE environment
- Configure and verify ECE settings
- Configure an entry point for a chat queue and introduce template sets
- Customize the chat experience
- Define and verify the configuration requirements to deploy callback and delayed callback
- Describe the benefits of implementing Agent Single Sign-on in the ECE/CCE environment
- Configure the requirements necessary to implement Agent Single Sign-on in the ECE/CCE environment

Detailed Course Outline

- Deploying Cisco Enterprise Chat and Email
- ECE General administration
- Cisco ECE Email administration
- Cisco ECE Chat administration
- Cisco Enterprise Chat and Email features

Skills You Will Learn:

After taking this course, you should be able to:

- Describe the ECE solution as deployed with Cisco Contact Center Enterprise (CCE)
- Define the components of ECE that make up the available deployment models available for enterprise solutions
- Utilize the Classic ECE interface to differentiate between partitions
- Utilize the Classic ECE interface to differentiate between processes and instances
- Configure the PCCE requirements necessary to integrate ECE
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Frequently Asked Questions

Q: What delivery options are available for Implementing Cisco Contact Center Enterprise Chat & Email (CCECE)?

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 4-day Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) course provides up to 26.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) training?

The training takes place over 4 day(s), with each day lasting approximately 32.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Implementing Cisco Contact Center Enterprise Chat & Email (CCECE)?

Yes, we provide corporate training, dedicated training, and closed classes for Implementing Cisco Contact Center Enterprise Chat & Email (CCECE). 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: Implementing Cisco Contact Center Enterprise Chat & Email, Cisco Unified Contact Center, CCECE

Q: Why choose Nexus Human for Implementing Cisco Contact Center Enterprise Chat & Email (CCECE)?

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 Implementing Cisco Contact Center Enterprise Chat & Email (CCECE) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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