Implementing Cisco Contact Center Enterprise

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

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

This course will help you:

- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

About This Course

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2–3 solution support. The focus is on Day 1 support for a new CCE deployment.

This course will help you:

- Learn how to optimize management of CCE solutions for smooth, connected, and efficient digital experiences across multiple channels
- Manage the effects of using CCE solutions for scalability, flexibility, and growth to support larger contact center enterprises

Who Should Attend

- Deployment engineer
- Sales engineer

Prerequisites & Entry Requirements

General Prerequisites:

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

- Advanced knowledge of computer networking components: Windows A/D, SQL Server, and components
- Understanding of IP networks
- Strong understanding of Cisco Packaged Contact Center Enterprise functionality
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Working knowledge of Unified Communications Manager and Voice Gateways

Recommended Cisco offerings that may help you meet these prerequisites:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Administering Cisco Contact Center Enterprise (CCEA)
- Administering Advanced Cisco Contact Center Enterprise (CCEAA)
- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Administering Cisco Solutions (CCNA)

Learning Outcomes

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

After taking this course, you should be able to:

- Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment
- Identify concepts necessary to create CCE system design specifications and deployment plans
- Discover how to install CCE software
- Administer CA signed security certificates to support the successful addition of a PCCE site
- Use the Integration Wizard to configure the various platforms and servers installed in the PCCE environment
- Discuss integration of the CUIC, LiveData, and Finesse reporting environments
- Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits
- Examine concepts necessary to create CCE system design specifications and deployment plans
- Create a series of routing scripts using PCCE
- Configure Single sign-on for Unified CCE

Detailed Course Outline

Planning a Cisco Packaged Contact Center Enterprise Deployment

- Packaged CCE Component Overview
- Call Flows Review

Staging a Packaged CCE Deployment

- PCCE Deployment Planning and System Design Specification

- Software Compatibility and OS Requirements

Preparing CCE Software for Installation

- General Considerations and System Requirements

- Active Directory Considerations

Administering Security Certificates

- Security Certificate Overview

- Install and Configure Certificate Authority

Introducing the Packaged CCE Integration Wizard

- PCCE Inventory and Service Accounts

- Run the PCCE Wizard

Adding a Site to Packaged CCE

- PCCE Remote Site Overview

- Remote Site Security Certificate Considerations

Integrating Cisco Unified Intelligence Center, LiveData, and Cisco Finesse

- Compare Real Time vs. Live Data

- Complete Cisco Unified Intelligence Center Integration

Personalizing the Packaged CCE Dial Plan

- CCE Dial Plan Components
- Ingress Gateway and Cisco Unified Border Element Dial Plans

Configuring to Validate Deployment

- Confirm Configuration Readiness
- Unified Communication Manager Administration

Scripting for Packaged Contact Center Enterprise

- Configure Script Editor
- Use Microapps

Configuring Single Sign-On

- SSO Overview
- Configure SSO Prerequisites

Lab outline

- Navigate CCE Discovery Architecture and Components
- Explore ICM Configuration Tools
- Observe Installed CCE Software
- Certificate Store Navigation

- Add a Remote Site to PCCE
- Personalize Cisco Finesse Server
- Configure Site Dial Plan
- Verify Configuration Details to Facilitate Final Testing
- Configure Deployment of VXML Functionality
- Build a Series of Test Scripts
- Enable Single Sign-On

Skills You Will Learn:

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- Discover how to install CCE software
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Frequently Asked Questions

Q: What delivery options are available for Implementing Cisco Contact Center Enterprise?

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 3-day Implementing Cisco Contact Center Enterprise course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Implementing Cisco Contact Center Enterprise training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Implementing Cisco Contact Center Enterprise?

Yes, we provide corporate training, dedicated training, and closed classes for Implementing Cisco Contact Center Enterprise. 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, Cisco Unified Contact Center, CCEI

Q: Why choose Nexus Human for Implementing Cisco Contact Center Enterprise?

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 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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