

Course Description: The new release Cisco IP Contact Center Enterprise v1.0 is based on updated Call Manager, IP IVR and ICM software. All labs have been rewritten and tested. New call flows have been created and are used as the basis to help students understand how to configure IP Contact Center and understand how it operates. The new course also includes coverage of CAD, the Cisco Agent Desktop, and expanded reporting.

Who Should Attend: This course is intended for personnel who will implement, configure and support the Cisco IPCC Product and have already attended training on the ICM Product.

Prerequisites: Students should have attended and completed ICMPT (ICM Product Training) and Call Manager courses and it is recommended that they have attended and completed CRSD.

Benefits of Attendance: Upon completion of this course, students will be able to:

- Accurately explain the IPCC solution concept.
- Identify solution models and their issues.
- Build a "clean order" for an IPCC solution.
- Design an ipcc solution using all applicable components.
- Install, configure, test, and maintain IPCC components for the single-site environment.
- Formulate and implement IPCC call flows and routing.
- Use cisco's standard IPCC deployment tools.
- Troubleshoot the IPCC solution set.

Course Outline:

Volume 1

Introduction

Overview

Lesson 1: IPCC Pre Routing Call Flow
Lesson 2: IPCC Post Route from CallManager Call Flow
Lesson 3 and LAB Module 3: Configure CallManager for IPCC
Lesson 4: CRS Script Editor
Lesson 5 and LAB Module 5: Create a CRS Script
Lesson 6 and LAB Module 6: Configure IP IVR for IPCC
Lesson 7 and LAB Module 7: ICM Configuration
Lesson 8 and LAB Module 8: ICM Component Installation
Lesson 9 and LAB Module 9: CTIOS and CTIOS Desktop
Lesson 10 and LAB Module 10: Translation Route Wizard
Lesson 11 and LAB Module 11: ICM Script and Call Tracer

Volume 2

Lesson 1 and LAB Module 1: System IPCC Installation
Lesson 2 and LAB Module 2: Deployment Wizard
Lesson 3 and LAB Module 3: Post Installation Configuration
Lesson 4: Cisco Agent Desktop (CAD)
Lesson 5 and LAB Module 5: Cisco Desktop Applications Installation
Lesson 6 and LAB Module 6: System IPCC Script
Lesson 7 and LAB Module 7: CAD Workflow
Lesson 8: Cisco Outbound Option
Lesson 9 and LAB Module 9: Cisco Outbound Option Installation
Lesson 10 and Lab Module 10: Parent/Child