

Course Description: This course, Deploying Cisco Unified Contact Center Express (UCCXD) v4.0, provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment. This includes the deployment of Cisco Unified Contact Center Express (CCX) v8.0 and Cisco Unified IP Interactive Voice Response (IVR) as contact center solutions. Tasks include planning, installation and configuration, scripting, and troubleshooting.

Who Should Attend: This course is for Cisco Unified Communications system channel partners and resellers, system engineers, and customers deploying and maintaining Cisco Unified Contact Center Express products.

Prerequisites: Students should have experience with internetworking fundamentals, basic IP telephony concepts, Cisco Unified Communications Manager, Cisco IP Phones and Cisco IP Communicator, Contact Center Operations, Microsoft Windows Server 2000, 2003, XP, and MS SQL Server.

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

- Design and plan a Cisco Unified CCX v8.0 and a Cisco Unified IP IVR implementation
- Install or discuss all Cisco Unified CCX v8.0 components, servers, and clients
- Configure all Cisco Unified CCX v8.0 components
- Build work flow applications to exploit Cisco Unified IP IVR features and capabilities
- Build contact center work flows to exploit Cisco Unified Contact Center Express v8.0 features and capabilities
- Deploy and use Cisco Agent and Supervisor Desktop software
- Deploy the Cisco Desktop Work Flow Administrator and set contact center options
- Use real-time and historical reporting
- Deploy the Outbound Preview Dialer
- Deploy Agent Email
- Deploy Automatic Speech Recognition and text-to-speech applications
- Discuss maintenance activities

Course Outline:

Module 1: Cisco Unified Contact Center Express v8.0 Product Overview

Cisco Unified Contact Center Express v8.0 Product Packages
Cisco Unified Contact Center Express v8.0 Architecture
Cisco Unified Contact Center Express v8.0 Design and Order Tools

Student Pod Configuration
Teardown and Restoration

Module 2: Installing and Configuring Cisco Unified Contact Center Express v8.0

Installing Cisco Unified Contact Center Express v8.0
Cisco Unified Contact Center Express v8.0 Management
Call Process and Basic Cisco Unified Contact Center Express v8.0 Configuration

Module 3: Cisco Unified Contact Center Express v8.0 Scripting

Cisco Unified Contact Center Express v8.0 Script Editor
Creating a Basic IVR Script
Prompting and Collecting Information
Accessing an External Database
Loops, Counters, and Decision Making
Confirming Caller Input

Module 4: Cisco Unified Contact Center Express v8.0 ACD Operations

Cisco Unified Contact Center Express v8.0
Cisco Unified Contact Center Express v8.0 Scripting Fundamentals
Cisco Desktop Work Flow Administrator Fundamentals
Advanced Cisco Unified Contact Center Express v8.0 Scripting Topics
Cisco Unified Contact Center Express v8.0 Reporting

Module 5: Cisco Unified Contact Center Express v8.0 Premium Functions

Remote Monitoring
Outbound Preview Dialer
Agent Email
Automatic Speech Recognition and Text-to-Speech

Module 6: Cisco Unified Contact Center Express v8.0 Maintenance Tools

Real-Time Monitoring Tool
Cisco Unified Analysis Manager
Disaster Recovery System

Lab Outline

Overview
Lab Topology
Hardware and Software Requirements
Admin Server Installation and Configuration
Cisco Unified Communications Manager Server Installation and Configuration
ASR/TTS Server Setup
Cisco Unified Contact Center Express v8.0 Server Installation and Configuration