

**Course Description:** This course provides knowledge and hands-on deployment experience for Unified Contact Center Express and Unified IP IVR. Deployment tasks include planning, installation, configuration, administration, script development, agent and supervisor deployments, and troubleshooting.

**Who Should Attend:** This course is for Channel Partners / Resellers, Customers, and Employees.

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

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

- Design and plan a Unified Contact Center Express and a Unified IP IVR implementation
- Install or discuss all CRS components, servers and clients
- Configure all CRS components
- Build workflow applications to exploit Unified IP IVR features and capabilities
- Build contact center workflows to exploit Unified Contact Center Express features and capabilities
- Deploy and use Agent and Supervisor Desktop software
- Deploy Outbound Preview Dialer for Unified CCX v5.0
- Troubleshoot installations and workflows

**Course Outline:**

CRS Product Overview

CRS Design and Ordering

Installation &amp; Configuration

Script Editor

Creating Scripts and Applications

Configuring UCCX ACD

Creating Scripts for Contact Centers

Using Cisco Desktop Admin (CDA)

Supervisor Remote Monitoring

Using ASR and TTS

Outbound Preview Dialing

Reporting

Troubleshooting