

**Course Description:** This course, Deploying Unified Contact Center Express (UCCXD) v3.0, provides the student with hands-on experience and knowledge of tasks typically performed for a Contact Center Unified Contact Center Express v7.0 and Unified IP IVR v7.0 deployment. This includes the deployment of Unified Contact Center Express and Unified IP IVR (Unified CCX and Unified IP IVR) as contact center solutions. Tasks include planning, installation, configuration tasks, troubleshooting and creating Cisco scripts.

**Who Should Attend:** This course is for channel partners / resellers, customers, and employees, as well as system engineers and customers deploying and maintaining Unified Contact Center Express products.

**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 v7.0
- Troubleshoot installations and workflows

### Course Outline:

#### Unified CCX Product Overview

Unified CCX Product Packages  
Unified CCX Architecture  
Unified CCX Design and Order Tools

#### Installation and Configuration

Unified CCX Installation  
Unified CCX Management  
The Call Process and Basic Unified CCX Configuration

#### Unified CCX Scripting

The Script Editor  
Create a basic IVR Script  
Prompt and Collect information from a Caller  
Accessing an External Database  
Loops, Counters, and Decision Making  
Confirming a Callers Input

#### Unified CCX ACD Operations

Unified CCX  
Unified CCX Scripting Fundamentals  
Cisco Desktop Work Flow Administrator Fundamentals  
Advanced Unified CCX Scripting Topics  
Advanced CTI Functions  
Unified CCX Reporting

#### Unified CCX Premium Functions

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

#### Unified CCX Maintenance and Troubleshooting

Database Maintenance Activities  
Tracing, Troubleshooting, and Other Utilities