Understanding Cisco Contact Center Foundations (CCEF)

Price	Duration	Delivery Methods
$995.00	1 Day	VILT, Private Group

An overview of the Cisco Packaged Contact Center Enterprise and Unified Contact Center Enterprise solutions based on version 12.5. Architectural overviews explore solution components, sizing and deployment considerations, and key functionality and features. The course is intended for a broad audience including Business Decision Makers, Account Managers, Systems Engineers, Administrators, Application Specialists, and Deployment Engineers seeking to understand functional and business applications of the CCE solution.
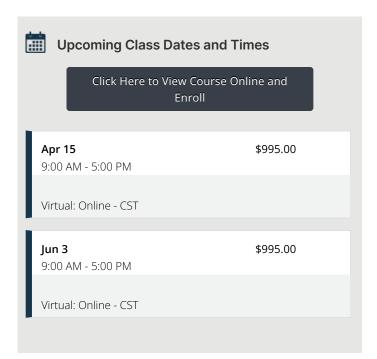
Who Should Attend

Deployment Engineers Technical Sales Account and Project Managers

Course Objectives

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the PCCE architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the Configuration, Scripting, Reporting and Support of a PCCE deployment
- Identify advanced features available within the PCCE solution

Agenda

📅 **Upcoming Class Dates and Times**

Click Here to View Course Online and Enroll

Apr 15	$995.00
9:00 AM - 5:00 PM	
Virtual: Online - CST	

Jun 3	$995.00
9:00 AM - 5:00 PM	
Virtual: Online - CST	

1 - INTRODUCTION TO CCE

- Contact Center Basics
- Key Performance Indicators
- Cisco Contact Center Fundamentals
- Cisco Contact Center Portfolio

2 - FUNCTIONALITY OF PCCE COMPONENTS

- PSTN and Voice Gateways
- Cisco Unified Border Element (CUBE)
- Cisco Unified SIP Proxy (CUSP)
- VXML Gateway and Virtual Voice Browser (VVB)
- Customer Voice Portal (CVP)
- Intelligent Contact Manager (ICM)
- Cisco Unified Communications Manager (CUCM)
- Finesse Agent Desktop
- PCCE Logical Call Flow

3 - TERMS AND NAMING CONVENTIONS USED IN CCE

- CCE Access Environment
- CCE Routing Configuration
- CCE Scripting Basics
- CCE Target Verification and Selection
- CCE Targets

4 - ACCESS TOOLS AVAILABLE IN CCE

- SPOG (Single Pane of Glass)
- Configuration Manager
- Script Editor
- CUCM Web Administration
- Call Studio Application
- Gateway Access

5 - DISCOVERING CCE FEATURES BEYOND DEFAULT

- Agent Management
- Agent Efficiency
- Customer Satisfaction
- Advanced Features
- Enhanced Integration
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