

Déployer Cisco Unified Contact Center Express

Formation Informatique / Bureautique /



OBJECTIFS

- Provide a comprehensive overview of the Cisco Unified Contact Center Express product suite
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact center build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS)
- Understand how to maintain and monitor a Cisco Unified CCX system

PUBLIC

Engineers involved in the deployment and maintenance of Unified Contact Center Express products.

PRE-REQUIS

Attendees should meet the following prerequisites:

Internetworking Fundamentals (ICND1 and ICND2 Or CCNABC) recommended.
Basic IP telephony concepts (CICD) recommended.
Cisco Unified Communication Manager deployments (CIPTV1) recommended.
Cisco IP Phones, Cisco IP Communicator
Contact Center Operations

PROGRAMME

Cisco Unified CCX Product Introduction

- Cisco Unified CCX Product Packages
- Cisco Unified CCX Architecture
- Designing Cisco Unified CCX

Cisco Unified CCX Installation and Configuration

- Installing Cisco Unified CCX
- Managing Cisco Unified CCX
- Configuring Basic Properties of Cisco Unified CCX

Cisco Unified CCX Scripting

- Understanding Script Editor Basics
- Creating a Basic IVR Script
- Prompting and Collecting Information
- Accessing an External Database
- Making Decisions
- Confirming Caller Input

Cisco Unified CCX ACD Operations

- Implementing Cisco Unified CCX
- Scripting Fundamentals for Cisco Unified CCX
- Using Finesse Administration and Call Recording
- Advanced Scripting Topics for Cisco Unified CCX
- Using Cisco Unified CCX Reports

Cisco Unified CCX Premium Functions

- Configuring the Outbound Dialer
- Agent Email and Agent Web Chat
- Understanding ASR and TTS

Cisco Unified CCX Maintenance

- Using Cisco Unified RTMT
- Using Disaster Recovery System

Labs

Lab 1: Review Cisco Unified CCX Installation



A retenir

Durée : **5 jours** soit 35h.
Réf. **UCCXD**

01 42 93 52 72

Dates des sessions

Paris
15/10/2018

Cette formation est également proposée en formule **INTRA-ENTREPRISE.**



Inclus dans cette formation



Coaching Après-COURS

Pendant 30 jours, votre formateur sera disponible pour vous aider. CERTyou s'engage dans la réalisation de vos objectifs.

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Notre engagement 100% satisfaction vous garantit la plus grande qualité de formation.

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Lab 2: Provisioning Telephony and Media
Lab 3: Understanding Script Editor Basics
Lab 4: Start your New Locator Script
Lab 5: Prompt and Collect Information from a Caller
Lab 6: Accessing a Database
Lab 7: Loops, Counters, and Decision-Making
Lab 8: Confirming Caller Input
Lab 9: Configuring Cisco Unified CCX
Lab 10: Cisco Unified CCX Scripting
Lab 11: Using Finesse Administration and Call Recording
Lab 12: Advanced Cisco Unified CCX Scripting Techniques
Lab 13: Cisco Unified Contact Center Express Reporting
Lab 14: Outbound Preview Dialing
Lab 15: Agent Email and Web Chat
Lab 16: Spoken Names and Automatic Speech Recognition
Lab 17: Using the Cisco Unified Real-time Monitoring Tool

Horaires, Planning et Déroulement de cette formation

Horaires

- Formation de 9h00 (9h30 le premier jour) à 17h30.
- Deux pauses de 15 minutes le matin et l'après-midi.
- 1 heure de pause déjeuner

DEROULEMENT

- Les horaires de fin de journée sont adaptés en fonction des horaires des trains ou des avions des différents participants.
- Une attestation de suivi de formation vous sera remise en fin de formation.
- Cette formation est organisée pour un maximum de 14 participants.

PROCHAINES FORMATIONS

[PRINCE2 Foundation](#)

[PRINCE2 Foundation et PRINCE2 Practitioner](#)

Retrouvez cette formation sur notre site :

[Déployer Cisco Unified Contact Center Express](#)