

Cisco Contact Center Self Study Kits



All In One Cisco Contact Center Self Study kit. Learn about Cisco UCCE, UCCX, CVP and more

Rating: Not Rated Yet

Price

Sales price \$1,899.00

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Manufacturer [VoiceBootcamp Inc](#)

Description

This package contains the most ultimate collection of study kits for Cisco Contact Center Enterprise and Express. From design to installation to configurations you have it all. Step by step video narration of lectures and lab guide with live troubleshooting, you will learn how to build a contact center solutions in no time.

What is included?

1. Cisco UCCE Video Training - Advanced Deployment
2. Cisco UCCE Video Training - Administration & Troubleshooting
3. Cisco UCCE Video Training - Advanced Scripting
4. Cisco UCCE Video Training - Packaged UCCE (PCCE)
5. Cisco UCCE Video Training - Troubleshooting Study Kit (Standard)
6. Cisco Unified UCCX Deployment Study Kits
7. Cisco Unified UCCX Advanced Scripting Kits
8. Cisco Unified CVP Self Study Kits

Outline

Lecture On Video

- Chapter 01 - Cisco UCCE 11.5 Introduction to UCCE 11.5 and CVP Bootcamp
- Chapter 02 - Cisco UCCE 11.5 Architecture of Cisco Contact Center Enterprise
- Chapter 03 - Cisco UCCE 11.5 Design Consideration
- Chapter 04 - Cisco UCCE 11.5 Deployment Model
- Chapter 05 - Cisco UCCE 11.5 Central Controller
- Chapter 06 - Cisco UCCE 11.5 Preparing and Installing Cisco UCCE Software
- Chapter 07 - Cisco UCCE 11.5 Organizational Units in Active Directory and Web Setup
- Chapter 08 - Cisco UCCE 11.5 Unified CCE Central Controller - Logger
- Chapter 09 - Cisco UCCE 11.5 Unified CCE Central Controller - Router
- Chapter 10 - Cisco UCCE 11.5 Agent Desk Settings and VRU Type

Chapter 11 - Cisco UCCE 11.5 Peripheral Gateway PG and CTI Server
Chapter 12 - Cisco UCCE 11.5 Routing Client
Chapter 13 - Cisco UCCE 11.5 Skill Target Sub System
Chapter 14 - Cisco UCCE 11.5 UCCE Call Flow with CVP
Chapter 15 - Cisco UCCE 11.5 Call Routing Post Route from CUCM Call Flow using UCCX
Chapter 16 - Cisco UCCE 11.5 Scripts Editor and Basic Scripting
Chapter 17 - Cisco UCCE 11.5 Basic Administrative Scripts
Chapter 18 - Cisco UCCE 11.5 Basic Scripting with Call Variables
Chapter 19 - Cisco UCCE 11.5 Overview of Cisco Unified CVP
Chapter 20 - Cisco UCCE 11.5 Configuring VXML Gateway for UCCE and CVP
Chapter 21 - Cisco UCCE 11.5 Creating Network VRU Scripts and CVP Microapp
Chapter 22 - Cisco UCCE 11.5 Creating UCCE Scripts with CVP
Chapter 23 - Cisco UCCE 11.5 Installation and Configurations of Cisco Finesse 11.5
Chapter 24 - Cisco UCCE 11.5 Overview and Installation of Cisco Unified Intelligent Center with Live Data 11.5
Chapter 25 - Cisco UCCE 11.5 Configuration of Cisco CUIC Reporting 11.5

Lab Outline

Lab 01 - Preparing Windows Server For Active Directory in UCCE Deployment
Lab 02 - Preparing and Install Microsoft SQL Server 2014 for UCCE Deployment
Lab 03 - Deploying Cisco UCCE Base Software
Lab 04 - Installing and Preparing Cisco CVP Call Server
Lab 05 - Deploying Cisco CVP Operation Console Manager
Lab 06 - Prepare and Install Cisco Finesse Server
Lab 07 - Prepare and Install Cisco Unified Intelligent Center CUIC
Lab 08 - Preparing UCCE Servers with Instance in Active Directory
Lab 09 - Simplex - How To Configure ROUTER in Simplex Mode
Lab 10 - Simplex - How To Configure LOGGER in Simplex Mode
Lab 11 - Simplex - How To Configure Administrator Server and HDS-DDS in Simplex Mode
Lab 12 - Simplex - Configure PG to support Unified PG with Routing client
Lab 13 - Simplex - Configure PG to support Unified PG with Non-Routing client
Lab 14 - Simplex - How to Install CVP Call Server and Operation Console in Distributed Environment
Lab 15 - Simplex - Configuring VRU PG for CVP 11.5
Lab 16 - Simplex - Configure, Integrate CTI Server and Finesse Server
Lab 17 - Duplex - Migrate Router and Logger To Duplex Deployment
Lab 18 - Duplex - Migrate Unified PG in US Cluster To Duplex Deployment
Lab 19 - Configure Network VRU with Label
Lab 20 - Modifying Agent Target Rule for CVP Routing Client
Lab 21 - Configuring CVP To Work with VXML Gateway and UCCE Server
Lab 22 - Configuring VXML Voice Gateway for Application and Dial peer for CVP
Lab 23 - Creating ECC Variable For UCCE Scripts to support CVP Call
Lab 24 - Creating Network VRU Scripts
Lab 25 - Developing a basic call center script for UCCE with CVP
Lab 26 - Schedule and Test Cisco UCCE Script with Agent Online
Lab 27 - Configuring Redundant Finesse Server
Lab 28 - Configuring Finesse with Variable, Phone Book, Reason Code and Team
Lab 29 - Configuring Workflow in Cisco Finesse Server for Browser Popup
Lab 30 - Routing Calls to Multiple Skills Group From Different CUCM Cluster using Enterprise Skills Group Node
Lab 31 - Configuring Cisco CUIC Reporting For Cisco UCCE Real Time and Historical Databasas
Lab 32 - Integrating CUIC Reporting Server with UCCE and LDAP User

Cisco UCCE Administration Kit Outline

Lab 1 - Overview of Cisco UCCE Administration Tools
Lab 2 - Getting started with Agent Desk Settings
Lab 3 - Prepare and Configuring Network VRU for CVP
Lab 4 - Preparing and Configuration Services and Skills Groups
Lab 5 - Creating Agent, Supervisor and Team Lists
Lab 6 - Configure PG for IP IVR (UCCX)
Lab 7 - Creating Network Trunk and Trunk Group for IP IVR
Lab 8 - Configuring PG For Cisco Unified CM
Lab 9 - Defining Agent Target Rule and Device Target
Lab 10 - Defining Enterprise Skills Group to Route calls to agent from Multiple Unified CM Clusters
Lab 11 - Setting Limit on Number of Skills group per agent
Lab 15 - Creating Precision Queues - Attributes
Lab 15 - Creating Precision Queues - Attributes and Assign it to Agent
Lab 13 - Creating Precision Queues and Rules to select Agent
Lab 14 - Creating SCRIPT for Precision Queue and Testing calls
Lab 15 - Outbound Dialer - Preparing Logger for Outbound dialer

- Lab 16 - Outbound Dialer - Configuring PG for CUCM Agent Cluster
- Lab 17 - Outbound Dialer - Configuring Dialer Component in ICM
- Lab 18 - Outbound dialer - Network VRU and Media Routing PG
- Lab 19 - Outbound dialer - Creating Skills Group and Dial Number
- Lab 20 - Outbound dialer - Ensure Time and ECC Variable Configured
- Lab 21 - Outbound Dialer - Ensure LoggerA outbound dialer is enable
- Lab 22 - Outbound Dialer - Dialer Component on PG
- Lab 23 - Outbound Dialer - Modify Local Static Route Files
- Lab 25 - Outbound Dialer - Modify The Media Routing with Dialer
- Lab 26 - Outbound Dialer - Verification of Outbound Component

Cisco UCCE Advanced Scripting Outline

Lecture on Video (available now)

- Chapter 01 - Introduction to Script Editor
- Chapter 02 - Call Type Contact Data and Scripting
- Chapter 03 - Categorizing Contacts
- Chapter 04 - Selecting Routing Targets
- Chapter 05 - Network VRUs
- Chapter 06 - Variable and Formula
- Chapter 07 - UCCE Scripting with Call Variables
- Chapter 08 - Scripting with External Database
- Chapter 09 - UCCE Basic Administrative Scripts
- Chapter 10 - Built In Function – String Manipulation
- Chapter 11 - Introduction to Cisco Unified CVP and ICM Scripting
- Chapter 12 - Implementing Cisco Unified ICM Enterprise Scripting Microapplications
- Chapter 13 - Overview of CVP Call Studio
- Chapter 14 - Creating a basic CVP Scripts
- Chapter 15 - Executing CVP Scripts via UCCE Scripting

Lab Outline (available now)

- Lab 01 - Create a basic UCCE Scripts
- Lab 02 - Create a script with comment & monitoring object
- Lab 03 - Routing calls to different scripts based on Call Type and Prefix Match
- Lab 04 – Routing Call Based on CLID and Dialed Number
- Lab 05 - Requalify Call Type - Routing calls to another scripts
- Lab 06 – Use GotoScript to route calls to different scripts
- Lab 07 – Creating Time of Day Routing
- Lab 08 – Distribute call load using Percentage Allocation
- Lab 09 – Routing Calls using Skills Group using LAA Method
- Lab 10 – Routing calls to Services using Service Node

Cisco UCCE Troubleshooting Study Kits

- Lab 1 - Introducing to Cisco UCCE Troubleshooting Utilities
- Lab 2 - Preparing and Configuring RTMT To Troubleshoot UCCE and CVP
- Lab 3 - Learn to using Unified System CLI to troubleshoot UCCE
- Lab 4 - Using RTTEST command to troubleshoot UCCE Platform
- Lab 5 - How to use Dumplog to analyst Logs
- Lab 6 - Using OPCTest Command to See PG Status
- Lab 7 - Using OPCTest To List Calls and Identify particular calls
- Lab 8 - Using OPCTest Utility to gather Agent Statistic
- Lab 9 - Troubleshooting Cisco UCCE Call Flow
- Lab 10 - Learn To Isolate Switch Leg Issues for UCCE and CVP
- Lab 11 - Learn To Isolate VRU Leg for UCCE and CVP
- Lab 12 - Learn How To Isolate Subsequent Warm Transfer Fault
- Lab 13 - Utility - How to run EMSMON Utility
- Lab 14 - Troubleshooting Shutdown Error for Router
- Lab 15 - Learn to Troubleshoot Finesse Out Of Service Issue
- Lab 16 - How to Set Trace Settings and Log Collection
- Lab 17 - How To Set Trace and Log Collections on Cisco Finesse
- Lab 18 - Setup Trace Settings and Log Collection on CVP
- Lab 19 - Setting Trace and Logs Collection for Virtualized Voice Browser
- Lab 20 - Utility - Troubleshooting using EMSMON Agent PG Not Active
- Lab 21 - Troubleshooting UCCE - Client gets fast busy when dialed DN
- Lab 22 - Troubleshoot UCCE Call - Gateway Not Found - Customer calls are failing every now
- Lab 23 - Call Fails with Error Message Not Found, GW Call using SURV TCL Flag

Lab 24 - Troubleshooting Calls - Agent Reserve But Call Is Not Connected

Lab 25 - The device associated with that extension or dial number invalid - Part 1

Study Kit Outline

Deployment - Lecture on Video

- Chapter 1 Introduction to Cisco Unified CCX
- Chapter 2 Architecture of Cisco Unified CCX
- Chapter 3 Design Consideration for Cisco Unified CCX
- Chapter 4 Installation & Configurations of Cisco Unified CCX
- Chapter 5 Overview of Cisco Unified CCX Subsystem
- Chapter 6 - Cisco Unified CCX Express Setup
- Chapter 7 Managing Cisco Unified UCCX Server
- Chapter 8 Basic Call Flow of Cisco Unified CCX
- Chapter 9 - Installing UCCX Script Editor
- Chapter 10 - Debugging a Script
- Chapter 11 Creating Basic Cisco Unified CCX Scripts
- Chapter 12 Creating Basic UCCX Script - Prompting and Collecting
- Chapter 13 Configuring UCCX For External Databases
- Chapter 14 Making Decisions and Loop and Counter in UCCX Scripting
- Chapter 15 - Defining Cisco Unified CCX ACD Component

Deployment Lab Outline

- Lab 1 Installing Cisco Unified CCX 10.5 Primary Server
- Lab 2 - Installing Secondary Cisco Unified CCX 10.5 Server for High Availability
- Lab 3 - Integrating Cisco Unified CCX 10.5 with Cisco Unified CM 10.5
- Lab 4 - Configuring Cisco Unified CCX 10.5 - High Availability
- Lab 5 - Activating Cisco Finesse as an Agent Desktop
- Lab 6 - Setting up JTAPI Parameters such as Call Control Group, Triggers with High Availability Check
- Lab 7 - Preparing the Cisco IP Phone and End User As An Agent with High Availability Check
- Lab 8 - Defining Skills, Group and Agent Association
- Lab 9 - Defining Contact Service Queue with Different Skills and Competency Level
- Lab 10 - Creating UCCX Application and Trigger
- Lab 11 - Writing a Basic Script
- Lab 12 - Creating Team and Supervisor
- Lab 13 - Integrating Cisco Unified CCX 10.5 with External Database
- Lab 14 - Configuring HTTP Subsystem with Database Integration
- More labs are under development

Advanced UCCX Scripting Outline

- Chapter 1 - Overview of Cisco Unified CCX Script Editor
- Chapter 2 - Basic Cisco Unified CCX Scripting
- Chapter 3 - Cisco Unified CCX Scripting Variable
- Chapter 4 - Cisco Unified CCX Scripting General Steps
- Chapter 5 - Cisco Unified CCX Scripting Session Steps
- Chapter 6 - Cisco Unified CCX Scripting Contact Steps
- Chapter 7 - Cisco Unified CCX Scripting Trigger Steps
- Chapter 8 - Cisco Unified CCX Scripting Call Contact Steps
- Chapter 9 - Cisco Unified CCX Scripting eMail and Http Steps
- Chapter 10 - Cisco Unified CCX Scripting Document Steps
- Chapter 11 - Cisco Unified CCX Scripting Media Steps
- Chapter 12 - Making Decision and Loop and Counter in UCCX Scripting
- Chapter 13 - Cisco Unified CCX Scripting User Steps
- Chapter 14 - Cisco Unified CCX Scripting Prompt Steps
- Chapter 15 - Cisco Unified CCX Scripting ACD Steps
- Chapter 16 - Cisco Unified CCX Scripting ICM & Java Steps
- Chapter 17 - Configuring UCCX For External Databases
- Chapter 18 - Creating a Java Jar File
- Chapter 19 - Cisco Unified CCX Scripting String Method
- Chapter 20 - Debugging a Script
- Chapter 21 - Creating Scripts Based on ToD
- Chapter 22 - Creating Script to read XML Files
- Chapter 23 - Creating Scripts To Check for Holiday
- Chapter 24 - Creating Menu Driven Application
- Chapter 25 - Creating Scripts to Change Language
- Chapter 26 - String Manipulation To Extract Digits

- Chapter 27 - Selecting CSQ Based on Area or State Code
- Chapter 28 - Authenticate a user based on PIN and allow to dial number
- Chapter 29 - Announce Position in Queue with Language Selection
- Chapter 30 - Prompt Management APP with XML Authentication

Reviews

There are yet no reviews for this product.