

Cisco Packaged UCCE (PCCE) Study Kit



World's First Cisco Unified Packaged UCCE 11.5 Training Video Self-Study Kit, design to help anyone with basic Cisco Unified Communication knowledge to learn, deploy and configure Cisco UCCE 11.5 Platform. Cisco Unified Packaged CCE 11.5 Lecture on Video will give you the concept you need to understand what and how Cisco Unified Packaged CCE 11.5 Operates and how its component interacts with each other. Chapters are divided into the smaller section to help you understand the topic with lab demonstration.

Rating: Not Rated Yet

Price

Sales price \$999.99

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Manufacturer [VoiceBootcamp Inc](#)

Description

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What is Included:

- Cisco Unified Packaged PCCE 11.5 - Lecture on Video & Video Labs - 50+ Videos
- Cisco UCCE Troubleshooting Study kits (25 videos)

Outline

1. Bonus - Chapter 01 - Cisco UCCE 11.5 Introduction to UCCE 11.5 and CVP Bootcamp
2. Bonus - Chapter 02 - Cisco UCCE 11.5 Architecture of Cisco Contact Center Enterprise
3. Bonus - Chapter 03 - Cisco UCCE 11.5 Design Consideration
4. Bonus - Chapter 04 - Cisco UCCE 11.5 Deployment Model
5. Bonus - Chapter 05 - Cisco UCCE 11.5 Central Controller
6. Chapter 1 - Deploying component required for PCCE
7. Chapter 2 - Deploying Golden Template PCCE
8. Chapter 3 - Initialization of PCCE Deployment
9. Chapter 4 - Verifying PCCE Components and Configurations
10. Chapter 5 - Preparing and Customizing PCCE PG with Cisco Unified CM
11. Chapter 6 - Managing and Creating Agent and Desk Settings
12. Chapter 7 - Managing Agent Reason Code and Teams
13. Chapter 8 - Managing Agent Expertise and Attributes
14. Chapter 9 - Managing Attribute and Precision Queue with Consider IF
15. Chapter 10 - Managing Calls, ECC Variables
16. Chapter 11 - Overview of CVP Server

17. Chapter 12 - Configuring VXML Gateway for UCCE and CVP
18. Chapter 13 - Configuring Virtual Voice Browser VVB
19. Chapter 14 - UCCE Call Flow with CVP
20. Chapter 15 - Call Routing Post Route from CUCM Call Flow using UCX
21. Chapter 16 - Scripts Editor and Basic Scripting
22. Chapter 17 - Basic Administrative Scripts
23. Chapter 18 - Creating Network VRU Scripts and CVP Microapp
24. Chapter 19 - Creating UCCE Scripts with CVP
25. Chapter 20 - Installation and Configurations of Cisco Finesse 11
26. Chapter 21 - Overview and Installation of Cisco Unified Intelligent Center with Live Data 11
27. Chapter 22 - Configuration of Cisco CUIC Reporting 11
28. Chapter 23 - Admin - Creating Precision Queues - Attributes
29. Chapter 24 - Admin - Creating Precision Queues and Rules to select Agent
30. Chapter 25 - Admin - Creating SCRIPT for Precision Queue and Testing calls
31. Chapter 26 - Admin - Outbound Dialer (SCCP)- Preparing Logger for Outbound Dialer
32. Chapter 27 - Admin - Outbound Dialer - Configuring PG for CUCM Agent Cluster
33. Chapter 28 - Admin - Outbound Dialer - Configuring Dialer Component in ICM
34. Chapter 29 - Admin - Outbound dialer - Network VRU and Media Routing PG
35. Chapter 30 - Admin - Outbound dialer - Creating Skills Group and Dial Number
36. Chapter 31 - Admin - Outbound dialer - Ensure Time and ECC Variable Configured
37. Chapter 32 - Admin - Outbound Dialer - Ensure LoggerA outbound dialer is enable
38. Chapter 33 - Admin - Outbound Dialer - Dialer Component on PG
39. Chapter 34 - Admin - Outbound Dialer - Modify Local Static Route Files
40. Chapter 35 - Admin - Outbound Dialer - Verification of Outbound Component
41. Chapter 36 - Scripting - Call Type Contact Data and Scripting
42. Chapter 37 - Scripting - Categorizing Contacts
43. Chapter 38 - Scripting - Comment and Monitoring UCCE Scripts
44. Chapter 39 - Scripting - Routing Call Based on CLID and Dialed Number
45. Chapter 40 - Scripting - Routing calls to different scripts based on Call Type and Prefix Match
46. Chapter 41 - Scripting - Requalify Call Type - Routing calls to another script
47. Chapter 42 - Scripting - Distribute call load using Percentage Allocation
48. Chapter 43 - Scripting - Routing Calls using Skills Group using LAA Method
49. Chapter 44 - Scripting - Full Menu Driven Application
50. Chapter 45 - Configuring Redundant Finesse ServerChapter 46 - Configuring Finesse with Variable, Phone Book, Reason Code and Team
51. Chapter 47 - Configuring Workflow in Cisco Finesse Server for Browser Popup

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 use 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

Terms & Conditions

- Only Support Windows & MAC Platform
- We do not support VMware/iPhone or Android
- If Free course is offered, it is only delivered on confirmed scheduled or online
- **New promotion only for new purchase or new client
- Promotion does not and can not be applied to existing or previous promotion
- Pre-order deal ETA Date subject to change without further notice.
- Files are encrypted. Must install XVast Player from www.xvast.com
- Licensed to only 2 PC.
- PC IP Address or Machine ID will be locked to one username.
- VoiceBootcamp reserve the rights to review client's login details to ensure video files are not shared.

Reviews

There are yet no reviews for this product.