

Cisco UCCE Administration & Troubleshooting Study Kit



First Cisco UCCE 10.5 Administration Self-Study Kit designed to help you learn day to day administration of Cisco UCCE Solutions. This self-study kit video labs and lectures will help you learn the tools to configure, administer and support various components and task for Cisco UCCE from Configuring outbound dialer, social miner, to learn how to troubleshoot various issues. This is designed for someone who is responsible for day to day operation of Cisco Unified Contact Center Enterprise Solutions

Rating: Not Rated Yet

Price

Sales price \$999.99

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Manufacturer [VoiceBootcamp Inc](#)

Description

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What is Included:

- Advanced Cisco UCCE 10.5 Administration Lab Kit (**26 videos**)
- Cisco UCCE Troubleshooting Study kits (25 videos)

Outline

Lecture On Video

1. Lab 1 - Overview of Cisco UCCE Administration Tools
2. Lab 2 - Getting started with Agent Desk Settings
3. Lab 3 - Prepare and Configuring Network VRU for CVP
4. Lab 4 - Preparing and Configuration Services and Skills Groups
5. Lab 5 - Creating Agent, Supervisor and Team Lists
6. Lab 6 - Configure PG for IP IVR (UCCX)
7. Lab 7 - Creating Network Trunk and Trunk Group for IP IVR
8. Lab 8 - Configuring PG For Cisco Unified CM
9. Lab 9 - Defining Agent Target Rule and Device Target
10. Lab 10 - Defining Enterprise Skills Group to Route calls to agent from Multiple Unified CM Clusters
11. Lab 11 - Setting Limit on Number of Skills group per agent
12. Lab 15 - Creating Precision Queues - Attributes
13. Lab 15 - Creating Precision Queues - Attributes and Assign it to Agent
14. Lab 13 - Creating Precision Queues and Rules to select Agent
15. Lab 14 - Creating SCRIPT for Precision Queue and Testing calls
16. Lab 15 - Outbound Dialer - Preparing Logger for Outbound dialer
17. Lab 16 - Outbound Dialer - Configuring PG for CUCM Agent Cluster
18. Lab 17 - Outbound Dialer - Configuring Dialer Component in ICM
19. Lab 18 - Outbound dialer - Network VRU and Media Routing PG
20. Lab 19 - Outbound dialer - Creating Skills Group and Dial Number
21. Lab 20 - Outbound dialer - Ensure Time and ECC Variable Configured
22. Lab 21 - Outbound Dialer - Ensure LoggerA outbound dialer is enable
23. Lab 22 - Outbound Dialer - Dialer Component on PG
24. Lab 23 - Outbound Dialer - Modify Local Static Route Files
25. Lab 25 - Outbound Dialer - Modify The Media Routing with Dialer
26. Lab 26 - Outbound Dialer - Verification of Outbound Component

Troubleshooting Outline

- 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
- Llcensed 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.