

Cisco AUCCE

MODULE 1:

❖ Overview of the AUCCE Lab Environment

- Task 1: Create Agent Phones
- Task 2: Making Phone Calls: Agent IP Phone to PSTN IP Phone and Vice Versa

❖ Explore CVP and ICM Servers

- Task 1: Connect to ICM Server
- Task 2: Connect to your CVP Server
- Task 3: Browse Ops Console (OAMP Server)
- Task 4: Unified CCE Administration Tools Program Group
- Task 5: Using Diagnostic Framework Portico to Observe the PG Status

MODULE 2:

❖ Administering ICM Dialed Numbers and Call Types

- Task 1: Adding a SIP Trunk in Cisco Unified Communication Manager that Points to the Cisco Unified CVP Call Server
- Task 2: Configuring a Dialed Number
- Task 3: Examining the Router Log Viewer
- Task 4: Configuring a Call Type
- Task 5: Mapping a DN to a Call Type
- Task 6: Examining the Router Log Viewer

❖ Media Files and Variables in ICM Scripting

- Task 1: Configure Skill Groups and Routes
- Task 2: Configure an ICM Agent
- Task 3: Configure an Agent Targeting Rule
- Task 4: Verify CUCM PIM is Configured for ATR

❖ Basic IVR Scripting with MicroApps

- Task 1: Attempt Login to Cisco Finesse
- Task 2: Associate Agent Phones to the CUCM Application User Account
- Task 3: Log Into Cisco Finesse

❖ **Configure ICM for Agent and Skill Group Functionality**

- Task 1: Create a New Script for ACD calls
- Task 2: Schedule your script
- Task 3: Testing your Script

❖ **Configure UCM for Agent Functionality**

- Task 1: Configuring and Testing Media Server Functionality
- Task 2: Determining if the ECC MicroApp Variables Are Installed
- Task 3: Build mApp_Variable Script
- Task 4: Schedule and Test Your Script

❖ **Scripting for Skill Groups and Queuing**

- Task 1: Defining the ICM Network VRU Scripts (MicroApps)
- Task 2: Using MicroApps in your Script for Prompt/Collect
- Task 3: Schedule and Test your Script
- Task 4: Using MicroApps in an ICM Script to Queue a Call
- Task 5: Modify Go To Node and Test

❖ **Configuring Precision Routing**

- Task 1: Configure Supervisor and Login to Supervisor Desktop
- Task 2: Configure Agent Teams
- Task 3: Creating Network Trunk Group and Trunk Groups
- Task 4: Configure Services
- Task 5: Adding More Call Types
- Task 6: Verify ICM Sites are configured
- Task 7: Modify Test Script(s) functionality

❖ **RONA**

- Task 1: Browse CCE Web Administration Interface
- Task 2: Configure Attributes
- Task 3: Add Attributes to Agents
- Task 4: Add Precision Queues
- Task 5: Create/Test PQ Script
- Task 6: Testing your PQ Logic

❖ **CTI Route Point Initiated Calls**

- Task 1: Configure/Verify RONA Timers
- Task 2: RONA Logic in an ICM Script

❖ **Configure Agent Transfers via Unified CCE DN Plan**

- Task 1: Configuring a DN in Cisco Unified ICM and a CTI Route
- Task 2: Configuring a Network VRU Label for Cisco Unified Communications Manager
- Task 3: Adding a Route Pattern in Cisco Unified Communications Manager and Scheduling Your ICM Script
- Task 4: Creating the Transfer Script

MODULE 3:

❖ Implement Administrative Scripts..

- Task 1: Create a Persistent User Variable
- Task 2: Create an Administrative Script
- Task 3: Schedule the New Administrative Script
- Task 4: Modify App Script to Use the Administrative Script
- Task 5: Challenge Lab

❖ Feature Control Sets and Users

- Task 1: Configure a Feature Control Set
- Task 2: Create an ICM User
- Task 3: Install Internet Script Editor and Test the Quickedit user

MODULE 4:

❖ VXML Server Configuration and Call Studio Installation

- Task 1: Check out your VXML Server via Ops Console
- Task 2: Installing Cisco Unified Call Studio

❖ Create and Deploy a Cisco Unified Call Studio Project

- Task 1: Importing a Sample Project
- Task 2: Modifying Your Project
- Task 3: Deploying the New Project

❖ Integrate VXML Applications with an ICM Script

- Task 1: Creating Your ICM Scripts

❖ SQL DB Lookup Functionality for VXML

- Task 1: Creating the SQL Customer Database
- Task 2: Create DB User for JNDI Context

- Task 3: Install JDBC Driver and add JNDI Context
- Task 4: Add/Configure Database Lookup Element in Studio App
- Task 5: ICM Scripting and Testing
- Task 6: Challenge Lab: Using Complex ICM Formulas (Optional Time Permitting)

MODULE 6:

❖ Using Troubleshooting Tools

- Task 1: Using the Cisco Unified Communications CLI to Set Trace Levels
- Task 2: Gathering Log Files
- Task 3: Analyzing Log Files
- Task 4: Troubleshooting ICM Components

❖ Track calls through RCD/TCD Records

- Task 1: Query RCD table
- Task 2: Query TCD table