

Deploying Cisco Unified Contact Center Enterprise

Module 1:

- ❖ **Cisco UCCE Architecture Overview**
- ❖ **Connect with Vsphere Esxi**
- ❖ **Managing Cisco UCCE Licensing**
- ❖ **Configuring CUCM**
 - Task 1: Create Agent Phones
 - Task 2: Create SIP Trunks to the Ingress/VXML Gateway
 - Task 3: Create Routing Configuration for Trunk Access
- ❖ **Explore Your Voice Gateway (Ingress/VXML)**

Module 2:

- ❖ **Install the ICM Main Installer**
 - Task 1: Install the Main Installer
 - Task 2: Run the Domain Manager
 - Task 3: Create the N1 Instance
- ❖ **Install the ICM Central Controller and Admin & Data Server**
 - Task 1: Install Router A
 - Task 2: Create the Database for Logger A
 - Task 3: Install Logger A
 - Task 4: Create the HDS Database
 - Task 5: Install the Administration & Data Server/HDS
 - Task 6: Start Up the Central Controller
- ❖ **Configure/Install PG for CVP and UCM**
 - Task 1: Create an Application User Account on UCM
 - Task 2: Install the 64-bit JTAPI Client on the ICM Server
 - Task 3: Configure Agent Desk Settings
 - Task 4: Configure a Peripheral Gateway for CUCM and CVP
 - Task 5: Configure a Network Type 10 VRU
 - Task 6: Associate the New Type 10 VRU to Your VRU Peripheral
 - Task 7: Associate New Type 10 VRU to Your Customer
 - Task 8: Setup the Peripheral Gateway
 - Task 9: Configure Network Trunk Group and Trunk Groups
 - Task 10: Add ECC Variables for CVP Microapplications
- ❖ **Install, Configure and License CVP**
 - Task 1: Installing Cisco Unified CVP Software
 - Task 2: Configuring CVP Call Server Initial Configuration
 - Task 3: Adding More Devices to the Operations Console
 - Task 4: Apply a New License to the CVP Call Server
 - Task 5: Using Diagnostic Framework Portico to Observe the PG and Peripheral (PIM) Status
- ❖ **Configure IOS Voice Gateway for CVP**
 - Task 1: Configuring Gateway to Provide Voice Treatment
- ❖ **Configure ICM for CVP Scripting**

- Task 1: Making a Test Call and Examining Router Log Viewer
- 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

❖ **Prepare a Simple CVP Test Script**

- Task 1: Configuring a Network VRU Script
- Task 2: Create a Simple Script Using ICM Script Editor
- Task 3: Scheduling Your Script
- Task 4: Making Your Final Test Call
- Task 5: Changing Friday to Fursday and Thursday

Module 3:

❖ **ICM Scripting with Microapps**

- Task 1: Configuring and Testing Media Server Functionality
- Task 2: Adding More Call Types
- Task 3: Defining the ICM Network VRU Scripts
- Task 4: Importing the ICM script
- Task 5: Configuring Cisco Unified ICM for Your New Script
- Task 6: Testing Your New Script
- Task 7: Adding a SIP Trunk to Cisco Unified Communication Manager that Points to the Cisco Unified CVP

❖ **Configure ICM for Basic Agent Functionality**

- Task 1: Configure Skill Groups and Routes
- Task 2: Configure ICM Agents
- Task 3: Configure an Agent Targeting Rule

❖ **Install CTI Components**

- Task 1: Install the CTI Server (CTI Gateway) Software
- Task 2: Install the CTI OS Server
- Task 3: Install the CTI OS Desktop and Login the agent
- Task 4: Setup the Cisco Finesse Server
- Task 5: Log Into Cisco Finesse Agent Interface
- Task 6: Modify your ICM script for ACD Activity

❖ **CTI Route Point Initiated Calls**

- Task 1: Configuring a DN in Cisco Unified ICM and a CTI Route Point in Cisco Unified Communications Manager
- 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 4:

❖ Configure Outbound Agent Campaign – SIP Dialer

- Task 1: ICM Configurations
- Task 2: Outbound Database Creation and Software Installation
- Task 3: Final Configurations
- Task 4: Agent Campaign Routing and Admin Scripts
- Task 5: Test your Campaign

Module 5:

❖ 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