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# Deploying Cisco Unified Contact Centre Express

## UCCXD

## Course Overview

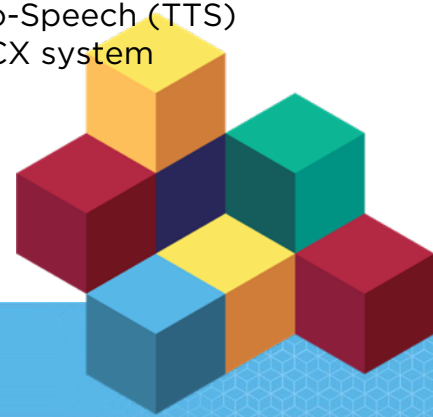
Deploying Cisco Unified Contact Centre Express (UCCXD) v6.0, is a 5-day instructor-led, lab-intensive course that provides students with hands-on experience and knowledge of tasks typically performed during contact centre deployment. This includes the deployment of Cisco Unified Contact Centre Express and Cisco Unified IP Interactive Voice Response (IVR) (Cisco Unified CCX and Cisco Unified IP IVR) as contact centre solutions. Tasks include planning, installation, configuration, scripting and troubleshooting. This class utilizes Cisco Unified Contact Centre Express v11.0.

Besides equipping you with the skills required for a successful contact centre deployment, this course is also recommended as preparation for the Deploying Cisco Unified Contact Center Express exam.

## Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

- Provide a comprehensive overview of the Cisco Unified Contact Centre Express product suite
- Provide a complete description of the Cisco Unified CCX installation process, the configuration required with an overview of most common configuration web pages, and describe the call flow processes needed to establish a call on Cisco Unified CCX
- Describe the Cisco Unified CCX script editor, how it is installed and how to implement common IVR scripting techniques
- Provide a comprehensive view of Cisco Unified CCX ACD operations to include basic contact centre build-up, scripting, agent and supervisor desktop configurations, advanced scripting topics, and reporting
- Describe how to install, configure and use features found in Cisco Unified CCX Premium such as, Remote Monitoring, Outbound Dialer, Agent Email, Agent Web Chat, and Automatic Speech Recognition (ASR) and Text-to-Speech (TTS)
- Understand how to maintain and monitor a Cisco Unified CCX system



Real skills for real engineers

# Deploying Cisco Unified Contact Centre Express

## Prerequisite Knowledge

To fully benefit from this course, you should have the following skills and knowledge:

- Internetworking Fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact centre operations

