



CISCO TRAINING

Implementing Cisco Contact Center Enterprise

Master Cisco Contact Center Enterprise implementation and management. Deploy and optimize robust contact center solutions.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This intensive, focused program on Implementing Cisco Contact Center Enterprise (CCE) offers a rapid yet comprehensive overview designed for IT professionals seeking to understand the foundational principles and key processes involved in deploying and managing Cisco's robust contact center solutions. Participants will gain critical insights into the core architectural components, essential configuration steps, and operational considerations necessary for effective CCE implementation. While highly condensed, this course is engineered to provide an intermediate-level conceptual framework, preparing you to tackle more advanced hands-on deployments or to better support existing CCE environments.

Mastering the concepts presented here is crucial for optimizing customer interactions and streamlining service delivery within enterprise environments. You'll explore how CCE integrates with Cisco Unified Communications Manager (UCM), Cisco Voice Portal (CVP), and Cisco Finesse, learning the interplay of these technologies to create efficient and scalable contact center operations. The professional benefits extend to enhancing your ability to contribute to complex collaboration projects, troubleshoot system issues with greater confidence, and strategically leverage Cisco's cutting-edge contact center technology to drive business efficiency and superior customer experience. This course provides the conceptual backbone needed to understand, articulate, and support the implementation of industry-leading contact center solutions.

Duration	2 hours
Level	Intermediate
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: Introduction to Cisco Contact Center Enterprise Architecture

- Overview of Cisco Unified Contact Center Enterprise (UCCE)
- Key CCE components: Routers, Loggers, Peripheral Gateways (PGs)
- Role of Cisco Unified Communications Manager (UCM) in CCE
- Understanding Cisco Voice Portal (CVP) and its functions

02 Module 2: Core CCE Integration Concepts

- High-level integration of UCCE with UCM and CVP
- Introduction to agent and supervisor desktops (Cisco Finesse)
- Understanding call flow models in a CCE environment
- Basic concepts of data flow and communication within CCE

03 Module 3: CCE Deployment and Configuration Principles

- Overview of UCCE deployment models and topologies
- Key configuration elements for CCE components (high-level)
- Introduction to routing clients and call routing fundamentals
- Basic considerations for agent and skill group provisioning

04 Module 4: Operational Best Practices and Basic Troubleshooting Overview

- Essential operational considerations for CCE environments
- Introduction to monitoring tools and basic reporting concepts
- High-level troubleshooting methodologies for common CCE issues
- Review of best practices for CCE system health and performance

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Contact Center Operations Engineer**
- > **Unified Communications Solution Architect (Entry/Mid-Level)**
- > **Collaboration System Administrator**

FREQUENTLY ASKED QUESTIONS

Q: What foundational knowledge or experience is recommended before enrolling in this Implementing Cisco Contact Center Enterprise course?

While this course provides a strong conceptual foundation, participants will benefit most if they possess a basic understanding of Cisco Unified Communications Manager (UCM) and general networking principles. Familiarity with IP telephony concepts and Windows Server operating systems would also be advantageous, though not strictly required, to maximize comprehension of CCE integration points.

Q: How will completing this course specifically enhance my ability to design or manage a modern customer service infrastructure?

This course equips you with a clear understanding of the core architectural components and their interplay within Cisco Contact Center Enterprise. You will learn the principles behind integrating voice, routing, and agent management, enabling you to articulate how CCE solutions can be structured, troubleshoot common conceptual issues, and effectively communicate with implementation teams. This knowledge is vital for contributing to, or overseeing, the deployment of robust and scalable customer service platforms.

Q: Given its focused duration, what practical skills will I be able to apply immediately after completing this Implementing Cisco Contact Center Enterprise course?

Upon completion, you will gain a strong conceptual grasp of how Cisco Contact Center Enterprise operates and its key components interact. You'll be able to identify the different services and their roles, understand the high-level steps of CCE implementation, and recognize common integration points with other Cisco collaboration products. While not a hands-on lab-intensive course, this foundational understanding is immediately applicable in participating in design discussions, assisting with system configurations, and understanding troubleshooting reports within a CCE environment.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

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READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke