



CISCO TRAINING

# Implementing Cisco Contact Center Enterprise Chat & Email

*Implement Cisco CCE Chat & Email features to enhance customer service. Master advanced contact center solutions.*

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DURATION

**2 hours**

LEVEL

**Intermediate**

FORMAT

**Instructor-Led**

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- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | [www.computer-pride.co.ke](http://www.computer-pride.co.ke)

## COURSE OVERVIEW

This intermediate-level course, "Implementing Cisco Contact Center Enterprise Chat & Email," is meticulously designed for IT professionals aiming to master the integration and management of digital communication channels within the Cisco Contact Center Enterprise (CCE) ecosystem. Over two highly focused hours, you will gain practical expertise in deploying and configuring the chat and email functionalities that are crucial for modern customer service operations. The course delves into the core technologies underpinning CCE digital channels, including Cisco Unified Contact Center Enterprise components, Cisco Finesse for agent interaction, and the specific setup required for seamless chat and email routing and handling.

By completing this program, participants will be equipped with the actionable skills to enhance customer engagement through robust digital communication strategies. You will learn to optimize agent workflows, configure routing for chat and email interactions, and troubleshoot common issues, directly contributing to improved operational efficiency and customer satisfaction. This specialized training is invaluable for professionals looking to expand their expertise beyond traditional voice channels and leverage CCE's full capabilities for a truly omnichannel customer experience. It's a vital step for any organization committed to digital transformation in their contact center operations.

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|----------|--------------|
| Duration | 2 hours      |
| Level    | Intermediate |
| Vendor   | Cisco        |

## COURSE CURRICULUM

- 01 **Module 1: Introduction to CCE Digital Channel Architecture**
  - Overview of Cisco Contact Center Enterprise (CCE) for Digital Channels
  - Key components for Chat and Email integration (Unified CCE, Finesse, Email & Chat Service)
  - Understanding the flow of chat and email interactions within CCE
- 02 **Module 2: Configuring Cisco Finesse for Chat & Email Agents**
  - Setting up agent desktops for chat and email handling in Cisco Finesse
  - Customizing Finesse layouts for digital channel visibility
  - Agent states and reason codes specific to chat and email interactions
- 03 **Module 3: Implementing & Testing CCE Chat & Email Workflows**
  - Configuring routing scripts for chat and email queues
  - Setting up media routing domains and associated skill groups
  - Testing chat and email interactions from the customer perspective
  - Basic troubleshooting of common chat and email routing issues

## CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Cisco Contact Center Digital Channels Engineer**
- > **Unified Communications Solution Implementer (with CCE Specialization)**

**> Customer Experience (CX) Platform Administrator****FREQUENTLY ASKED QUESTIONS****Q: What specific skills will I acquire to implement CCE Chat and Email features after completing this course?**

Upon completion, you will be able to configure agent desktop layouts in Cisco Finesse for chat and email, set up routing scripts for digital channel interactions, establish appropriate media routing domains and skill groups, and conduct basic testing and troubleshooting for chat and email within a Cisco Contact Center Enterprise environment. This course focuses on practical implementation.

**Q: Is prior experience with Cisco Unified Contact Center Enterprise (UCCE) required to benefit from this course, or is it suitable for CCE newcomers?**

This course is designed for an intermediate level. While it focuses specifically on chat and email, a foundational understanding of Cisco Contact Center Enterprise (CCE) architecture, including concepts like agents, skill groups, routing clients, and basic Finesse functionality, is highly recommended. It is not an introductory course to CCE itself, but rather a specialized deep dive into its digital channel implementation.

**Q: How does mastering the implementation of CCE Chat and Email contribute to an organization's overall customer experience and digital transformation strategy?**

Mastering CCE Chat and Email implementation directly enhances an organization's customer experience by enabling seamless, efficient, and integrated digital interactions. It allows businesses to meet customer preferences for non-voice communication, reduce call volumes, improve agent productivity through channel blending, and collect valuable data for service improvement, thereby accelerating their digital transformation goals in customer service.

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Take the next step in your technology career.

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