



CISCO TRAINING

Troubleshooting Cisco Contact Center Enterprise

Master advanced troubleshooting for Cisco Contact Center Enterprise. Resolve complex issues and optimize your contact center operations.

DURATION

2 hours

LEVEL

Advanced

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This advanced course, "Troubleshooting Cisco Contact Center Enterprise," is meticulously designed for IT professionals seeking to master the complexities of diagnosing and resolving issues within Cisco's robust Contact Center Enterprise (CCE) ecosystem. You will dive deep into the architecture of CCE, learning to identify common points of failure across critical components such as Cisco Unified Communications Manager (UCM), Cisco Unified Contact Center Voice Portal (CVP), Cisco Finesse, and the Intelligent Contact Management (ICM) script editor. The curriculum emphasizes a systematic troubleshooting methodology, empowering you to quickly pinpoint root causes and implement effective solutions to minimize downtime and ensure seamless customer interactions.

Participants will gain hands-on experience utilizing essential diagnostic tools and logs, including RTMT, SSH, SDI/SDA traces, Wireshark, and SQL queries, to analyze call flows, agent states, and database integrity. By the end of this intensive training, you will not only be proficient in proactive monitoring and reactive problem-solving but also capable of optimizing CCE performance and enhancing the overall customer experience. This expertise is crucial for maintaining the high availability and efficiency demanded by modern contact center operations, directly contributing to organizational success and customer satisfaction.

Successfully completing this course will significantly enhance your value as a specialized IT professional. It equips you with the critical skills needed to support and manage one of the most vital communication platforms in the enterprise, paving the way for advanced roles in collaboration and contact center technologies.

Duration	2 hours
Level	Advanced
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: CCE Troubleshooting Fundamentals and Tools

- Review of Cisco CCE Architecture and Components
- Understanding CCE Call Flow and Data Flow
- Introduction to Troubleshooting Methodologies for CCE
- Key Diagnostic Tools: RTMT, SSH, Wireshark, Log Analysis
- Collecting and Interpreting CCE Component Logs

02 Module 2: Troubleshooting Cisco Unified Communications Manager (UCM) in CCE

- UCM Integration Points with CCE
- Diagnosing Call Routing and Device Pool Issues
- Troubleshooting H.323 and SIP Trunking Problems
- Resolving Phone Registration and Feature Issues for CCE Agents
- Analyzing UCM Traces (SDI/SDA) for CCE Interactions

03 Module 3: Troubleshooting Cisco Unified CVP and Call Flow

- CVP Call Flow Components: VXML Gateway, Call Server, Media Server
- Diagnosing Ingress and Egress Gateway Issues
- Troubleshooting IVR Script Execution and Prompts
- Resolving Database Query and External Application Integration Failures in CVP
- Analyzing CVP Logs and Debugging VXML Applications

04 Module 4: Troubleshooting ICM and Agent Desktop (Finesse)

- ICM Routing Script Analysis and Debugging
- Diagnosing Agent State and Call Transfer Issues
- Troubleshooting Finesse Desktop Login and Agent Gadget Problems
- Resolving Connectivity Issues between Finesse, CCE, and UCM
- Understanding and Debugging Finesse API Interactions

05 Module 5: Database and Reporting Troubleshooting

- Understanding CCE Database Architecture (HDS, AW, Logger)
- Diagnosing SQL Server Connectivity and Performance Issues
- Troubleshooting Data Replication and Synchronization Problems
- Resolving Reporting Errors and Data Inconsistencies
- Using SQL Queries for Advanced CCE Troubleshooting

06 Module 6: Advanced CCE Troubleshooting Scenarios and Best Practices

- Analyzing Complex End-to-End Call Flow Failures
- Troubleshooting High Availability and Redundancy Issues
- Performance Tuning and Optimization Techniques for CCE
- Proactive Monitoring and Alerting Strategies
- Disaster Recovery Concepts and Best Practices for CCE

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Senior Cisco Collaboration Engineer (Contact Center Focus)**
- > **Contact Center Solutions Architect (Operations & Support Lead)**
- > **VoIP/Telephony Support Specialist (Advanced CCE Troubleshooting)**

FREQUENTLY ASKED QUESTIONS

Q: What specific troubleshooting skills will I acquire that are immediately applicable to my job?

Upon completion, you'll be adept at using Cisco-specific tools like RTMT, analyzing intricate log files (CVP, UCM, ICM), and performing SQL queries to diagnose complex call flow issues, agent desktop failures, and database synchronization problems within a live Cisco Contact Center Enterprise environment. You will gain a systematic methodology to isolate root causes efficiently, significantly reducing resolution times for critical contact center outages.

Q: Are there any prerequisites for this advanced troubleshooting course, and what level of CCE experience is expected?

Yes, this is an advanced course. Participants are expected to have a foundational understanding of Cisco Collaboration technologies, including Cisco Unified Communications Manager (UCM) and basic knowledge of Cisco Contact Center Enterprise (CCE) architecture. Prior experience with CCE deployment or administration is highly recommended to fully benefit from the in-depth troubleshooting scenarios and technical discussions.

Q: How will mastering CCE troubleshooting enhance my career trajectory, especially within an organization using Cisco Contact Center solutions?

Mastering CCE troubleshooting makes you an invaluable asset in any organization relying on Cisco's contact center solutions. Your ability to swiftly restore critical services, optimize performance, and prevent recurring issues directly impacts customer satisfaction and operational efficiency. This specialized skill set positions you for leadership roles in contact center support, engineering, or architecture, opening doors to senior-level positions and increased career opportunities within the collaboration technology domain.

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+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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