



CISCO TRAINING

Understanding Cisco Contact Center Enterprise Foundations

Learn Cisco Contact Center Enterprise Foundations. Understand its architecture and components to effectively manage customer interactions.

DURATION

2 hours

LEVEL

Foundation

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The "Understanding Cisco Contact Center Enterprise Foundations" course offers a pivotal entry point into the world of sophisticated customer interaction management. This engaging 2-hour program is meticulously designed to demystify the core concepts, architecture, and foundational components of Cisco Contact Center Enterprise (CCE), a leading solution for businesses seeking to deliver exceptional customer service. You'll gain a solid understanding of how CCE integrates various technologies to route, manage, and report on customer interactions, setting the stage for more advanced studies. By grasping these fundamental principles, you'll be better equipped to understand the complexities of modern contact center operations.

Duration	2 hours
Level	Foundation
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: Introduction to Cisco Contact Center Enterprise (CCE)

- What is Cisco CCE and its business value
- Overview of modern contact center challenges
- Key features and benefits of CCE solutions
- Understanding the Cisco Collaboration portfolio context

02 Module 2: CCE Architecture and Core Components

- Exploring Unified Contact Center Enterprise (UCCE) and Packaged Contact Center Enterprise (PCCE)
- Roles and functions of key CCE components: Router, Logger, Peripheral Gateway (PG)
- Integration with Cisco Unified Communications Manager (CUCM)
- Brief overview of database and network considerations for CCE

03 Module 3: Basic CCE Call Flow and Routing Concepts

- Understanding how calls enter and are processed by CCE
- Introduction to CCE scripting elements (Route Points, Skill Groups)
- Fundamentals of agent selection and call queuing mechanisms
- Overview of IP Interactive Voice Response (IP IVR) integration

04 Module 4: Agent and Supervisor Interfaces

- Introduction to Cisco Finesse Agent Desktop capabilities
- Understanding agent states and call handling features
- Overview of Cisco Finesse Supervisor Desktop functionalities
- Basic supervisor monitoring and management tools

05 Module 5: CCE Reporting and Monitoring Fundamentals

- Introduction to Cisco Unified Intelligence Center (CUIC)
- Understanding basic report types: Agent, Skill Group, Call Type
- Concepts of real-time vs. historical reporting in CCE
- Overview of system monitoring tools relevant to CCE

06 Module 6: CCE Foundation Troubleshooting Concepts

- Understanding common CCE logging mechanisms (Router, Logger, PG logs)

- Basic methodology for identifying and addressing CCE issues
- Troubleshooting common problems related to agents and call routing
- Pinpointing initial areas for investigation in a CCE environment

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Cisco Contact Center Associate Engineer**
- > **Unified Communications Support Technician**
- > **Entry-Level Solutions Analyst (Collaboration Focus)**

FREQUENTLY ASKED QUESTIONS

Q: What are the recommended prerequisites for enrolling in the 'Understanding Cisco Contact Center Enterprise Foundations' course?

While this is a foundational course, a basic understanding of IP networking, Cisco Unified Communications Manager (CUCM), and general call center operations is highly beneficial. Familiarity with these concepts will greatly enhance your learning experience and retention, though it's not strictly mandatory.

Q: How does this foundational course prepare me for practical deployment or administration roles within a Cisco Contact Center Enterprise environment?

This course provides a critical conceptual framework, teaching you the core components, architecture, and fundamental call flow logic of CCE. It lays the groundwork necessary to understand more advanced topics, enabling you to effectively participate in, or contribute to, CCE design discussions, initial troubleshooting efforts, and the daily operation of a CCE solution. It's an essential first step before diving into detailed configuration or scripting.

Q: Will this 'Foundations' course include hands-on lab exercises with live Cisco Contact Center Enterprise components?

As a foundational course focused on conceptual understanding and architecture, this specific 2-hour program primarily delivers knowledge through lectures, demonstrations, and case studies. While it provides a strong theoretical base for practical work, it does not include extensive hands-on lab exercises. The goal is to build a solid mental model of CCE before engaging in complex configurations.

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.

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