

# Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2)

**Duration:** 40.00 hours (5 days)

**32.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE2) v2.0 is a 5 day instructor-led course presented by training partners to system engineers and customers who will be involved with Day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The overall goal of this course is advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality.

## About This Course

The Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE2) v2.0 is a 5 day instructor-led course presented by training partners to system engineers and customers who will be involved with Day 2 support of a UCCE solution deployed in a CVP comprehensive environment. This course gives the learner an understanding of the requirements, resources and tools required to perform complex adds, moves and changes in the inbound/outbound UCCE environment. This course is intended for those performing advanced administration of the solution, or who may be responsible for Level 2-3 support of the solution. The overall goal of this course is advanced administration of the solution by a deeper exposure into the technical operational requirements and the tools used to configure and ensure functionality.

## **Who Should Attend**

Channel Partner/Reseller

Customer

Employee

# Learning Outcomes

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## **Upon successful completion of this course, participants will be able to:**

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

Demonstrate advanced proficiency with add / move / change of the ACD / PBX (agent / skill) environment of UCCE.

Demonstrate advanced proficiency with add / move / change of the IVR (prompt / collect) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).

Demonstrate effective use of system tools to track and troubleshoot a call within a call flow.

## Additional Course Details

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Nexus Humans Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2)?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 5-day Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2) course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2) training?**

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Cisco Administering Cisco Unified Contact Center Enterprise Part 2 v2.0 (AUCCE2) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

 Email: [info@nexushuman.com](mailto:info@nexushuman.com)

 Website: [www.nexushuman.com](http://www.nexushuman.com)

 Phone: +353 1 XXX XXXX (Ireland) | +44 20 XXXX XXXX (UK)