

Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI)

Duration: 24.00 hours (3 days)

19.5 CPD Hours

Rating: ★ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2 3 solution support. The focus is on Day 1 support for a new CCE deployment.

About This Course

The Implementing Cisco Contact Center Enterprise (CCEI) v1.0 course teaches you how to build and implement a Cisco® Packaged Contact Center Enterprise (PCCE) solution, including advanced integration of external data, Single Sign-On (SSO), and process detail for the Contact Center Enterprise (CCE) solution with examples of the various deployment models. This integration process enables businesses and organizations to deliver a connected digital experience of continuous and capability-rich journeys for your customers, across time and channels. This course teaches you to install the CCE solution and provide Tier 2 3 solution support. The focus is on Day 1 support for a new CCE deployment.

Who Should Attend

Deployment engineer

Sales engineer

Learning Outcomes

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

After taking this course, you should be able to:

Examine components, protocols, and variables that influence selection of the design and sizing of a PCCE deployment

Identify concepts necessary to create CCE system design specifications and deployment plans

Configure an advanced VXML application implementing DB lookup functionality and digit collection; use Call Studio and CCE Scripting tools to present call data collected from the caller to the agent desktop

Discover how to install CCE software

Administer CA signed security certificates to support the successful addition of a PCCE site

Identify the tasks associated with adding Remote Site functionality to the PCCE environment

Discuss integration of the CUIC, LiveData, and Finesse reporting environments

Configure the PCCE Dial Plan end-to-end, incorporating the use of Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP), Cisco Virtualized Voice Browsers (VVBs), Voice XML (VXML) Gateways (GW), and Significant Digits

Examine concepts necessary to create CCE system design specifications and deployment plans

Create a series of routing scripts using PCCE

Configure Single sign-on for Unified CCE

Additional Course Details

Nexus Humans Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI) 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 Implementing Cisco Contact Center Enterprise v2.0 (CCEI) 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

Q: What delivery options are available for Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI)?

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 3-day Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI)?

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI). 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.

Q: Why choose Nexus Human for Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI)?

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

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Cisco Implementing Cisco Contact Center Enterprise v2.0 (CCEI) 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

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