



IP Contact Center Enterprise

Length
5 days

Format
Lecture/lab

Version
1.0

Course Description

This course is intended for personnel who will implement, configure and support the Cisco IPCC Enterprise and have already attended training on the ICM. This course is based on ICM 7.0, CallManager 4.1, and CRS 4.0.

Who Should Attend

IPCC is designed for Cisco customers and Channel Partners who deploy and maintain Cisco Unity systems.

Recommended Prerequisites

- ICM Product Training (ICMPT)
- Cisco IP Telephony Part 1 (CIPT1)
- IPCC Express & IP IVR Deployment (CRSD) (recommended)
- Working knowledge of Windows 2003 Server, Windows XP
- Basic knowledge of SQL Server 2000

Related Courses

- Unified Communication System Engineer (UCSE)
- IPCC Express & IP IVR Deployment (CRSD)

IPCC

Learning Objectives

After completing this course, you will be able to:

- Explain the IPCC solution concept, components, and interaction of components
- Identify new features in IPCC 7.0
- Describe IPCC deployment models and their issues
- Determining IPCC queuing and routing client options
- Design an System IPCC lab and production system
- Install, configure, test, and maintain IPCC components
- Design IPCC call flows
- Creating IPCC script
- Use Cisco's standard IPCC deployment tools
- Troubleshoot the IPCC solution set



Learning
Solutions



IP Contact Center Enterprise

Course Outline

Lesson 1: IPCC Pre Routing Call Flow

IPCC Pre Routing from IXC Call Flow

Lesson 2: IPCC Post Route from CallManager Call Flow

IPCC Post Route from CallManager Call Flow

Lesson 3: Configure CallManager for IPCC

Adding an IP Phone

Adding a User

Adding Additional IP Phones

Configure a Route Point

Lesson 4: CRS Script Editor

Lecture and demo on CRS Script Editor

Lesson 5: Create a CRS Script

Create the CollectDigits.aef Script

Lesson 6: Configure IPIVR for IPCC

Initial Setup Configuration

Provisioning the JTAPI Provider

JTAPI Call Control Group Configuration

Verifying the CTI Port Associations

Cisco Media Termination Dialog Group Configuration

Uploading Prompts to Repository

Uploading Scripts to Repository

Creating an Application

Configuring the ICM Subsystem

Lesson 7: ICM Configuration

Configure Network VRU

Configure Network VRU Script

Configure Peripheral Gateway PG1A

Configure IPIVR Network Trunk Group and Trunk Group

Configure a Generic Service for Translation Routes

Configure Agent Desk Setting

Configure Peripheral Gateway PG2A

Configure CM Network Trunk Group and Trunk Group

Configure Skill Group for PreSales

Configure Additional Skill Group for PostSales

Configure an Agent

Configure an Additional Agent

Creating a Supervisor

Creating an Agent Team

Configure a Device Target and Label

Configure Additional Device Target and Label

Configure a Call Type

Configure a Dialed Number

Mapping the Dialed Number to a Call Type

Lesson 8: ICM Component Installation

Installing Peripheral Gateway PG1A (IPIVR)

Starting Peripheral Gateway PG1A

Install the Cisco JTAPI Plug in

Installing Peripheral Gateway PG2A (CM)

Installing CTI Gateway CG2A (CTI Server)

Starting the Processes

Lesson 9: CTIOS and CTIOS Desktop

Installing CTI Object Server (CTI OS)

Installing Cisco CTIOS Softphone

Login to CTIOS Supervisor and Agent Desktop

Lesson 10: Translation Route Wizard

Translation Route Wizard



Learning Solutions



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Course Outline

Lesson 11: ICM Script and Call Tracer

Create the ICM Translation-Routing Script
Testing the TransRoute Script using Call Tracer
Testing the TransRoute Script using phones

Lesson 12: System IPCC Installation

Initial Setup Configuration
Installing Cisco JTAPI Plugin

Lesson 13: Deployment Wizard

Web Administration Deployment Wizard

Lesson 14: Post Installation Configuration

Configure a Desk Setting
Configure an Agent
Configure a Team
Configure a Skill Group
Configure a Call Type
Configure a Dialed Number
Configure IVR Scripts
Configure Network IVR

Lesson 15: Cisco Agent Desktop (CAD)

Lecture on Cisco Agent Desktop (CAD)

Lesson 16: Cisco Desktop Applications Installation

Install Cisco Desktop Administrator (CDA)
Install Cisco Agent Desktop (CAD)
Install Cisco Supervisor Desktop (CSD)

Lesson 17: System IPCC Script

Creating the IPCC Sales Script
Testing Call Routing



Learning Solutions