



# 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



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