



## **Module 1. Unified CCX Product Overview**

### **Lesson: Unified CCX Product Packages**

- Unified CCX Product Family
- Unified CCX Primary Functions
- Unified CCX Products and Features
- Unified CCX Add-on Features and Functions
- Unified CCX Compatibility Options
- Unified CCX Operating System Options

### **Lesson: Unified CCX Architecture**

- Unified CCX Environment
- Unified CCX Cluster Components
- Unified CCX Licensing
- Integration Models

### **Lesson: Unified CCX Design and Order Tools**

- Terminology
- Sizing Tools
- Sizing Exercise
- Ordering Exercise

## **Module 2. Installation and Configuration**

### **Lesson: Unified CCX Installation**

- Prerequisites for Installation
- Order of Installation and Setup Summary
- Installation Process
- Unified CCX Cluster Setup Process
- Unified CCX Server Setup Process
- Installing SQL Server
- Adding the Warm Standby Server
- Summary of Basic Requirements to Make a Call
- Unified CCX Installer Messages
- Unified CCX Installer Log Files

### **Lesson: Unified CCX Management**

- Unified CM Administration
- Unified CCX Administration
- Subsystems
- Tools
- Supervisor Web Page
- User Web Page
- Desktop Administration

### **Lesson: The Call Process and Basic Unified CCX Configuration**

- Terms Defined
- Basic Call Flow process
- Basic Unified CCX Configuration

## **Module 3. Unified CCX Scripting**

### **Lesson: The Script Editor**

- Installing the Script Editor
- Basic Properties
- Palette Window
- Design Window
- Variable Window
- Message Window
- Expression Editor
- Script Validation
- Saving the Script
- Upload the Script
- Refresh the Script
- Debugging a Script

### **Lesson: Create a Basic IVR Script**

- Steps Required
- Additional Steps
- Creating a New Script

### **Lesson: Prompt and Collect Information from a Caller**

- Steps Covered
- Modify the Script to Prompt and Collect an Account Number

### **Lesson: Accessing an External Database**

- Database Overview
- ODBC Setup on Unified CCX Engine
- Operating System
- Database Subsystem Setup
- Database Steps Covered
- Modify Script to Obtain Information from a Database



# Deploying Cisco Unified Contact Center Express

## Course Outline

### **Lesson: Loops, Counters, and Decision Making**

- Loop Steps
- Counting Steps
- Decision Steps
- Loops
- Modify Script to Count Database Records

### **Lesson: Confirming a Callers Input**

- Steps Required
- Additional Steps Covered
- Modify Script to Confirm Caller's Input

## **Module 4. Unified CCX ACD Operations**

### **Lesson: Unified CCX**

- What Unified CCX Is
- Define Unified CCX Components
- Define Agent and Supervisor Interfaces
- Call Flow Revisited
- Configuring Unified CCX
- Present the icd.aef Script for Labs

### **Lesson: Unified CCX Scripting Fundamentals**

- Steps Covered
- Basic UCCX Script Design
- Create a New Script for Unified CCX Routing

### **Lesson: Cisco Desktop Work Flow Administrator Fundamentals**

- What CDA Is
- CDA Installation
- Menu, Toolbar, and Setup
- Monitor/Record Notification Options
- Enterprise Data
- VOIP Monitor Options
- Dial Strings
- Phone Book
- Reason Codes
- Workflow Groups
- Cisco Unified Presence
- Personnel Configuration

### **Lesson: Advanced Unified CCX Scripting Topics**

- Using Subflows
- Implement Skills-Based Routing
- Time of Day, Day of Week, and Holiday Routing
- Data Manipulation
- Overflow Routing
- Modify Script to Implement Above Topics

### **Lesson: Advanced CTI Functions**

- User Interface
- Workflows
- Supervisor Workflows

### **Lesson: Unified CCX Reporting**

- Reporting Fundamentals
- Real Time Reports
- Historical Reports

## **Module 5. Unified CCX Premium Functions**

### **Lesson: Remote Monitoring**

- What Remote Monitoring Is
- Configure a Remote Monitor Supervisor
- Configure RMON Application
- Find CSQ IDs

### **Lesson: Outbound Preview Dialer**

- What the Outbound Preview Dialer Is
- Configuration
- Outbound Agent Experience
- Callback Options
- Real-time Reports
- Historical Reports
- Troubleshooting

### **Lesson: Agent Email**

- What Agent Email Is
- Summary of Setup Process
- Integrating to Microsoft Exchange
- Creating Email CSQs
- Associating Email Addresses, Agents, & CSQs
- The Agent Email Experience



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### **Lesson: Automatic Speech Recognition and Text to Speech**

What Automatic Speech Recognition and Text to Speech Are  
MRCP ASR/TTS Supported Vendors  
Integrating Speech Recognition Servers  
Integrating Text-to-Speech Servers  
What a Grammar Is  
Grammar-Related Editor Steps  
How Steps Operate in the ASR Mode  
Additional ASR Steps  
TTS Steps  
Configuring and Scripting for ASR Operation  
Name and Alternate Name Dialing

### **Module 6. Maintenance and Troubleshooting**

#### **Lesson: Database Maintenance Activities**

Setting the Database Purge Schedule  
Configuration Options for Database Backups  
How to Perform Backups and Restores

#### **Lesson: Tracing, Troubleshooting, and Other Utilities**

Finding and Displaying Trace Log Files  
Using the Log Collection Tool  
Troubleshooting Techniques  
Troubleshooting Tips  
Serviceability Tool  
Administration Tool

### **Labs**

Lab 1: Sizing and Ordering Cisco Unified CCX  
Lab 2: Exclusive - Topology and Deployment  
Lab 3: Cisco Unified CCX Installation  
Lab 4: Provision Telephony and Media  
Lab 5: Install UCCX Editor  
Lab 6: Exclusive - Creating a Basic Script  
Lab 7: Initial Locator Script  
Lab 8: Prompt and Collect Script Steps  
Lab 9: Database Access  
Lab 10: Logical Operations: Loops and Counters  
Lab 11: Caller Input Confirmation  
Lab 12: Provisioning Cisco Unified CCX  
Lab 13: Cisco Unified CCX Script Steps  
Lab 14: Desktop Workflow Administrator  
Lab 15: Advanced Scripting: Time and Holiday Operations  
Lab 16: Exclusive - Prompt Recording  
Lab 17: Cisco Unified CCX Reporting  
Lab 18: Remote Monitoring  
Lab 19: Outbound Preview Dialing  
Lab 20: Agent E-Mail CSQ  
Lab 21: Spoken Names and Automatic Speech Recognition  
Lab 22: Exclusive - Text-to-Speech



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