

Understanding Cisco Contact Center Enterprise Foundations (CCEF)

ID CCEF Price 1,290.— €(excl. tax) Duration 1 day

Course Overview

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

This class will help you:

- Learn how to manage timely, disparate data using CCER as a reporting solution
- Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.
- Understand the foundational components of Contact Center Enterprise solutions

Who should attend

- Account and project managers
- Business liaisons
- Deployment engineers
- Managers overseeing CCE deployments
- Technical sales

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful

but not required

- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of IP networks

Recommended Cisco offerings that may help you meet these prerequisites:

- [Implementing and Administering Cisco Solutions \(CCNA\) v2.2](#)
- [Understanding Cisco Collaboration Foundations \(CLFNDU\)](#)

Course Objectives

After taking this course, you should be able to:

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

Detailed Course Outline

Introduction to CCE

- Cisco Contact Center Basics
- Cisco Contact Center Fundamentals

Functionality of PCCE Components

- Public Switched Telephone Network (PSTN) and Voice Gateways
- Cisco Unified Border Element (CUBE)
- [

b) Terms and Naming Conventions Used in CCE[/b]

- CCE Access Environment
- CCE Routing Configuration

Access Tools Available in CCE

- Single Pane of Glass (SPOG)
- Cisco Intelligent Contact Management (ICM) Configuration Manager

Discovering CCE Features Beyond Default

- Agent Management
- Agent Efficiency

About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

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- ✓ Blended & Hybrid Learning
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