

1. Cisco Unified CCX

- Relationship between the Unified CCX platform and the three products it supports
- Three Cisco products supported by the Unified CCX engine platform
- Unified CCX hardware and software components to include all server types, standby deployments, and scalability
- New and improved functions of the three Unified CCX products to include Unified CCX v11.0

2. Designing and Ordering

- Properly size the Unified CCX products by using calculators provided by Cisco
- Properly order Unified CCX products using the Unified CCX configuration and ordering tool
- Network considerations surrounding a Unified CCX deployment
- Using the Solution Reference Network Design for Cisco Unified CCX and Cisco Unified IP IVR and other documents to support a Unified CCX design and deployment

3. Installation and Configuration

- Installing Unified CCX software on all servers in a cluster
- Activating and configuring all components in a CCX cluster
- Configuring and testing a simple CCX Script Application
- Troubleshooting installations using log files

4. Unified CCX Editor

- Navigate the Unified CCX Editor functionality
- Creating, deleting, and editing variables
- Saving and uploading valid scripts to the repository
- Performing the debug process to test a script
- Troubleshooting an application and script using trace files

5. Basic Unified CCX Editor Steps

- Creating a simple script workflow to answer a call

- Adding comments to identify and explain the script and subsequent groups of steps
- Playing voice prompts to share information or instructions with callers
- Terminating and ending a call
- Validate, save as, upload, refresh, and debug a script

6. Caller and System Inputs

- Collecting information from a caller by presenting a list of choices using the menu step
- Collecting digits from a caller by using the Get Digit String step
- Getting information from the system to alter the logic of the call flow
- Validate, save as, upload, refresh, and debug the script

7. Database Access

- Connecting to a database
- Reading and getting information from the database by creating a SQL query within a script step
- Referencing database locations
- Writing information to a SQL database
- Closing the database connection and terminating database resources

8. Logical Operations

- Applying Boolean logic in scripts
- Creating and modifying counters
- Creating and managing timing loops
- Redirecting script logic based on the evaluation of “If” statements
- Using call subflows as reusable scripts
- Creating specialized prompts

9. Caller Transfers

- Creating day-of-week and time-of-day ranges for different handling
- Transferring calls to various extensions as a function of day and time
- Getting information associated with a call

- Designating calls as completed for reporting
- Determining if the caller has hung up
- Determining if today is a holiday

10. Configuring Unified CCX

- Cisco Unified CCX product, features, and capabilities
- Configuring Unified CCX on the CUCM and CCX server

11. Finesse Product Suite

- Configuring Finesse Agent Desktop and Finesse Supervisor Desktop
- Testing the Finesse Agent Desktop and Finesse Supervisor Desktop configurations
- Examining the IP Phone Agent

12. Unified CCX Script Techniques

- Defining and using Unified CCX Editor Unified CCX steps
- Testing a sample application using the Unified CCX steps in the Unified CCX Editor

13. Finesse Administrator

- Configuring the Unified CCX enterprise data using the Finesse Desktop Administrator
- Configuring work flows, personnel, and teams
- Creating screen pops and macros
- Creating wrap-up codes

14. Outbound Dialer and Agent Chat

- Examine Outbound Dialer

15. Session Management

- Examine Session Management to retrieve information from a previous call

16. Media Resource Control Protocol (MRCP) Speech Technologies

- Examine Nuance ASR and TTS servers

17. Reporting

- Accessing and analyzing real-time reports
- Configure Cisco Unified Intelligence Center (CUIC) historical reporting
- Accessing and analyzing historical reports

18. Servicing and Troubleshooting

- Traces and logs

Course Introduction

- Learner Prerequisite Skills and Knowledge
- Course Goal
- Course Objectives
- Course Flow
- General Administration
- Lab Diagram
- Please Introduce Yourself

Lesson 1: Cisco Unified CCX Overview

- Components of the Cisco Unified CCX Environment
- Gateways
- Routers
- Cisco Unified Communications Manager
- Cisco Unified CCX
- Script Editor
- Cisco Finesse
- Cisco Unified Intelligence Center
- Cisco Unified CCX Agent
- External Servers
- Cisco Unified CCX System Cluster Components
- Engine
- Database Server
- Call Flow Terms
- The Call Flow

- The Debug Process
- Reactive
- Non-Reactive

Lesson 2: Prompt Recording Utilities

- Prompt Recorder
- Emergency Message Recorder

Lesson 3: Basic ACD Routing

- Review Script Steps used in a Simple ACD Routing Script
- Resource Group Routing
- Defining the Contact Service Queue
- Create a Simple ACD routing script

Lesson 4: Common Scripting Concepts

- Prompt Management
- Using the Default Script
- Terminating a Call and Ending a Script
- Abandon Rates
- Exception Handling
- Script Interruptions
- Check Agent Availability before and after entering queue
- Using Java Methods for Holiday and Time of Day routing

Lesson 5: Accessing an External Database

- Database architecture and supported databases
- Setting up the Database Subsystem
- Using Database script steps

Lesson 6: Skills Based Routing

- Applying skills to agents

- Defining the Contact Service Queue
- Specifying the CSQ in the Script

Lesson 7: Advanced ACD Routing

- Overflow Routing
- When to Overflow
- How to get the Data Needed for Making Decisions
- Describe Methods of Overflowing

Lesson 8: Basic ACD Callback Options

- Setup the Email Subsystem
- Script for Email Notification
- Script for Leaving a Recorded Message
- Script for Callback when Queue Times have Decreased

Lesson 9: Enterprise Data and Session Management

- Define Enterprise Data in Cisco Finesse
- Define a Call Variable Layout in Cisco Finesse
- Define ECC Variables in the script editor
- Set Enterprise Data in the script
- Define Session Management
- Setup Session Management
- Use Session Management to Pass Variable Information Between Scripts

Lesson 10: Advanced ACD Callback Options

- Leave Queued Message with an Option for Callback
- Scheduled Callback