



Cisco Training

ICCE: Integrating Cisco Enterprise Chat & Email with UCCE (ICCE)

\$4,195.00

- 5 Days

Upcoming Dates

Course Description

In this 5-day hands-on course students will discover how to deploy Cisco Enterprise Chat and Email into an existing Enterprise Contact Center environment. The course covers the details needed to prepare an both UCCE and ECE environments for the integration and configurations steps required to do the actual integration. Students will gain experience with the operations and administration tasks required for initial ECE deployment as well as ongoing system administration such as enabling SSO, importing objects, preparing queues and workflows, using the scripting tool, generating reports, enabling system logs for troubleshooting. Students will also see how to implement features that enhance ECE operations for Agents. This course also describes feature enhancements that will be available in ECE 12.0.

Course Outline

Module 1 - Deploying Cisco Enterprise Chat and Email

Lesson 1 - ECE Overview

ECE Deployment Models and Architectural Overview

ECE System Requirements

Chat, Email and Data Flow

ECE Login Points

PCCE Considerations

Lesson 2 - Preparing CCE for ECE Integration

Preparing CCE for ECE Integration Overview

CCE Configuration Cleanup

Lesson 3 - ECE Installation

ECE Installation Overview

Install SQL for ECE as Administrator

ECE Installation (11.5)

ECE Upgrade (11.6)

Check System Performance

Lesson 4 - ECE Integration with CCE

Partition and Console Overviews

ECE Startup

Partition Administration

Unified CCE Integration

Lab 1-1 Navigating ECE and CCE

Lesson 5 - ECE Integration with Email Server

Dispatcher & Retriever Process Startup

Configure Email for ECE - Add Alias

SMTP Settings

Lesson 6 - Enabling SSL Functionality for ECE

Secure Sockets Layer (SSL) Overview

Enabling SSL for ECE

Lesson 7 - Integrating Finesse with ECE

Finesse Configuration Overview

Finesse Admin Page (cfadmin)

.xml Files Configuration

ECE Finesse Login

Lab 1-2 Navigating ECE Email and Finesse Integration

Module 2 - Cisco ECE Operations & Administration

Lesson 1 - Partition Administration Deep-Dive

ECE Administration Console Overview

Partition Console - Administration

Administration Console

Lesson 2 - Adding & Importing UCCE Objects into ECE

Chat & Email Flow

Adding/Importing Objects

Verify ICM & ECE Configuration

Using PQ's with ECE

Create ICM Scripts

Scheduling ICM/CCE Routing Scripts

Import CCE Objects into ECE

Logging in as an ECE Agent

Department Considerations and Configuration

Lab 2-1 Preparing CCE Basic Configuration

Lab 2-2 Working with ECE Imports

Lab 2-3 ECE Agent Login

Lesson 3 -ECE Queues and Workflows

Services and Settings for Queues and Workflows

Partition and Department Settings for Queues and Workflows

Creating Articles

Workflow Service Level Configuration

Confirming the Workflow Editor (JRE)

Lab 2-4 Working with ECE Workflow Queues

Lab 2-5 Working with ECE Articles

Lesson 4 - Configuring Inbound Email

Configuring Inbound Email
Create New Inbound Workflow
ICM Inbound Email Script
Verify Email Operation - ICM Script
Verify Email Operation to Agent
Lesson 5 - Configuring Outbound Email

Configuring Onbound Email
Create New Outbound Workflow
Verify Outbound Email Operation
Lab 2-6 Workflow Editor and Verifying Email Operation

Lesson 6 - Configuring ECE Chat

Configure and Verify CCE/ECE for Chat
Testing Template Modifications
Verify Chat Operation
Callback, Delayed Callback
Dynamic Messages for Integrated Chat
Lab 2-7 Configure and Verify Chat in ECE

Lesson 7 - Reporting for ECE

Reporting Overview
ECE Reports in CUIC
Native ECE Reporting
Creating & Modifying Reports
Managing Report History
Scheduling Reports
Sending Notifications
Setting Permissions on Reports
Lab 2-8 Reporting for ECE

Module 3 - Cisco ECE Features

Lesson 1 - Agent Single Sign-On (SSO) for ECE

SSO Overview
Configure & Verify SSO
Other Security Considerations
Lab 3-1 Agent SSO

Lesson 2 - Troubleshooting

Common issues and solutions
Enabling logs
Lesson 3 - ECE 12.x New Features Overview

Lesson 4 - Solutions + Features Overview

Audience

This course is designed for partners and customers responsible for deploying and administering ECE in the UCCE environment.

Prerequisites

The prerequisites for this course are that the student has knowledge and experience deploying and administering and maintaining Cisco UCCE. If the student does not have this prerequisite background we recommend, at a minimum, attending the AUCCE1 course authored and delivered by Sunset Learning.

What You Will Learn

After completion of this course, students will be able to...

Demonstrate an overall understanding of the Cisco Unified CCE solution from a component functional level.

Demonstrate basic proficiency with add/move/change of the ACD/PBX (agent/skill) environment of UCCE.

Demonstrate basic proficiency with add/move/change of the IVR (prompt/collect/queue) environment of UCCE including both MicroApp and VXML solution scripting (ICM Scripting and Call Studio scripting).

Configure a Supervisor to enable CUIC Reporting functionality including running stock reports and creating dashboards