



Cisco IPCC Administration Training

Description UCCE Admin course	
Prerequisites:	<ul style="list-style-type: none"> • Windows System Administration • Active Directory Administration • Knowledge about VoIP, CUCM and Call Center • TCP/IP and other network protocols
duration	5 days
Content	<p>IPCC Component and Installation</p> <ul style="list-style-type: none"> • IPCC architecture and functionality of each component • Interaction of IPCC with other components like IVR, CUCM • IPCC connection to Cisco Unified CallManager • IPCC connection to IPIVR • User Interfaces and Tools • Installation of IPCC Systems <p>IPCC Configuration</p> <ul style="list-style-type: none"> • Configuration of Cisco Unified Call Managers for IPCC • Configuration of darondo IVR • Configuration of IPCC System using „ICM Configuration Manager“ • ICM Translation Routes • Configuration of Agents, Skillgroups, Teams, CallTypes, Dialed Numbers <p>Call Routing and Scripting</p> <ul style="list-style-type: none"> • Creation of Call Routing Scripts • Configuration of opening hours, Prompts, Queues etc. • Administrative Scripts, Global variables • Redirect On No Answer <p>Agent frontends</p> <ul style="list-style-type: none"> • Cisco CTI OS Supervisor & Agent Desktop • B+S darondo Deskphone <p>Reporting</p> <ul style="list-style-type: none"> • Webview Overview (Realtime & Historical Reporting) • Servicelevel Calculation • Reporting using VruProgress Variable • Queue Statistics • Reason Codes



Description UCCE Admin course	
Labs	<ul style="list-style-type: none">• Installation of IPCC components• Creation of CTI Route Points in CUCM• ICM Configuration using „ICM Configuration Manager“• Installation of Cisco CTI OS Agent & Supervisor Software• Scripting exercises• Connecting external databases• Reporting with Cisco WebView
costs	<ul style="list-style-type: none">• 2.650,- € excl. VAT• Course Documentation• Including breakfast, lunch and coffe breaks• Surprise evening event