

# Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA)

**Duration:** 24.00 hours (3 days)

**19.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco Contact Center Enterprise (CCE) solution.

## About This Course

The Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 course teaches you how to execute advanced administration tasks associated with the Cisco Contact Center Enterprise (CCE) solution.

## Who Should Attend

Deployment engineer

Sales engineer

# Learning Outcomes

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## **Upon successful completion of this course, participants will be able to:**

After taking this course, you should be able to:

Describe the components, protocols, and call flow of Cisco Packaged Contact Center Enterprise (PCCE) by referencing the discovery platform to prepare for further scripting and configuration activities.

Run the CCE Bulk Import utility using the CCE Web Administration tool to develop a base line CCE configuration.

Configure an advanced VoiceXML (VXML) application implementing DB lookup functionality and digit collection using Call Studio and CCE Scripting tools; present call data collected from the caller to the Agent desktop.

Provision CCE to support Cisco Unified Communications Manager (CUCM) calls to the Contact Center using CUCM and CCE configuration tools. This functionality enables CCE Route Requests from CUCM to support contacts initiated from a CUCM managed device (Gateways, Phones, Line Side Interactive Voice Response [IVR] Ports). This functionality can also enable non-Contact Center calls and calls handled by Agents, whether existing or new.

Access and deploy custom gadgets to the Finesse desktop using the CCE Web Administration tool to further enhance functionality of the Finesse Agent Desktop.

Successfully deploy Mobile Agent in a CCE Environment.

Successfully deploy Post Call Survey in a CCE Environment.

## Additional Course Details

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Nexus Humans Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA)?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 3-day Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA) training?**

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Cisco Administering Advanced Cisco Contact Center Enterprise (CCEAA) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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