

# Cisco Administering Cisco Contact Center Enterprise (CCEA)

**Duration:** 32.00 hours (4 days)

**26.0 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

## About This Course

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

# Who Should Attend

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Account and project managers

Contact Center Enterprise (CCE) administrators

Deployment engineers

Technical sales

# 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:

Navigate CCE configuration and scripting tools

Configure a dialed number, call type, and media routing domain

Build a basic Cisco Intelligent Contact Management (ICM) script

Configure agents and skill groups

Configure basic Interactive Voice Response (IVR) functionality

Implement attributes and precision queues

Configure Ring-No-Answer (RONA) using CCE configuration tools

Configure and populate an agent team and primary supervisor

Improve agent efficiency through finesse enhancements

Build and test a basic Voice XML (VXML) application

Implement roles, departments, and business hours

Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

## Additional Course Details

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Nexus Humans Cisco Administering Cisco Contact Center Enterprise (CCEA) 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 Cisco Contact Center Enterprise (CCEA) 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 Cisco Contact Center Enterprise (CCEA)?**

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 4-day Cisco Administering Cisco Contact Center Enterprise (CCEA) course provides up to 26.0 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 Cisco Contact Center Enterprise (CCEA) training?**

The training takes place over 4 day(s), with each day lasting approximately 32.00 hours including breaks for lunch and refreshments.

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

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Administering Cisco Contact Center Enterprise (CCEA). 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 Cisco Contact Center Enterprise (CCEA)?

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 Cisco Contact Center Enterprise (CCEA) 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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