

# Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET)

**Duration:** 16.00 hours (2 days)

**13.0 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The Troubleshooting Cisco Contact Center Enterprise (CCET) v1.0 course is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues

## About This Course

The Troubleshooting Cisco Contact Center Enterprise (CCET) v1.0 course is focused on Day 2 support of a Packaged Contact Center Enterprise (PCCE) deployment by Tier 3 support personnel. Cisco® PCCE provides an enterprise-class contact center in a prepackaged deployment model that offers simplified deployment, operation, and maintenance. You will learn to identify the processes and tools used to diagnose common deployment issues so that support personnel can select optimal methods to resolve those issues

# Who Should Attend

---

Account manager

Deployment engineer

Deployment project manager

Sales engineer

# Learning Outcomes

---

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

After taking this course, you should be able to:

Describe CCE flows and processes required to support and troubleshoot the PCCE deployment

Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment

Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment

## Additional Course Details

---

Nexus Humans Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET) 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 Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET) 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

---

## **Q: What delivery options are available for Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET)?**

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
- 

## **Q: How many CPD hours does this course provide?**

The 2-day Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET) course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

---

## **Q: What is the duration of the Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET) training?**

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

---

## **Q: Do you provide corporate training for Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET)?**

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET). 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.

---

## Q: Why choose Nexus Human for Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET)?

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

---

## Q: Are there any discount codes available?

Yes! Use discount code **PENPALS** when booking your Cisco Troubleshooting Cisco Contact Center Enterprise v1.0 (CCET) 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

✉ Email: [info@nexushuman.com](mailto:info@nexushuman.com)

🌐 Website: [www.nexushuman.com](http://www.nexushuman.com)

📞 Phone: +353 1 XXX XXXX (Ireland) | +44 20 XXXX XXXX (UK)