Reporting Cisco Contact Center Enterprise (CCER)

Category: Networking & Security | **Vendor:** Cisco

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 Reporting Cisco Contact Center Enterprise (CCER) v1.0 course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources. The course explains the nuances of analyzing and troubleshooting in various deployment scenarios: Designed Tier 2/Day 2 Support. The Cisco® Contact Center Enterprise (CCE) solution helps businesses deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. The course teaches you the business application of the CCE solution providing the framework of interrelationship between both core and optional components required to configure the CCE solution.

This course will help you:

- Consolidate disparate data into manageable, comprehensive reports
- Understand the business application of the CCE solution and how it provides a framework of correlation between core and optional components

About This Course

The Reporting Cisco Contact Center Enterprise (CCER) v1.0 course provides an architectural overview of the Contact Center Enterprise (CCE) Solution components and deployment models. You will learn the end-to-end reporting solutions of CCE designed to assist customers and partners in the task of creating reports and managing disparate data sources. The course explains the nuances of analyzing and troubleshooting in various deployment scenarios: Designed Tier 2/Day 2 Support. The Cisco® Contact Center Enterprise (CCE) solution helps businesses deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. The course teaches you the business application of the CCE solution providing the framework of interrelationship between both core and optional components required to configure the CCE solution.

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Who Should Attend

- Administrators
- Business liaisons
- Deployment engineers
- Managers overseeing CCE deployments

Prerequisites & Entry Requirements

General Prerequisites:

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of computer networking components: Windows Active Directory (AD) SQL Server and components (servers, routers, switch) is helpful but not required
- Understanding of Cisco Packaged Contact Center Enterprise components and call flows
- Experience administering Cisco Packaged Contact Center Enterprise

Recommended Cisco offerings that may help you meet these prerequisites:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Administering Cisco Contact Center Enterprise (CCEA)
- Implementing and Administering Cisco Solutions (CCNA)
- Understanding Cisco Collaboration Foundations (CLFNDU)

Learning Outcomes

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

After taking this course, you should be able to:

- Explain the Cisco Unified Intelligence Center including the benefits and features of the system and describe the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment
- Understand the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance and provisioning functions
- Discuss the functional attributes of the Cisco Unified Intelligence Center
- Customize Cisco Unified Intelligence Center Reports and Views

Detailed Course Outline

Cisco Unified Intelligence Center Foundations

- Cisco Unified Intelligence Center - Basics
- Cisco Unified Intelligence Center - Deployment Models

Cisco Unified Intelligence Center Administration and Operations Console

- Operations Console (OAMP) Console Introduction
- Admin User Management

Cisco Unified Intelligence Center Attributes

- Stock Reporting

- Dashboard Features

Cisco Unified Intelligence Center Custom Reports and Views

- Creating Views

- Building Report Definitions

Skills You Will Learn:

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Frequently Asked Questions

Q: What delivery options are available for Reporting Cisco Contact Center Enterprise (CCER)?

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 Reporting Cisco Contact Center Enterprise (CCER) 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 Reporting Cisco Contact Center Enterprise (CCER) 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 Reporting Cisco Contact Center Enterprise (CCER)?

Yes, we provide corporate training, dedicated training, and closed classes for Reporting Cisco Contact Center Enterprise (CCER). 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: What related terms do people search for?

Popular related searches include: Reporting Cisco Contact Center Enterprise, Cisco Unified Contact Center, CCER

Q: Why choose Nexus Human for Reporting Cisco Contact Center Enterprise (CCER)?

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 **PENPAL5** when booking your Reporting Cisco Contact Center Enterprise (CCER) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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