Understanding Cisco Contact Center Enterprise Foundations (CCEF)

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

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Understanding Cisco Contact Center Enterprise Foundations (CCEF) v1.0 course gives you an overview of the Cisco® Packaged Contact Center Enterprise (PCCE) and Unified Contact Center Enterprise solutions. You will gain an understanding of contact center basics and describe the available Cisco contact center solutions and intended target customers. You will also focus on the Cisco Contact Center Enterprise (CCE) family of products and explore key features and functionality of the solution including architecture, major system components, and tools used for administration and reporting. This course is the foundation for additional courses required to deploy, configure, support, and troubleshoot Cisco CCE solutions.

This class will help you:

- Learn how to manage timely, disparate data using CCER as a reporting solution
- Apply the CCE as a business solution to deploy, troubleshoot, and tailor application usage to support business processes.
- Understand the foundational components of Contact Center Enterprise solutions

About This Course

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Who Should Attend

- Account and project managers
- Business liaisons
- Deployment engineers
- Managers overseeing CCE deployments
- Technical sales

Prerequisites & Entry Requirements

General Prerequisites:

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

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and Voice Gateways
- Basic understanding of IP networks

Recommended Cisco offerings that may help you meet these prerequisites:

- 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:

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the Packaged Contact Center Enterprise (PCCE) architecture and their functions
- Describe how calls flow through PCCE using appropriate terms and naming conventions
- Introduce the tools used in the configuration, scripting, reporting and support of a PCCE deployment
- Identify advanced features available within the PCCE solution

Detailed Course Outline

Introduction to CCE

- Cisco Contact Center Basics
- Cisco Contact Center Fundamentals

Functionality of PCCE Components

- Public Switched Telephone Network (PSTN) and Voice Gateways
- Cisco Unified Border Element (CUBE)
- [

b]Terms and Naming Conventions Used in CCE[/b]

- CCE Access Environment

- CCE Routing Configuration

Access Tools Available in CCE

- Single Pane of Glass (SPOG)

- Cisco Intelligent Contact Management (ICM) Configuration Manager

Discovering CCE Features Beyond Default

- Agent Management

- Agent Efficiency

Skills You Will Learn:

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Frequently Asked Questions

Q: What delivery options are available for Understanding Cisco Contact Center Enterprise Foundations (CCEF)?

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 1-day Understanding Cisco Contact Center Enterprise Foundations (CCEF) course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Understanding Cisco Contact Center Enterprise Foundations (CCEF) training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Understanding Cisco Contact Center Enterprise Foundations (CCEF)?

Yes, we provide corporate training, dedicated training, and closed classes for Understanding Cisco Contact Center Enterprise Foundations (CCEF). 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: Understanding Cisco Contact Center Enterprise Foundations, Cisco Unified Contact Center, CCEF

Q: Why choose Nexus Human for Understanding Cisco Contact Center Enterprise Foundations (CCEF)?

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 Understanding Cisco Contact Center Enterprise Foundations (CCEF) 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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