

UCCXA

Covering advanced techniques in scripting and overall CRS functionality



On the basis of the basic know-how and the experiences with scripts imparted in the UCCXD course, the course at hand deals with advanced scripting technologies and provides a deeper insight into Customer Response Solutions (CRS). The capabilities of UCC Express are extended with the help of numerous tools, which belong to the scope of delivery of the premium version of UCC Express.

Course Contents

- Overview of UCC Express
- Components and Call Flow
- Triggered Debugging and Non-Triggered Debugging
- Utilities: Recording Script, Emergency Message Recording Script, and Time of Day and Holiday Routing Sub-Flows
- Automatic Call Distribution (ACD): Basic and Advanced Routing
- Skills-Based Routing
- No-Queuing ACD Callback Methods
- Advanced ACD Callback Options
- Common Good Practices
- Abandon Rates, Exception Handling, Agent Availability
- Database Queries
- Session Management and Enterprise Data Review
- Web Contacts
- Request Agent, Callback via Web, and Queue E-Mail to an Agent via Web
- Overview of Automatic Speech Recognition (ASR) and Text To Speech
- The Auto-Attendant Program with Non ASR/ASR
- Overview: The Integration of IP IVR and UCC Express in ICM

In this course, each student will receive the original Cisco Systems course documentation in English language.

Target Group

The course at hand addresses administrators who wish to configure and maintain customer response solutions with UCC Express.

Knowledge Prerequisites

Participation in the course UCCXD - Unified Contact Center Express & Unified IP IVR Deployment prior to the above-mentioned course is required.



Reservation and Registration

We will be glad to make a free and non-binding course reservation for you for the duration of two weeks. On www.experteach-benelux.com under *Registration*, you can conveniently make course reservations, registrations, and hotel reservations. Alternatively, call us under +31 (0)76 52 32 950.

For closed groups of participants, we can modify the course contents according to your requirements. Do not hesitate to contact us!



UCCXA

4 days €2,850 exclusive of V.A.T.

Course date (dd.mm.yy)/Location

27.09.-30.09.10 Breda 08.11.-11.11.10 Breda

Up-to-date information: www.experteach-benelux.com UCCXA



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