

# UCCXD

## Unified Contact Center Express & Unified IP IVR Deployment



In this course, students learn to plan and implement the deployment of Unified Contact Center express (Unified CCX) v4.0 and Unified IP IVR in a Contact Center. Tasks include planning, installation, configuration, scripting, troubleshooting and application creation. The course prepares students for the exam 642-165 (UCCX) – Cisco Unified Contact Center Express Specialist.

### Course Contents

- Design and Product Overview
- Installation and Configuration
- CCX Script Editor and First Steps
- Caller Transfer
- Logical Operations,
- Configuring Unified CCX
- Cisco Desktop Administration
- Remote and Real-Time Monitoring
- Outbound Preview Dialer
- Reports
- Troubleshooting

### Knowledge Prerequisites

A working knowledge of networking fundamentals, VoIP, the Cisco Unified Communications Manager, Cisco IP Phones, the Cisco IP Communicator and Contact Centers is required. Moreover, students need experience with Microsoft Windows 2000, 2003, XP and MS SQL Server.



### 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](http://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!



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**5 days** €2,850 exclusive of V.A.T.

### Course date (dd.mm.yy)/Location

05.03.-09.03.12 Breda

Up-to-date information: [www.experteach-benelux.com](http://www.experteach-benelux.com) UCCX



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