

# CCER - REPORTING CISCO CONTACT CENTER ENTERPRISE V1.0

Course Code: 101121

Reporting solutions for end-to-end reporting in a CCE deployment.

Enable Contact Center support teams to access reporting solutions for end-to-end reporting in a CCE deployment.

This course is eligible for 12 Continuing Education Credits (ILT Modality).

## What You'll Learn

Students will learn to assist customers and partners in the task of creating reports from disparate data sources in a Cisco Contact Center deployment. The course considers the nuances of analyzing and troubleshooting in various deployment scenarios. Designed Tier 2/Day 2 Support.

## Who Needs to Attend

- Sales Engineer
- Deployment Engineer
- Project Manager
- Account Manager

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CLASSROOM LIVE

\$1,795 USD

2 Day

## Classroom Live Outline

### **Cisco Unified Intelligence Center Foundations**

This lesson provides an overview of Cisco Unified Intelligence Center including the benefits and features of the system. This lesson also describes the high-level architecture of Cisco Unified Intelligence Center in the UCCE environment.

- Cisco Unified Intelligence Center - Basics
- Cisco Unified Intelligence Center - Deployment Models
- Cisco Unified Intelligence Center - Reports
- Cisco Unified Intelligence Center - Data Sources
- Cisco Unified Intelligence Center - Additional Considerations
- Cisco Unified Intelligence Center - Access
- Discovery 01-1: Navigate Discovery Architecture and Components
- Discovery 01-2: Import Base ICM Configuration

### **Cisco Unified Intelligence Center Administration and Operations Console**

This lesson introduces the Cisco Unified Intelligence Center administration console to perform Cisco Unified Intelligence Center administrative, maintenance, and provisioning functions.

- OAMP Console Introduction
- Admin User Management
- Device Configuration
- Log and Trace Settings
- Control Center Features
- Cluster Configuration
- Tool Selections
- Discovery 02-1: Explore Cisco Unified Intelligence Center OAMP

### **Cisco Unified Intelligence Center Attributes**

This lesson discusses the functional attributes of the Cisco Unified Intelligence Center.

- Stock Reporting
- Dashboard Features
- Value Lists and Collections
- Permalink Features
- Roles and Permissions Basics
- Users and Groups Components
- Report Definitions
- Discovery 3-01: Work with Stock Reports
- Discovery 3-02: Work with Dashboards
- Discovery 3-03: Explore Value Lists and Collections
- Discovery 3-04: Explore Supervisor Defaults
- Discovery 3-05: Create a Reports User
- Discovery 3-06: Use Group Settings

### **Cisco Unified Intelligence Center Custom Reports and Views**

This section discusses customizing Cisco Unified Intelligence Center Reports and Views.

- Creating Views
- Building Report Definitions
- Generating Custom Reports
- Discovery 4-01: Edit Report Views
- Report Definitions and Drilldowns
- Create Custom RCD Report Definition (Database Query) and Report
- Explore Value Lists and Drilldowns

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VIRTUAL CLASSROOM LIVE

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PRIVATE GROUP TRAINING

2 Day

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