CCEF - UNDERSTANDING CISCO CONTACT CENTER FOUNDATIONS V1.0

Course Code: 101122

A 1-day overview of the Cisco Packaged Contact Center Enterprise and Unified Contact Center Enterprise solutions based on version 12.5.

Architectural overviews explore solution components, sizing and deployment considerations and key functionality and features. The course is intended for a broad audience including Business Decision Makers, Account Managers, Systems Engineers, Administrators, Application Specialists and Deployment Engineers seeking to understand functional and business applications of the CCE solution. For technical audiences this course is the foundation for additional courses required to deploy, configure, support and troubleshoot Cisco CCE solutions.

What You'll Learn

Upon completing this course, students will be able to meet these objectives:

- Provide a high-level overview of the Cisco Contact Center portfolio
- List the key components within the 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

Who Needs to Attend

The target audience for this course is channel partners and field support personnel who are responsible for sales, implementation, or administration of a Cisco Unified Contact Center and VRU implementation in customer enterprise networks, specifically individuals filling these roles.

Primary audiences:

- Deployment Engineers
- Technical Sales
- Account and Project Managers

Secondary audiences:

- Managers overseeing CCE deployments
- Business Liaisons

CCEF - UNDERSTANDING CISCO CONTACT CENTER FOUNDATIONS V1.0

Course Code: 101122

CLASSROOM LIVE	$1,295 CAD	1 Day

Classroom Live Outline

Module 1 – Introduction to CCE

- Contact Center Basics
- Key Performance Indicators
- Cisco Contact Center Fundamentals
- Cisco Contact Center Portfolio

Module 2 – Functionality of PCCE Components

- PSTN and Voice Gateways
- Cisco Unified Border Element (CUBE)
- Cisco Unified SIP Proxy (CUSP)
- VXML Gateway and Virtual Voice Browser (VVB)
- Customer Voice Portal (CVP)
- Intelligent Contact Manager (ICM)
- Cisco Unified Communications Manager (CUCM)
- Finesse Agent Desktop
- PCCE Logical Call Flow

Module 3 – Terms and Naming Conventions Used in CCE

CCE Access Environment

- Peripherals
- Routing Clients
- Route Requests

CCE Routing Configuration

- Media Routing Domains
- Dialed Numbers
- Call Types

CCE Scripting Basics

- Scripts and Script Scheduling
- Skill Targets

CCE Target Verification and Selection

- Agent Targeting Rule
- Labels

CCE Targets

- Skill Groups
- Precision Queues
- Agents

Module 4 – Access Tools Available in CCE

- SPOG (Single Pane of Glass)
- Configuration Manager
- Script Editor
- CUCM Web Administration
- Call Studio Application
- Gateway Access

Module 5 – Discovering CCE Features Beyond Default

Agent Management

- Agent Greeting
- Whisper
- Silent Monitoring

Agent Efficiency

- Mobile Agent
- Extension Mobility
- Single Sign-on

Customer Satisfaction

- Courtesy Call Back
- Post Call Survey

Advanced Features

- Agent Request
- Enterprise Chat and Email
- Outbound Option
- Task Routing
- Video Contact Center

Enhanced Integration

- Avaya Support
- ICM Gateway Support
- Third Party Integration
- Customer Virtual Assistant
- Command Execution Pane

CCEF - UNDERSTANDING CISCO CONTACT CENTER FOUNDATIONS V1.0

Course Code: 101122

VIRTUAL CLASSROOM LIVE	$1,295 CAD	1 Day

Virtual Classroom Live Outline

Module 1 – Introduction to CCE

- Contact Center Basics
- Key Performance Indicators
- Cisco Contact Center Fundamentals
- Cisco Contact Center Portfolio

Module 2 – Functionality of PCCE Components

- PSTN and Voice Gateways
- Cisco Unified Border Element (CUBE)
- Cisco Unified SIP Proxy (CUSP)
- VXML Gateway and Virtual Voice Browser (VVB)
- Customer Voice Portal (CVP)
- Intelligent Contact Manager (ICM)
- Cisco Unified Communications Manager (CUCM)
- Finesse Agent Desktop
- PCCE Logical Call Flow

Module 3 – Terms and Naming Conventions Used in CCE

CCE Access Environment

- Peripherals
- Routing Clients
- Route Requests

CCE Routing Configuration

- Media Routing Domains
- Dialed Numbers
- Call Types

CCE Scripting Basics

- Scripts and Script Scheduling
- Skill Targets

CCE Target Verification and Selection

- Agent Targeting Rule
- Labels

CCE Targets

- Skill Groups
- Precision Queues
- Agents

Module 4 – Access Tools Available in CCE

- SPOG (Single Pane of Glass)
- Configuration Manager
- Script Editor
- CUCM Web Administration
- Call Studio Application
- Gateway Access

Module 5 – Discovering CCE Features Beyond Default

Agent Management

- Agent Greeting
- Whisper
- Silent Monitoring

Agent Efficiency

- Mobile Agent
- Extension Mobility
- Single Sign-on

Customer Satisfaction

- Courtesy Call Back
- Post Call Survey

Advanced Features

- Agent Request
- Enterprise Chat and Email
- Outbound Option
- Task Routing
- Video Contact Center

Enhanced Integration

- Avaya Support
- ICM Gateway Support
- Third Party Integration
- Customer Virtual Assistant
- Command Execution Pane

May 18 - 18, 2026 | 10:00 AM - 6:00 PM EST

CCEF - UNDERSTANDING CISCO CONTACT CENTER FOUNDATIONS V1.0

Course Code: 101122

PRIVATE GROUP TRAINING	1 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.