

# CCET - TROUBLESHOOTING CISCO CONTACT CENTER ENTERPRISE V1.0

Course Code: 821342

This Troubleshooting Cisco Contact Center Enterprise course is focused on Day 2 support of a PCCE deployment by Tier 3 support personnel.

The course identifies processes and tools used to identify and diagnose common deployment issues so that support personnel can then select optimal methods to resolve those issues.

## What You'll Learn

Learn to provide Tier 3 support personnel with the tools and processes required to expediently identify and resolve common issues during ongoing Day 2 operations of a successfully deployed PCCE 12.5 solution.

## Who Needs to Attend

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

## Prerequisites

- Strong knowledge of computer networking components - Windows A/D, SQL Server, and components (servers, routers, switch)
- Strong understanding of IP networks
- Advanced experience administering of Cisco Packaged Contact Center Enterprise
- Experience deploying Cisco Packaged Contact Center Enterprise
- Experience administering and troubleshooting Unified Communications Manager and Voice Gateways
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VIRTUAL CLASSROOM LIVE

\$2,250 CAD

2 Day

## Virtual Classroom Live Outline

### Section 1

#### **CCE Flows and Process Review**

- Describe CCE flows and processes required to support and troubleshoot the PCCE deployment.

#### **Troubleshooting and Support Methodology**

- Review concepts for a Troubleshooting Methodology and how to apply these methods in a sample scenario.

#### **PCCE Component Review**

- Review the components involved in PCCE Deployment and the function of each.

#### **PCCE Call Flow Review**

- Review the Call Flow process to discuss the messages and protocols required to support a PCCE Deployment.

#### **PCCE Processes**

- Describe the processes required by various CCE Services and how they support the application.

### Section 2

#### **CCE Diagnostic tools**

- Introduce the many diagnostic tools available to the engineer responsible for troubleshooting a PCCE environment.

#### **Diagnostic Framework Suite**

- Introduce the basics of the Diagnostic Framework Suite and its role in CCE troubleshooting.

## **Run Analysis Manager**

- Use the Analysis Manager tool to run a selection of CCE logs.

## **Run Unified System CLI**

- Use the System CLI to run a selection of CCE logs.

## **Run Diagnostic Framework Portico**

- Use the Diagnostic Framework Portico to run a selection of CCE logs.

## **Run Single Pane of Glass (SPOG)**

- Use the SPOG interface to run a selection of CCE logs.

## **ICM Command Line Tools**

- Examine ICM Command Line tools and their use in troubleshooting in a CCE environment.

## **Section 3**

### **Troubleshooting CCE**

- Apply troubleshooting tools and techniques to address issues with CCE Certificates, Cisco Finesse, and PCCE Deployment.

### **Troubleshoot Certificates**

- Examine concepts regarding security certificates and discuss the tools and utilities used to ensure their efficacy.

### **Troubleshoot Cisco Finesse**

- Define the protocols, tools, and procedures used to troubleshoot the Cisco Finesse client/server environment.

### **Troubleshoot a PCCE Deployment**

- Examine troubleshooting scenarios and solutions witnessed in building the PCCE lab-only deployment model used for this course.

## Virtual Classroom Live Labs

### **Discovery 01-1**

- Configure Access to Discovery Environment
- Setup the Discovery environment.

### **Discovery 01-2**

- Explore CCE Components
- Explore the Inventory of a PCCE Deployment, confirm the AW Sync Status of the deployment, and access the Diagnostic Framework Portico.

### **Discovery 2-1**

- Explore Diagnostic Framework Suite
- Explore diagnostic tools used to access data logs across the platform.

## **Discovery 2-2**

- Analyze PG Logs
- Examine the tools that are used to analyze peripheral gateway / agent transactions. Discovery 3-1
- Navigate Certificate Store
- Navigate the various certificate stores found in the PCCE environment, across multiple server types and Operating Systems.

## **Discovery 3-2**

- View Cisco Finesse Logs
- Enable Cisco Finesse client/server logging and view the contents of the logged information.

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