Case Study – Contact Center Enterprise Custom Training Solution

Objective:
Sunset Learning Institute (SLI) recently worked with a leading healthcare technology provider to develop a training plan to fit their specific network and training needs.

Need:
The healthcare technology provider was deploying UCCE in a CVP based H.323 distributed deployment model – ultimately with the goal including a Parent/Child (NAM-NICM/CICM) environment. Training was needed for several different levels to ensure they had a full understanding of their new contact center solution and how to maximize utilization.

Solution:
Sunset Learning felt the training goal was best accomplished with a tiered training approach that will speak to tier 1, tier 2, and tier 3 engineer groups in a two week format.

Week 1:
The goal of week 1 was to provide all engineers a basic understanding of components, call flow and troubleshooting within a UCCE environment, as well as a basic understanding of typical adds/moves/ and changes within their specific environment.

During week 1 of training (15 engineers – tiers 1-3), the SLI instructor began with a 40,000 foot overview of the UCCE products – describing the component and process interaction across the various UCCE products as well as the former legacy environment as it relates to their specific network. Once the foundation of understanding was established, the remainder of the week was spent at ground level – implementing, configuring, scripting and troubleshooting.

Components discussed included but not limited to: Ingress/VXML Gateways, CVP components (Call Server, Ops Console (OAMP), VXML Server, Call Studio, and Reporting Server), ICM Components (Call Router, Logger, PG's, and AW's), Unified Communication Manager, ASR/TTS, CSS, etc.

Week 2:
Week 2 of training began with both tier-2 and tier-3 engineers, and was a 3-day deep dive into advanced scripting techniques and troubleshooting. Sunset Learning broke down and discussed the common call flows in the healthcare technology provider's specific environment, brining to light common and best practices to use between the multiple systems involved.

The final 2-days of training were for the tier-3 engineers only. These last two days were considered advanced troubleshooting, focusing on understanding end-to-end call flows, problem diagnosis and isolation, log file shortcuts, and making sense of Cisco documentation.

Sunset's approach was truly to customize the training by making the weeks completely interactive, speaking to their customer's specific architecture, involving the students and covering the material most essential to the students needs.

Testimonial:

When asked how the training went, "The short answer to this is **VERY** good. All those involved had very high praise for the instructor, his knowledge of the products, and his method of teaching. This was a great start for us. I think we will digest this for a bit and then as we look at additional training needs and will have a much better handle on what we need to cover and the time it will take to cover it.

As we talked about before we will have other opportunities coming down the road so I'll be strongly recommending Sunset for those opportunities. I can see a huge benefit in having them be taught buy the same instructor as he has already seen our implementation(s) and does a great job of teaching to it. High marks all around. We will definitely stay in touch." - Lance, February 2010