



PCCE 12.5 Foundations Digital Learning

Take a tour through the technology foundations of the Cisco Packaged Contact Center solution for Enterprise customers. Based on the new 12.5 release of PCCE.

- **CCE Foundations (28 min)**
 - Contact Center Basics (4 min)
 - Key Performance Indicators in CCE (8 min)
 - Cisco Contact Center Fundamentals (4 min)
 - Cisco Contact Center Portfolio (7 min)
 - PCCE Foundations Quiz (5 min)

- **CCE Component Functionality (3 hrs 9 min)**
 - Voice Gateway and CUBE (5 min)
 - Cisco Unified SIP Proxy (5 min)
 - PCCE Review Lab (17 min)
 - Cisco VXML Gateway and WB (5 min)
 - Customer Voice Portal (13 min)
 - ICM Overview (21 min)
 - ICM Communication and Duplex (10 min)
 - ICM Resiliency (8 min)
 - ICM Administration and Data Server (9 min)
 - ICM Database Considerations (4 min)
 - Exploring ICM Configuration Tools (13 min)
 - Cisco Unified Communications Manager (7 min)
 - PCCE Review Lab (17 min)
 - Finesse Desktop and Agent Considerations (14 min)
 - Finesse Administration - Part 1 - Lab Demonstration (16 min)
 - Finesse Administration - Part 2 - Lab Demonstration (12 min)
 - Finesse Administration - Part 3 - Lab Demonstration (6 min)
 - CCE Logical Call Flow (7 min)

- **CCE Terms and Naming Conventions (1 hr 53 min)**
 - CCE Access Environment (6 min)
 - PCCE Review Lab (17 min)
 - CCE Routing Configuration (14 min)
 - Dialed Number & Call Types - Lab Demonstration (8 min)
 - CCE Scripting Basics (11 min)
 - Basic Label Script - Lab Demonstration (18 min)
 - CCE Target Verification and Selection (4 min)
 - Basic Agent and Skill Groups - Lab Demonstration (16 min)
 - CCE Targets (3 min)
 - Basic Agent and Skill Groups - Lab Demonstration (16 min)



- **CCE Tool Navigation (1 hr 20 min)**
 - Single Pane of Glass - SPOG (9 min)
 - ICM Configuration Manager (6 min)
 - Exploring ICM Configuration Tools (13 min)
 - CCE Script Editor - Quick Overview (1 min)
 - Basic IVR Scripting - Part 1 - Lab Demonstration (19 min)
 - Basic IVR Scripting - Part 2 - Lab Demonstration (16 min)
 - CUCM Web Administration (1 min)
 - Call Studio Application (1 min)
 - Gateway Access (1 min)
 - Exploring ICM Configuration Tools (13 min)
- **CCE Features (2 hrs 12 min)**
 - CCE Features Part 1 - Agent Management (4 min)
 - Bulk Import - Lab Demonstration (13 min)
 - Mobile Agent - Lab Demonstration (16 min)
 - CCE Features Part 2 - Agent Efficiency (7 min)
 - Mobile Agent - Lab Demonstration (16 min)
 - Customizing Finesse - Lab Demonstration (15 min)
 - CCE Features Part 3 - Customer Satisfaction (6 min)
 - Post Call Surveys - Lab Demonstration (23 min)
 - CCE Features Part 4 - Advanced Features (13 min)
 - CCE Features Part 5 - Enhanced Integration (4 min)
 - Customizing Finesse - Lab Demonstration (15 min)

Price: \$49.95 (credit card only)

Duration: 9 hrs 2 min

Level: Foundational

Terms: 90-day Access

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