

## CCET – Troubleshooting Cisco Contact Center Enterprise

### COURSE OVERVIEW:

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.

### WHO WILL BENEFIT FROM THIS COURSE?

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

### PREREQUISITES:

The knowledge and skills that students are expected to have before attending this course are:

- 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

Here are recommended Cisco learning offerings that may help students meet these prerequisites:

- Cisco CCNA
- Cisco CLFNDU
- Cisco CLCOR
- Cisco CCEF
- Cisco CCEA
- Cisco CCEAA
- Cisco CCEI

### COURSE OBJECTIVES:

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.

### COURSE 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.

#### 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.

## 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.

#### 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.

## 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.

#### 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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