



# Integrating Cisco Enterprise Chat & Email into Cisco Contact Center Enterprise (ICCE)

## COURSE OVERVIEW

In this 4-day hands-on course students will discover how to deploy Cisco Enterprise Chat and Email into an existing Enterprise Contact Center environment.

The course covers the details needed to prepare an both UCCE and ECE environments for the integration and configurations steps required to do the actual integration. Students will gain experience with the operations and administration tasks required for initial ECE deployment as well as ongoing system administration such as enabling SSO, importing objects, preparing queues and workflows, using the scripting tool, generating reports, enabling system logs for troubleshooting. Students will also see how to implement features that enhance ECE operations for Agents. This course also describes feature enhancements that will be available in ECE 12.0.

Please Note, The ICCE course content and labs have been developed and tested using ECE 11.6 software, prior to the release of ECE v12.0. During the development cycle SLI worked with Cisco ECE product managers and subject matter experts to ensure that we have content integrated in key areas throughout the course pointing out the differences between ECE v11.6 and v12.x ECE functionality.

There have been no significant changes to the underlying architecture, however there are differences in the v12 administrative interfaces. These new administrative interface differences will be reflected in the course content and labs in the next iteration of the course.

All registrants for the ICCE Course will have the ability to audit the class at their leisure when v12 of the course is available at no additional charge. In addition to the ability to attend the class again when v12 is available, every ICCE Student will receive access to SLI's neXT Platform, which is SLI's online membership portal and will include interim content on v12 updates.

## WHO WILL BENEFIT FROM THIS COURSE?

This course is designed for partners and customers responsible for deploying and administering ECE in the UCCE environment.

## PREREQUISITES

The prerequisites for this course are that the student has knowledge and experience deploying and administering and maintaining Cisco UCCE. If the student does not have this prerequisite background we recommend, at a minimum, attending the AUCCE1 course authored and delivered by Sunset Learning.



## **COURSE OBJECTIVES**

- Learn operations and administration tasks required for initial ECE deployment Ongoing system administration such as enabling SSO, importing objects, preparing queues and workflows
- Use the scripting tool
- Generate reports
- Enable system logs for troubleshooting
- Implement features that enhance ECE operations for Agents

## **COURSE OUTLINE**

### **Module 1 – Deploying Cisco Enterprise Chat and Email**

#### Lesson 1 - ECE Overview

- ECE Deployment Models and Architectural Overview
- ECE System Requirements
- Chat, Email and Data Flow
- ECE Login Points
- PCCE Considerations

#### Lesson 2 – Preparing CCE for ECE Integration

- Preparing CCE for ECE Integration Overview
- CCE Configuration Cleanup

#### Lesson 3 – ECE Installation

- ECE Installation Overview
- Install SQL for ECE as Administrator
- ECE Installation (11.5)
- ECE Upgrade (11.6)
- Check System Performance

#### Lesson 4 – ECE Integration with CCE

- Partition and Console Overviews
- ECE Startup
- Partition Administration
- Unified CCE Integration

#### ***Lab 1-1 Navigating ECE and CCE***

#### Lesson 5 – ECE Integration with Email Server

- Dispatcher & Retriever Process Startup
- Configure Email for ECE – Add Alias
- SMTP Settings



Lesson 6 – Enabling SSL Functionality for ECE

- Secure Sockets Layer (SSL) Overview
- Enabling SSL for ECE

Lesson 7 – Integrating Finesse with ECE

- Finesse Configuration Overview
- Finesse Admin Page (cfadmin)
- .xml Files Configuration
- ECE Finesse Login

***Lab 1-2 Navigating ECE Email and Finesse Integration***

**Module 2 – Cisco ECE Operations & Administration**

Lesson 1 – Partition Administration Deep-Dive

- ECE Administration Console Overview
- Partition Console – Administration
- Administration Console

Lesson 2 – Adding & Importing UCCE Objects into ECE

- Chat & Email Flow
- Adding/Importing Objects
- Verify ICM & ECE Configuration
- Using PQ's with ECE
- Create ICM Scripts
- Scheduling ICM/CCE Routing Scripts
- Import CCE Objects into ECE
- Logging in as an ECE Agent
- Department Considerations and Configuration

***Lab 2-1 Preparing CCE Basic Configuration***

***Lab 2-2 Working with ECE Imports***

***Lab 2-3 ECE Agent Login***

Lesson 3 –ECE Queues and Workflows

- Services and Settings for Queues and Workflows
- Partition and Department Settings for Queues and Workflows
- Creating Articles
- Workflow Service Level Configuration
- Confirming the Workflow Editor (JRE)

***Lab 2-4 Working with ECE Workflow Queues***

***Lab 2-5 Working with ECE Articles***



#### Lesson 4 – Configuring Inbound Email

- Configuring Inbound Email
- Create New Inbound Workflow
- ICM Inbound Email Script
- Verify Email Operation – ICM Script
- Verify Email Operation to Agent

#### Lesson 5 – Configuring Outbound Email

- Configuring Onbound Email
- Create New Outbound Workflow
- Verify Outbound Email Operation

#### ***Lab 2-6 Workflow Editor and Verifying Email Operation***

#### Lesson 6 – Configuring ECE Chat

- Configure and Verify CCE/ECE for Chat
- Testing Template Modifications
- Verify Chat Operation
- Callback, Delayed Callback
- Dynamic Messages for Integrated Chat

#### ***Lab 2-7 Configure and Verify Chat in ECE***

#### Lesson 7 – Reporting for ECE

- Reporting Overview
- ECE Reports in CUIC
- Native ECE Reporting
- Creating & Modifying Reports
- Managing Report History
- Scheduling Reports
- Sending Notifications
- Setting Permissions on Reports

#### ***Lab 2-8 Reporting for ECE***

### **Module 3 – Cisco ECE Features**

#### Lesson 1 – Agent Single Sign-On (SSO) for ECE

- SSO Overview
- Configure & Verify SSO
- Other Security Considerations

#### ***Lab 3-1 Agent SSO***

#### Lesson 2 – Troubleshooting

- Common issues and solutions
- Enabling logs



Lesson 3 – ECE 12.x New Features Overview

Lesson 4 – Solutions + Features Overview

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