

Deploying Unified Contact Center Express (UCCX)

This entry-level Deploying Unified Contact Center Express (UCCX) training prepares network administrators to configure UCCX, Cisco's contact center in a box.

[CBT Nuggets course material](#) →

WEEK 1

UCCX: Introduction to Unified Contact Center Express 160 min.

Introduction to Unified Contact Center Express	2
What is UCCX?	15
UCCX Terminology	9
UCCX Call Flow	5
Features in UCCX 12.x	6
UCCX High Availability	14

UCCX: Installation of Unified Contact Center Express

Overview	1
Supplemental File	1
Intro: Installation of Unified Contact Center Express	1
UCCX Sizing	10
Preparing for the installation of UCCX	12
Installing UCCX	11
UCCX Integration with CUCM	18

UCCX: Creating a basic script

Overview	1
Supplemental File	1
Intro: Creating a basic script	1
UCCX Administrative Pages	6
UCCX Editor	7
Creating our first Application	10
Creating a Basic Script	13
Debugging our Basic Script	14

WEEK 2**UCCX: Creating a script with a menu option 152 min.**

Overview	1
Supplemental File	1
Intro: Creating a script with a menu option	1
Requirements for our script	2
Steps and Variables	12
Building our script	14
Debugging our script	6
Prompt and Menu steps options	5
Many ways to accomplish the same task	6

UCCX: Specifying Business Hours within your script

Overview	1
Supplemental File	1
Intro: Specifying Business Hours within your script	1
Business Hours	5
Calendar Management	2
Building our script	19
Cisco Finesse Calendar Management	4
Time of Day	8
Day of the week	5

UCCX: Using Subflows for Business Hours and Holiday Check

Overview	1
Supplemental File	1
Intro: Using subflows for Business Hours and Holiday check	1

Business Hours Subflow	2
Creating the Business Hours Subflow	12
Incorporating the Business Hours Subflow script	16
Holiday Check Subflow	14
Incorporating the Holiday Check Subflow script	8

WEEK 3**UCCX: Certificate and Resource Management 153 min.**

Overview	1
Intro: Certificate and Resource Management	1
UCCX Certificates	10
Managing Certificates	13
UCCX Resource Management	20
UCCX User Management	11

UCCX: Routing calls to agents and Cisco Finesse

Overview	1
Supplemental File	1
Intro: Routing calls to agents and Cisco Finesse	1
UCCX Agent Requirements	6
Creating resources for our call center	7
Basic Script with Agents	10
Cisco Finesse Agent Desktop	7
Cisco Finesse Supervisor Desktop	5
What if no agents are logged in?	23

UCCX: Customizing the Cisco Finesse Desktop

Overview	1
Supplemental File	1

Intro: Customizing the Cisco Finesse Desktop	1
Not Ready Codes	9
Sign Out Codes	4
Wrap-up Codes	10
Phonebooks	7

WEEK 4

160 min.

Call Variables	14
----------------	----

UCCX: Cisco Finesse Administration

Overview	1
Supplemental File	1
Intro: Cisco Finesse Administration	1
Finesse Desktop Chat	15
Finesse Desktop Layout	11
Finesse Workflows	12
Supervisor Calendar Management	11

UCCX: Finesse IP Phone Agent

Overview	1
Intro: Finesse IP Phone Agent	1
Finesse IP Phone Agent	6
Configure FIPPA Application user	5
Configure Finesse IP Phone service	8
Configure certificates for FIPPA	7
FIPPA Demo	6
FIPPA one button login	10

UCCX: Configure Queue MoH and Prompts

Overview	1
Supplemental File	1
Intro: Configure Queue MoH and Prompts	1
Playing hold music while in queue	11
Playing custom hold music while in queue	15
Playing multiple prompts while in queue	18

WEEK 5

160 min.

Set the MoH within the UCCX script	8
------------------------------------	---

UCCX: Increment Step, Position in Queue and Estimated Wait Times

Overview	1
Supplemental File	1
Intro: Increment Step, Position in Queue and Estimated Wait Times	1
Use the Increment step to determine when a prompt is played	13
Position in Queue	19
Estimated Wait Time	14

UCCX: Create a Prompt Recorder

Overview	1
Supplemental File	1
Intro: Create a Prompt Recorder	1
Supervisor Advanced Capabilities – Prompts	15
Create a Prompt Recorder	26
Test our Prompt Recorder	11
Prompt Recorder Enhancements	15

UCCX: Check for Emergency Status

Overview	1
Supplemental File	1
Intro: Check for Emergency Status	1
Emergency Status Overview	4
Emergency Status Subflow	6
Incorporate Emergency Status to main script	17

WEEK 6

164 min.

Allow Call Center to change Emergency Status	29
Change Emergency Status Demo	9

UCCX: UCCX and external databases

Overview	1
Supplemental File	1
Intro: UCCX and external databases	1
UCCX and external databases	6
Install drivers to access external databases	6
Configure our DataSource	6
Create our Database Lookup subflow	11
Incorporate Database lookup in our main script	19

UCCX: Message of the Day Prompts

Overview	1
Supplemental File	1
Intro: Message of the Day Prompts	1
Basic Service Desk script	15
Service Desk MOTD subflow	6
Service Desk script with MOTD check	12

Change MoTD status and Prompt Script	18
Complete Change MoTD status and Prompt Script	19

WEEK 7

157 min.

Change MoTD status and Prompt Demo	11
------------------------------------	----

UCCX: Priority Queuing and other scripting techniques

Overview	1
Supplemental File	1
Intro: Priority Queuing and other scripting techniques	1
Priority Queuing	12
On Exception Goto Step	12
Sending Email within our script	16
Optout to Voicemail	13

UCCX: Configure Callback within our script

Overview	1
Supplemental File	1
Intro: Configure Callback within our script	1
Offering a Callback Option	4
Create the Callback script	6
Configure UCCX for Callback	11
Configure our Service Desk script to offer Callback	16
Complete our Service Desk script to offer Callback	17
Testing callback	20

UCCX: CUIC and Live Data Reports

Overview	1
Intro: CUIC and Live Data Reports	1
Reports Intro	8

WEEK 8

156 min.

Agent Live Data Reports	10
Supervisor Live Data Reports	17
CUIC Configuration	10

UCCX: CUIC and Agent Historical Reports

Overview	1
Intro: CUIC and Agent Historical Reports	1
Live Data Reports vs Historical Reports	7
Agent All Fields Historical Report	14
Agent Related Historical Reports	23
Connection and Phone Failure Reason Codes	6

UCCX: CUIC and CSQ Historical Reports

Overview	1
Intro: CUIC and CSQ Historical Reports	1
CSQ Related Historical Reports	11
Additional CSQ Related Historical Reports	10
Other Related Historical Reports	19
Schedule Reports	5

UCCX: CUIC Thresholds, Dashboards and Permalinks

Overview	1
Intro: CUIC Thresholds, Dashboards and Permalinks	1

Customize Reports	15
-------------------	----

WEEK 9

156 min.

Report Permissions	5
Dashboards	11
Thresholds	10
Permalinks	4

UCCX: CUIC Application and Audit related reports

Overview	1
Intro: CUIC Application and Audit related reports	1
Audit Trail Report	7
Application Related Reports	9
Unified License Consumption Report	10
Queue Management Audit Trail Report	5
Who Terminated the call?	12
Cisco UCCX Reporting User Guide	3

UCCX: Call Recording and Wallboards

Overview	1
Intro: Call Recording and Wallboards	1
How to monitor agents calls using Silent Monitoring	16
Explain Call Recording in a UCCX environment	3
Configure Call Recording within CUCM	14
Connect UCCX to a Wallboard server	10

UCCX: Agent Chat and Email

Overview	1
----------	---

Intro: Agent Chat and Email	1
How to use the Cisco DevNet Sandbox	8
Discuss UCCX Web Chat	20

WEEK 10

95 min.

Discuss UCCX Agent Email	12
Discuss Additional UCCX features	3

UCCX: High Availability, RTMT and the CLI

Overview	1
Intro: High Availability, RTMT and the CLI	1
Prepping a new UCCX Publisher	7
Install second node for High Availability	8
Testing UCCX High Availability	16
Explain UCCX RTMT	19
Utilize the UCCX command line interface	13
Taking a backup of UCCX	9
Script Design and the Real World	4