

# Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0 Course

**Course Duration: 24 Hours**

**Course Code: CCEAA v1.0**

## 1. Course Overview

The **Administering Advanced Cisco Contact Center Enterprise (CCEAA) v1.0** course is designed to provide learners with in-depth knowledge and advanced administrative skills to manage and optimize Cisco Contact Center Enterprise (CCE) solutions. This course helps professionals deepen their understanding of complex CCE components, perform advanced configuration, and troubleshoot to ensure smooth operations. By the end of this training, participants will be equipped to handle enterprise-level contact center challenges efficiently.

## 2. What You'll Learn?

In this course, you will:

- Understand advanced configuration of Cisco Unified Contact Center Enterprise (UCCE).
- Explore deployment and administration of advanced call flows.
- Learn about advanced ICM scripting and routing strategies.
- Configure precision routing and manage complex reporting requirements.
- Implement administrative best practices for large-scale deployments.
- Troubleshoot and resolve common issues in Cisco CCE environments.

### 3. Target Audience

This course is ideal for:

- System Administrators
- Contact Center IT Professionals
- Cisco UCCE/CCE Administrators
- Technical Support Engineers
- Anyone responsible for managing or optimizing Cisco Contact Center Enterprise environments.

### 4. Pre-Requisites

Participants should have:

- Knowledge of basic networking concepts.
- Understanding of Cisco Unified Communications solutions.
- Completion of **Administering Cisco Contact Center Enterprise (CCEA)** course or equivalent experience.
- Familiarity with basic call routing and ICM scripting.

### 5. Course Content

#### **Module 1: Advanced CCE Overview and Architecture**

- Deep dive into Cisco CCE components
- Advanced deployment models
- High availability and scalability

#### **Module 2: Advanced ICM Scripting and Call Routing**

- Complex routing strategies
- Precision routing

- Using scripting for advanced call handling

### **Module 3: Configuration and Administration**

- Advanced call flow configuration
- Agent and skill management
- Handling enterprise-wide resources

### **Module 4: Reporting and Monitoring**

- Configuring CUIC (Cisco Unified Intelligence Center) for advanced reports
- Real-time and historical reporting
- Data management and performance monitoring

### **Module 5: Troubleshooting and Maintenance**

- Identifying common CCE issues
- Advanced diagnostic tools
- Best practices for troubleshooting and maintenance

### **Module 6: Best Practices and Use Cases**

- Optimizing CCE deployments
- Handling large-scale enterprise requirements
- Case studies and scenarios