



500 EIGHTH Ave, Suite 1203, New York, NY. 10018



Implementing Cisco IP Contact Center (IPCC) Express

Course Length: 4 weeks (32 hours), Instructor-led
Skill Development: Implement Cisco IP Contact Center & Interactive Voice Response Systems
Prerequisites: CCVP certification or Cisco IP Telephony Bootcamp training or 3 months of Cisco IP Telephony experience
Target Audience: Cisco voice engineer assigned to IPCC projects and as well those seeking Cisco IP Contact Center certificate.
Course Objective: Provide students with the knowledge and skills to implement Cisco IP Contact Center & Interactive Voice Response (IVR) systems; prepare student for the Cisco IPCC Express & IP IVR Deployment exam.
Lab: One-year onsite and remote access (via web)

Topics to be covered:

Cisco CRS/IPCC Overview

- CRS Topology; Performance criteria
- CRS Products; How Contacts Happen
- CRS Application Example
- Lab: Installation & System Configuration

CRS Application Editor

- CRS Editor Overview; Managing your scripts
- Prompt Management; Debug Function; Trace Files

Basic steps using Editor

- Start a New Application; Start/End
- Accept/Terminate; Annotate
- Play Prompt; Delay; Get Call Contact Info
- Lab: Create CRS Applications with Editor

Call Input

- Label; Goto; Get Digitl String; Extended Get Digitl Strir
- Menu; Set; Name of Address

Database Access

- Database Overview; DB Read; DB Get; DB Write
- DB Release; DB Step Branches

Logical Operations

- Increment; Decrement; If; Switch; Call Subflow
- Create Generated Prompt

Call Transfer

- Day of Week; Time of Day; Call Redirect
- Set Contact info; Get Contact info
- Lab: Java Objects and Enhanced Workflow

Automatic Speech Recognition

- Grammar; Grammar Steps;
- Deployment; Installation; Configuration
- Initialization; ASR-Enabled Steps

Text-to-Speech

- Deployment; Installation
- Configuration; Initialization
- TTS Operations; Troubleshooting

Email Contacts

- Configure the e-Mail Subsystem
- E-mail Contact Steps
- HTTP Application Triggers

IPCC Express Desktop Administration

- Cisco Desktop Administration
- IPCC Express Enterprise Data Configuration
- Desktop Configuration; Personnel Configuration

Reports

- Real Time Reporting
- LabL Application Design Practices

Course Assessment

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