

Cisco Education Services

Course Catalogue March 2022



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Welcome

In the global marketplace the importance of communication cannot be underestimated. Each of us have differing communication styles, but at a business level an effective technique for communication has to be easily available and understood by all.

Within technology projects the focus is often on the eventual capabilities and how it will improve a company's performance. However, today's modern systems are becoming increasingly complex. Without correct training and education it is difficult to achieve the full capability of any system.

Fast Lane aim to be your focal point for all Unified Communications training within the UK, Europe and the rest of the world. We develop trusted relationships with our clients by providing a highly professional and cost effective training and education service.

The experience of Fast Lane's training team forms the foundation of the company. We appreciate that, within any organisation, different users have different demands on the technology being used and as a result Fast Lane has developed a range of courses available to cater for all those involved, such as:

- » Technical/Engineering Personnel
- » System Administrators
- » Contact Centre Managers
- » Supervisors
- » Operation/Handset Users

Education Methodology

Fast Lane regards itself as a complete service provider and as a result has developed a best practice methodology:

Bid Support (Free of charge)	<ul style="list-style-type: none"> » Bid support services - Assist sales teams, ensure correct amount and type of training has been sold » White labelling - seamless face to the customer and representation as the 'Training Manager' and/or 'Training Team'
Consultancy	<ul style="list-style-type: none"> » End user consultants to assist with any demonstrations required. » Availability can be scaled up during busy periods to meet demand by utilising our established network of trainers. » End user data gathering consultants, working with supervisors & » Administrators to explain the new technology that has been sold within the solution to help them understand how the new system will work/operate.
Training Analysis	<ul style="list-style-type: none"> » The Training Format – Pre-training, train the trainer, system administration, go-live support » Profile of trainees – New user, basic, intermediate, advanced
Education Plan	<ul style="list-style-type: none"> » Collated data from the previous phase is used to design a training solution » Development of bespoke training documents » Date and training schedules are discussed and agreed » Training Tools – User guides, projectors, flip charts, reference manuals, computers, and handsets » Appropriate training environment scheduled and prepared
Online Video	<ul style="list-style-type: none"> » Bespoke videos - ongoing connection and support between you and the end client long after installation is complete. » Meets the needs and requirements of each client by leveraging the trainer's expertise and knowledge around the solution and the specific end client's requirements. » MP4 videos - cost-effective solution as the client doesn't need to pay an ongoing licence fee for access.
Training Delivery	<ul style="list-style-type: none"> » The courses are delivered in accordance with the format agreed in the previous phase » Any related documentation is distributed to the delegates
Go Live Support	<ul style="list-style-type: none"> » With an established network of trainers, Fast Lane can quickly and easily adapt to different sized rollouts. From one to one white glove service to large on-site floor walking support, we can accommodate multiple project rollouts simultaneously.
Review	<ul style="list-style-type: none"> » Training assessment forms are completed after every training course delivered by an Fast Lane trainer. This is sent back to the project manager for further review and assessment.

Handset & Voicemail End User

Duration	45 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No prior knowledge required		
Course Type	Back Office End User	Course code	CIS:BOEU:HXX
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins & Passwords (if applicable) » Test Voicemail Boxes » Voicemail Default Password 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course aims to provide delegates with a basic level of knowledge typically required by End Users to operate Cisco IPT handsets and Unity voicemail.

COURSE CONTENT

Upon successful completion, delegates will be able to demonstrate the following handset capabilities:

- ✓ Make and receive multiple calls
- ✓ Perform standard handset features such as:
 - Multiple Call Handling

- Hold
- Transfer
- Conference
- Mute
- Corporate Directory
- ✓ Use the programmable telephone features such as:
 - Call Forward
 - Call Park
 - Call Pickup
 - Transfer to Voicemail
- ✓ Access the Cisco Services such as:
 - Extension Mobility
 - Messaging
 - Call History

Upon successful completion, delegates will be able to demonstrate the following voicemail capabilities:

- ✓ Access Voicemail internally and externally
- ✓ Set up a new voicemail box
- ✓ Change password and record name & greeting
- ✓ Retrieve messages and use playback controls

COURSE MATERIAL

To supplement the course, bespoke guides can be created and given to the delegates. To complete the guides the following information will be required;

- ✓ Handset Type, or types if more than one is being deployed.
- ✓ Handset Key layout for each type deployed
- ✓ Extension Mobility access details
- ✓ Voicemail access details – Internal access number, external access number and default password
- ✓ Any installed Cisco Services

Handset, Voicemail & Self Care Portal

Duration	60 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:SCP
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins & Passwords (If applicable) » Test Voicemail Boxes » Test PC per Attendee with Internet Explorer » SCP User Logins and Passwords (If applicable) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course aims to provide delegates with a basic level of knowledge typically required by End Users to operate Cisco IPT handsets and Unity voicemail.

Attendees also will be shown how to use their Cisco Unified CM User Options web page to control features, settings, and services for their Cisco Unified IP Phone.

COURSE CONTENT

Upon successful completion, delegates will be able to demonstrate the following handset capabilities:

- ✓ Make and receive multiple calls
- ✓ Perform standard handset features such as:

- Multiple Call Handling
- Hold
- Transfer
- Conference
- Mute
- Corporate Directory
- ✓ Use the programmable telephone features such as:
 - Call Forward
 - Call Park
 - Call Pickup
 - Transfer to Voicemail
- ✓ Access the Cisco Services such as:
 - Extension Mobility
 - Messaging
 - Call History

Upon successful completion, delegates will be able to use the following features in the Self Care Portal:

- ✓ Use the Personal Directory
- ✓ Set up Speed Dials & Setting up Fast Dials
- ✓ Control user settings
- ✓ Set up phone services
- ✓ Forward calls

Upon successful completion, delegates will be able to use the following voicemail features:

- ✓ Access Voicemail internally and externally
- ✓ Set up a new voicemail box. Change password and record name & greeting
- ✓ Retrieve messages and use playback controls
- ✓ Responding to messages
- ✓ Administer personal greetings

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Voicemail access details – Internal access number, external access number and default password
- ✓ Services which have been installed

End User Handset, Voicemail, Self-Care Portal, Jabber Softphone & Jabber Mobile

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:ALL
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins and Passwords » Test Voicemail Boxes » SCP User Logins and Passwords (If applicable) » PC per person with Cisco Jabber installed » Mobile Phone per person with permission to download Cisco Jabber 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course aims to provide delegates with a basic level of knowledge typically required by End Users to operate Cisco IPT handsets and Unity voicemail.

Attendees also will be shown how to use their Cisco Unified CM User Options web page to control features, settings, and services for their Cisco Unified IP Phone.

This course will also equip the user to use Cisco Jabber (deskphone and softphone mode) as well as Cisco Jabber Mobile.

COURSE CONTENT

Upon successful completion, delegates will be able to demonstrate the following handset capabilities:

- ✓ Make and receive multiple calls
- ✓ Perform standard handset features such as:
 - Multiple Call Handling
 - Hold
 - Transfer
 - Conference
 - Mute
 - Corporate Directory
- ✓ Use the programmable telephone features such as:
 - Call Forward
 - Call Park
 - Call Pickup
 - Transfer to Voicemail
- ✓ Access the Cisco Services such as:
 - Extension Mobility
 - Messaging
 - Call History

Upon successful completion, delegates will be able to use the following features in the Self Care Portal:

- ✓ Use the Personal Directory
- ✓ Set up Speed Dials & Setting up Fast Dials
- ✓ Control user settings
- ✓ Set up phone services
- ✓ Forward calls

Upon successful completion, delegates will be able to demonstrate the following voicemail capabilities:

- ✓ Access Voicemail internally and externally
- ✓ Set up a new voicemail box. Change password and record name & greeting
- ✓ Retrieve messages and use playback controls
- ✓ Responding to messages
- ✓ Administer personal greetings

Upon successful completion, delegates will be able to use the following features in Cisco Jabber:

- ✓ Login to Jabber
- ✓ Understand and change presence status
- ✓ Search and set up contacts list
- ✓ Create contact groups
- ✓ Manage contacts and groups
- ✓ Start an instant message conversation with individuals and groups
- ✓ Send messages and files
- ✓ Modify sounds and notifications
- ✓ Add more people to an instant messaging conversation
- ✓ View conversation histories
- ✓ Basic call handling – Answer calls, make calls, place calls on hold
- ✓ Advanced call handling – Transfer calls, conference calls, call forward
- ✓ Use video with messaging
- ✓ Share desktop or programs on your computer with other computers
- ✓ Understand how Cisco Jabber integrates with other corporate applications

Upon successful completion, delegates will be able to use the following features in Cisco Jabber Mobile:

- ✓ Download Cisco Jabber App to mobile device
- ✓ Use the Drawer Menu
- ✓ Use Contacts
- ✓ Use Favourites
- ✓ Initiate Chats

- ✓ Use Recents
- ✓ Access Voice Messages
- ✓ Use the Keypad
- ✓ Modify Settings

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Voicemail access details – Internal access number, external access number and default password
- ✓ Services which have been installed

Executive Assistant / Manager Handset, Voicemail, Self-Care Portal, Jabber Softphone & Jabber Mobile

Duration	3 hours		
Group Size	Up to 5 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:EAM
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test EA/PA & Manager Phone per Attendee » Extension Mobility Logins and Passwords » Test Voicemail Boxes » SCP User Logins and Passwords (If applicable) » PC per person with Cisco Jabber installed » Mobile Phone per person with permission to download Cisco Jabber 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course aims to provide assistants with a high level of knowledge typically required to operate Cisco handsets setup with manager / assistant features as well as Unity voicemail.

Assistants will also be shown how to use their Cisco Self Care Portal to control features, settings, and services for their Cisco Unified IP Phone.

This course will also equip the user to use Cisco Jabber (deskphone and softphone mode) as well as Cisco Jabber Mobile.

COURSE CONTENT

Upon successful completion, delegates will be able to demonstrate the following handset capabilities:

- ✓ Make and receive multiple calls
- ✓ Perform standard handset features such as:
 - Multiple Call Handling
 - Hold
 - Transfer
 - Conference
 - Mute
 - Corporate Directory
- ✓ Use the programmable telephone features such as:
 - Call Forward
 - Call Park
 - Call Pickup
 - Transfer to Voicemail
- ✓ Access the Cisco Services such as:
 - Extension Mobility
 - Messaging
 - Call History

Upon successful completion, delegates will be able to use the following Manager/Assistant features:

- ✓ Use Busy Indicators
- ✓ Use the intercom feature to executives
- ✓ Pickup an executives call
- ✓ Transfer an executives call to an exec's mobile
- ✓ Put an executives call on hold to allow exec to pick up call from their phone
- ✓ Put together a conference call for their executive
- ✓ Identify when an executive has voicemail and how to listen to their executives voicemail
- ✓ Transfer a call to an executives voicemail
- ✓ Barge in on a managers voicemail

Upon successful completion, delegates will be able to use the following features in the Self Care Portal:

- ✓ Use the Personal Directory
- ✓ Set up Speed Dials & Setting up Fast Dials
- ✓ Control user settings
- ✓ Set up phone services
- ✓ Forward calls

Upon successful completion, delegates will be able to demonstrate the following voicemail capabilities:

- ✓ Access Voicemail internally and externally
- ✓ Set up a new voicemail box. Change password and record name & greeting
- ✓ Retrieve messages and use playback controls
- ✓ Responding to messages
- ✓ Administer personal greetings

Upon successful completion, delegates will be able to use the following features in Cisco Jabber:

- ✓ Login to Jabber
- ✓ Understand and change presence status
- ✓ Search and set up contacts list
- ✓ Create contact groups
- ✓ Manage contacts and groups
- ✓ Start an instant message conversation with individuals and groups
- ✓ Send messages and files
- ✓ Modify sounds and notifications
- ✓ Add more people to an instant messaging conversation
- ✓ View conversation histories
- ✓ Basic call handling – Answer calls, make calls, place calls on hold
- ✓ Advanced call handling – Transfer calls, conference calls, call forward
- ✓ Use video with messaging
- ✓ Share desktop or programs on your computer with other computers
- ✓ Understand how Cisco Jabber integrates with other corporate applications

Upon successful completion, delegates will be able to use the following features in Cisco Jabber Mobile:

- ✓ Download Cisco Jabber App to mobile device
- ✓ Use the Drawer Menu
- ✓ Use Contacts
- ✓ Use Favourites
- ✓ Initiate Chats
- ✓ Use Recents
- ✓ Access Voice Messages
- ✓ Use the Keypad
- ✓ Modify Settings

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Voicemail access details – Internal access number, external access number and default password
- ✓ Services which have been installed

Cisco Attendant Console Training (All Versions)

Duration	90 minutes		
Group Size	Up to 3 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:UAC
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room/Training Room » 1 PC fully loaded with Cisco Attendant Console software » Headset or handset connected to PC » 2-3 phones to re-enact different scenarios » Attendant Username and Password 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course offering training on the Cisco Attendant Console features and functionality. Switchboard Operators are educated on basic call handling. Hands on training and exercises will be used throughout the course.

COURSE CONTENT

Upon successful completion delegates will be able to:

- ✓ Understand the call handling area
- ✓ Carry out basic call handling
- ✓ Placing a caller on hold and retrieving calls
- ✓ Transferring calls

- ✓ Joining Calls
- ✓ Parking Calls and reverting a parked call
- ✓ Forwarding a call to voicemail
- ✓ Adding speed dial entries
- ✓ Using the Directory

Go-Live / Floorwalking / Bring Into Service

Duration	1 Day		
Number of Trainers	Typically 1 trainer per 50 users		
Course Type	Go Live Support	Course code	CIS:GOLS
Course Type	End User		
Training Room Requirements	Not Applicable		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place on the day of a cutover		

COURSE DESCRIPTION

This course offering provides support to all users on the system go-live

This support is available for all Cisco solutions and can be customised for larger installations.

COURSE CONTENT

Trainers will be on hand to:

- ✓ Provide support for switchboard operators to ensure confident use of the console in a live situation
- ✓ Train individuals unable to attend any end user classroom sessions
- ✓ Answer any questions during the day
- ✓ Troubleshoot any problems
- ✓ Ensure seamless adoption and transition of new technology
- ✓ Allow project engineers to concentrate on the Cisco Call Manager
- ✓ The floorwalker will act as the go between users / super users & the technical team (engineers)

Cisco Unified Attendant Console (CUAC)

Cisco Unified Business Attendant Console (CUBAC)

Cisco Unified Enterprise Attendant Console Training (CUEAC)

Duration	90 minutes		
Group Size	Up to 3 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:UAC:M
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC with CUBAC/CUEAC Console Software » 4 Phones to simulate calls » Above phones must be included in the Busy Lamp Field (if present) » Voicemail must be enabled on one of the above phones only » Pre CT Gateway Numbers » Call Park Information (if present) » Presence Status Information (if present) » Paging Request Information (if present) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

- » CUBAC/CUEAC Console Training provides a hands on step by step training course covering all the procedures an operator will use on an everyday basis. The course covers screen layout and basic call control keys used. By the end of the session the attendees

will be able to operate the console answering and transfer calls in a professional manner. Operating procedures are taught using the keyboard. For mouse-orientated operators all methods of mouse operating are also addressed.

COURSE CONTENT

Upon successful completion, delegates will be able to:

- ✓ Logging on and off
- ✓ Answering Calls
- ✓ Transferring Calls & Call Reclaim
- ✓ Placing calls on Hold and Retrieving
- ✓ Retrieving and re-establish calls on time out – Hold, No Reply, Camp On, Park
- ✓ Taking messages and sending an email through Arc
- ✓ Dial by name and Directory usage - BLF, Internal and External Directories
- ✓ Temporary Absence
- ✓ Emergency Procedures
- ✓ Connecting callers directly into a user's mailbox greeting
- ✓ Answering specific incoming calls
- ✓ Operator to operator calls
- ✓ Placing multiple calls on hold and retrieving specific calls
- ✓ Holding calls with attached notes
- ✓ Call Park/Personal Call Park and additional procedures (if present)
- ✓ Conferencing two calls together
- ✓ Adding/edit Speed dial numbers
- ✓ Presence Status – extensions
- ✓ Contact properties – Alternate numbers, Keywords, Alternate Name spellings, email, Location, Cost codes, Job Titles, Departments etc.
- ✓ Viewing contact information and absent information

ARC Console Operator Training

Duration	90 minutes		
Group Size	Up to 3 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:ARC:B
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC with Arc Console Software » 4 Phones to simulate calls » Above phones must be included in the Busy Lamp Field (if present) » Voicemail must be enabled on one of the above phones only » Pre CT Gateway Numbers » Call Park Information (if present) » Presence Status Information (if present) » Paging Request Information (if present) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

Arc Console Training provides a hands on step by step training course covering all the procedures an operator will use on an everyday basis. The course covers screen layout and basic call control keys used. By the end of the session the attendees will be able to operate the console answering and transfer calls in a professional manner. Operating procedures are taught using the keyboard. For mouse-orientated operators all methods of mouse operating are also addressed.

COURSE CONTENT

Upon successful completion, delegates will be able to:

- ✓ Logging on and off
- ✓ Answering Calls
- ✓ Transferring Calls & Call Reclaim
- ✓ Placing calls on Hold and Retrieving
- ✓ Retrieving and re-establish calls on time out – Hold, No Reply, Camp On, Park
- ✓ Taking messages and sending an email through Arc
- ✓ Dial by name and Directory usage - BLF, Internal and External Directories
- ✓ Temporary Absence
- ✓ Emergency Procedures
- ✓ Connecting callers directly into a user's mailbox greeting
- ✓ Answering specific incoming calls
- ✓ Operator to operator calls
- ✓ Placing multiple calls on hold and retrieving specific calls
- ✓ Holding calls with attached notes
- ✓ Call Park/Personal Call Park and additional procedures (if present)
- ✓ Conferencing two calls together
- ✓ Adding/edit Speed dial numbers
- ✓ Presence Status – extensions
- ✓ Contact properties – Alternate numbers, Keywords, Alternate Name spellings, email, Location, Cost codes, Job Titles, Departments etc.
- ✓ Viewing contact information and absent information
- ✓ Managing starters and leavers – depends on the configuration

ARC Supervisor Training

Duration	3 hours		
Group Size	Up to 3 people per session		
Prerequisite	This course must take place after a cutover and the system must be signed off by the end client		
Course Type	Contact Centre Supervisor	Course code	CIS:CCSU:ARC
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC with Arc Supervisor » Arc Supervisor Login & Password » System must be live for at least one week » Flipchart » Projector » Access to printer 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

Arc Supervisor enables the Supervisor and Management to set levels of service, manage staffing levels and monitor the performance presented.

Arc Supervisor Training is a hands on step by step training course covering all the procedures a Supervisor will use day to day to monitor the service to callers both internal and external. The course covers screen layout and the system reports necessary to monitor incoming and outgoing traffic and operator performance, making dynamic changes to the configuration where necessary.

Live traffic monitoring is demonstrated, enabling the Supervisor to take immediate action in out of line situations. By the end of the session the attendees will be able to find and interpret specific reports and present reports to Management.

COURSE CONTENT

Upon successful completion, delegates will be able to understand the following reports:

Historical Data - Traffic

- ✓ Specific Queues/All Queues
- ✓ Daily/Hourly/Weekly/Monthly traffic
- ✓ Offered/Answered/Abandoned/Time to Answer/Percentages answered
- ✓ Investigate Abandoned Calls
- ✓ Out of Hours Traffic
- ✓ Time Consistent Busy Hour

Historical Data - Operator Activity and Performance

- ✓ All Operators/Individual Operator Activity
- ✓ Number of Incoming Calls Answered per Operator
- ✓ Daily/Hourly/Weekly/Monthly
- ✓ Operator Handling Time
- ✓ Number of Operator Outgoing calls made by Time and DDI number

Real Time Data - Live Traffic Monitoring

- ✓ Number of Operators on Duty/Available
- ✓ Number of Incoming Offered Calls
- ✓ Number of Abandoned Calls

ARC Express Operator Training

Duration	90 minutes		
Group Size	Up to 3 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Back Office End User	Course code	CIS:BOEU:ARC:E
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC with Arc Console Software » 4 Phones to simulate calls » Above phones must be included in the Busy Lamp Field (if present) » Pre CT Gateway Numbers 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

Arc Express operator training is a hands on step by step training course covering all the procedures an operator will use day to day. The course covers screen layout and basic call control keys used. By the end of the session the attendees will be able to operate the console answering and extending calls in a professional manner. Operating procedures are taught using the keyboard and for mouse-orientated operators all methods of mouse operating are addressed.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Basic Call Handling Procedures

- ✓ Logging on and off
- ✓ Answering incoming calls – answer next
- ✓ Selective Answer/Auto Answer/Auto Selective Answer – if configured
- ✓ Extending calls to a free extension – unannounced
- ✓ Procedures for extending calls to a free extension – announced
- ✓ Procedures for announced calls - accepted and refused
- ✓ Extending calls to an engaged extension
- ✓ Placing calls on Hold and Retrieving
- ✓ Retrieving calls on time out – Hold, No Reply, Engaged
- ✓ Taking messages and sending an email - if configured
- ✓ Clearing calls down
- ✓ Mis-dialled calls
- ✓ Making internal calls/Making external calls
- ✓ Redial and Recent Number List
- ✓ Dial by name and Directory usage/Multiple Users
- ✓ Temporary Absence
- ✓ Connecting callers directly into a user's mailbox greeting

Advanced call handling procedures

- ✓ Options/Service Menu
- ✓ Operator to operator calls
- ✓ Placing multiple calls on hold and retrieving specific calls
- ✓ Adding/edit Speed dial numbers – if configured
- ✓ Calendar Schedules and absent information
- ✓ Managing starters and leavers – depends on the configuration

Cisco Unified Communications Manager Express Administration

Duration	1 day		
Group Size	Up to 5 people per session		
Prerequisite	This course must take place after a cutover and the system must be signed off by the end client		
Course Type	Administration	Course code	CIS:SYAD:CME
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 3-4 Cisco IP Phones (7940 or better) » Ethernet cable and port per phone » Access to Cisco Unified Call Manager Express » Cisco Switch with Inline Power » Logins and Passwords to CUCMX » Low Level Design Document » Flipchart/ whiteboard » Projector 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who will administer Cisco Unified Call Manager Express

COURSE CONTENT

CME Overview:

- ✓ Understand Unified IPT Communication concepts

- ✓ Understand IPT Components - Servers, phones, Gateways, Voicemail systems etc.
- ✓ Understand IP Phone features
- ✓ Understand IP Phones and the LAN - Boot sequence, network settings, Ports, VLAN's and QoS

CME GUI:

- ✓ Explore Browser Support
- ✓ Understand Navigation and menu structures
- ✓ Explore User Interface

CME Command Line Interface:

- ✓ Accessing CME through Command Line Interface

Basic Administration:

- ✓ Configure CME to add users and phones to the CME database using manual configuration
- ✓ Configure CME to enable music on hold, speed dials, Call Pickup, Cisco IP
- ✓ Phone Services, voice mail, Cisco Extension Mobility for new users
- ✓ Demonstrate the use of these features on Cisco IP Phones
- ✓ Features- Call Park, Transfer and Hunt Groups
- ✓ Configure Call Forwarding
- ✓ Configure Meet Me conferencing and conferencing resources
- ✓ Configure soft-key and IP phone button templates
- ✓ Configure IP phone services - fast dials, address book
- ✓ Understand and configure Extension mobility
- ✓ Understand and configure Call Pickup Groups

Voicemail Administration:

- ✓ Configuring a Voicemail box
- ✓ Associating Voicemail Boxes to users
- ✓ Making changes to Voicemail Boxes

Troubleshooting IP Phone Problems:

- ✓ Explore Basic steps such as physical connectivity and possible end user errors

- ✓ Class of restriction
- ✓ Using Switch port information
- ✓ What information to provide for technical support
- ✓ Voicemail issues - MWI reset, out of licensing and deleting users.

Cisco Unified Communications Manager Administration (1 Day)

Duration	1 day		
Group Size	Up to 5 people per session		
Prerequisite	This course must take place after a cutover and the system must be signed off by the end client		
Course Type	Administration	Course code	CIS:SYAD:CCM
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 4 x Cisco IP Phones » Ethernet cable and port per phone » Cisco Unified Call Manager » Logins and Passwords to CUCM » Low Level Design Document » Flipchart/ whiteboard » Projector 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who will administer Cisco Unified Communications Manager system and is suitable for all CUCM versions

COURSE CONTENT

- ✓ Overview of Network Topology
- ✓ Overview of Cisco Unified Call Manager Functions

- ✓ Device Pools
 - Network regions and locale
- ✓ Call manager Groups
 - Region
 - SRST
 - Date & Time
- ✓ Licensing
 - License Usage
 - Standard/Enhanced/Premium
- ✓ LDAP Integration (If configured)
- ✓ Route Plan Report
 - Dial Plan configuration
 - Use of Route Plan Report
- ✓ Overview of Partition & Calling Search Space Configuration
- ✓ Phone Buttons
 - Phone Buttons Templates, Soft Key Templates
- ✓ Methods of adding a Cisco Phone
 - Manual configuration
 - Super copy
 - Automatic
 - Directory number configuration
 - Adding a service
 - Subscribing to a service
- ✓ User Device Profiles (Extension Mobility)
 - Adding a new user device profile
 - Configuring a directory number (DN)
 - Subscribing to extension mobility
 - Assigning the end user to the user device profile
- ✓ End User & Application User Management
 - Creating Users (Manually & LDAP Integration)
 - Device Association (Static and Extension mobility)
 - End User permissions & Application Users

- ✓ Overview of Phone Features
- ✓ Call Pickup
 - Creating a call pickup
 - Assigning users to the pickup group
- ✓ Hunt Groups
 - Line Groups, Hunt Lists, Hunt Pilots
- ✓ Phone Start-up Process
 - Phone Troubleshooting
 - Replacing a faulty phone

Cisco Unity Connection

- ✓ Import a New User
- ✓ Reset user password

Cisco Unified Communications Manager (Call Manager) Administration, (2 Day)

Duration	2 Days		
Group Size	Up to 5 people per session		
Prerequisite	This course must take place after a cutover and the system must be signed off by the end client		
Course Type	Administration	Course code	CIS:SYAD:CCM:2
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 4 x Cisco IP Phone » Cisco Unified Call Manager » Logins and Passwords to CUCM » Low Level Design Document » Flipchart/ whiteboard » Projector 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This training should take place before a cut over		

COURSE DESCRIPTION

This course is designed for staff who will administer Cisco Unified Communications Manager system and is a suitable for all CUCM versions.

COURSE CONTENT

- ✓ Overview of Network Topology
- ✓ Overview of Cisco Unified Call Manager Functions
- ✓ Logging In & Out

- ✓ Licensing
- ✓ System Overview of the following:
 - Device Pools
 - Date & Time
 - Enterprise Parameter
 - SRST
 - Network regions and location
 - LDAP Integration (if configured)
- ✓ Route Plan Report
 - Overview of Calling Search Spaces
 - Dial Plan configuration
 - Use of Route Plan Report
- ✓ Phone Buttons
 - Phone Buttons Templates
 - Soft Key Templates
- ✓ Methods of adding a Cisco Phone
 - Super copy
 - Directory Number configuration
 - Subscribing to a service
 - Assigning the end user to the static phone user
 - Access control group association
- ✓ User Device Profiles (Extension Mobility)
 - Adding a new user device profile
 - Configuring a Directory Number (DN)
 - Subscribing to extension mobility
 - Assigning the end user to the user device profile
 - Access control group association
- ✓ LDAP Configuration
- ✓ End User & Application User Management
 - Creating Users (manually & LDAP Integration)
 - Device Association (Static & Extension Mobility)
 - End User Permissions & Application Users

- ✓ Overview of Phone Features
- ✓ Call Park
- ✓ Meet Me Conference
- ✓ Call Pickup
 - Creating a Call Pickup
 - Assigning users to the pickup Group
- ✓ Hunt Group
 - Line Groups, Hunt Lists, Hunt Pilots
 - Hunt Queue Options
 - Hunt forwarding options
- ✓ Route Patterns
- ✓ Translation patterns
- ✓ Uploading music on hold
- ✓ Device Mobility
 - Configuring Device Mobility
 - Configuring Physical Locations
 - Configuring Device Mobility Groups
 - Updating Device Pools
- ✓ Unified Mobility (Single Number Reach)
 - Configuration of Unified Mobility
 - Configuration remote destinations
 - Configuring access lists
- ✓ Jabber for Windows
 - Configuration Jabber for Windows
 - IP Phone Service profile Configuration
 - Configuring a client Service Framework device (for Jabber)
 - Associating the Client Service Framework device to a user profile
 - Associating the Directory Number with the End User for presence information
 - Using the CUCM Admin web page for jabber clients
- ✓ Phone Start-up Process
 - Phone Troubleshooting
 - Replacing a faulty phone

- ✓ AOB
 - Cisco Serviceability
 - Cisco OS Administration
 - CCDR Reporting
 - IM & Presence Reporting
 - Self Care Portal Overview
- ✓ Cisco Unity Connection
 - Import a new user
 - Reset user password
 - Class of service
 - Bulk administration of users overview
 - Mailbox template configuration overview

Cisco Finesse Agent and Cisco Handset

Duration	45 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Contact centre Agent	Course code	CIS:CCAG:FAD
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins and Passwords » Agent Logins and Passwords » Directory Numbers to push test calls into the call centre 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides agents with a basic level of understanding of the contact centre functionality for the Cisco Handsets and how to handle ACD calls.

This course covers the end user functionality such as transferring calls and conference calls. It also covers the extra functionality available to ACD agents such as logging in & out and making themselves available to the queues.

This offering is available for both Cisco Enterprise and Express contact centres.

COURSE CONTENT

Upon successful completion, agents will be able to demonstrate the following handset capabilities:

- ✓ Make and receive multiple calls

- ✓ Perform standard handset features such as:
 - Multiple Call Handling
 - Hold
 - Transfer
 - Conference
 - Mute
 - Corporate Directory

Upon successful completion, delegates will be able to demonstrate the following agent features:

- ✓ Understand Contact Management Pane
- ✓ Understand the specific agent procedure from logging in to logging out
- ✓ Choose an Agent State
- ✓ Conduct Basic Call Handling
- ✓ Use the Phone Book
- ✓ Use the Chat Function
- ✓ Understand the Real Time Displays

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Agent Logins and Passwords
- ✓ Usage of Timed Wrap Up
- ✓ Usage of Unavailable Reason Codes
- ✓ Usage of Logout Reason Codes

Cisco Finesse Agent, Cisco Finesse Supervisor, Cisco Handset & Voicemail

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Contact centre Supervisor	Course code	CIS:CCSU:FSD
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins and Passwords » Agent Logins and Passwords » Supervisor Logins and Passwords » Directory Numbers » Test Voicemail boxes 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides supervisors with a basic level of understanding of the contact centre functionality for the Cisco Handsets and how to handle ACD calls.

Supervisors will be taken through the functionality available to ACD agents such as logging in & out and making themselves available to the queues. They will also be taken through the supervisor interface where they will be show to monitor their teams.

An overview of the voicemail features and functionality will be shown as well as everyday use of the voicemail system.

This offering is available for both Cisco Enterprise and Express contact centres.

COURSE CONTENT

Upon successful completion, supervisors will be able to demonstrate the following handset capabilities:

- ✓ Make and receive multiple calls
- ✓ Perform standard handset features such as:
 - Multiple Call Handling
 - Hold
 - Transfer
 - Conference
 - Mute
 - Corporate Directory

Upon successful completion, supervisors will be able to demonstrate the following agent features:

- ✓ Understand Contact Management Pane
- ✓ Understand the specific agent procedure from logging in to logging out
- ✓ Choose an Agent State
- ✓ Conduct Basic Call Handling
- ✓ Use the Phone Book
- ✓ Use the Chat Function
- ✓ Understand the Real Time Displays

Upon successful completion, supervisors will be able to demonstrate the following supervisor features:

- ✓ Understand the Team Performance window
- ✓ Use the Monitoring feature to silently observe an agents call
- ✓ Change an Agent State
- ✓ Understand the real time reports (if applicable)
 - Team Summary Report
 - Voice CSQ Summary Report

Upon successful completion, delegates will be able to demonstrate the following voicemail capabilities:

- ✓ Access Group Voicemail Box internally and externally
- ✓ Set up a new group voicemail box
- ✓ Change password and record name & greeting
- ✓ Retrieve messages and use playback controls

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Agent Logins and Passwords
- ✓ Usage of Timed Wrap Up
- ✓ Usage of Unavailable Reason Codes
- ✓ Usage of Logout Reason Codes
- ✓ Voicemail Details – Internal access number, external access number and default password

Cisco Agent Desktop (CAD) and Cisco Handset

Duration	45 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Contact centre Agent	Course code	CIS:CCAG:CAD
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins and Passwords » Agent Logins and Passwords » PC per attendee with Agent Desktop Software » Directory Numbers 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides agents with a basic level of understanding of the contact centre functionality for the Cisco Agent Desktop Software and IPCC Handsets.

This course covers the end user functionality of Agent Desktop Software such as transferring calls and conference calls. It also covers the extra functionality available to ACD agents such as logging in & out and making themselves available to the queues.

The IPCC handset is also demonstrated and differences between the Cisco Agent Desktop and IPCC Handset are demonstrated.

This offering is available for both Cisco Enterprise and Express contact centres.

COURSE CONTENT

Upon successful completion, agents will be able to demonstrate the following agent features:

- ✓ Understand Contact Management Pane
- ✓ Understand the specific agent procedure from logging in to logging out
- ✓ Choose an Agent State
- ✓ Conduct Basic Call Handling
- ✓ Use the Phone Book
- ✓ Use the Chat Function
- ✓ Understand the Real Time Displays

Upon successful completion, agents will be able to demonstrate the following handset capabilities:

- ✓ Understand the specific agent procedure from logging in to logging out
- ✓ Perform standard handset features such as:
 - Multiple Call Handling
 - Hold /Transfer
 - Conference
 - Mute
 - Corporate Directory

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Agent Logins and Passwords
- ✓ Usage of Timed Wrap Up
- ✓ Usage of Unavailable Reason Codes
- ✓ Usage of Logout Reason Codes

Cisco Supervisor Desktop (CSD), Cisco Agent Desktop (CAD), Cisco Handset & Voicemail

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Contact centre Supervisor	Course code	CIS:CCSU:CSD
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Test Phone per Attendee » Extension Mobility Logins and Passwords » Agent Logins and Passwords » Supervisor Logins and Passwords » PC per attendee with Agent Desktop Software & Supervisor Desktop Software » Directory Numbers » Test Voicemail boxes 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides supervisors with a basic level of understanding of the contact centre functionality for the Cisco Supervisor Desktop Software, Cisco Agent Desktop Software and IPCC Handsets and Voicemail.

Supervisors will learn how to use the Supervisor Desktop Software. The screen layout will be explained and real time statistics will be explained. Supervisors will be shown how to carry out supervisor functions such as Barge In and displaying Team Messages.

Supervisors will also learn about the end user functionality of Agent Desktop Software such as transferring calls and conference calls. It also covers the extra functionality available to ACD agents such as logging in & out and making themselves available to the queues. The IPCC

handset is also demonstrated and differences between the Cisco Agent Desktop and IPCC Handset are demonstrated.

Supervisors will also receive an overview of the features and functionality of the voicemail system. Everyday use of the voicemail system will be demonstrated.

This offering is available for both Cisco Enterprise and Express contact centres.

COURSE CONTENT

Upon successful completion, supervisors will be able to demonstrate the following agent features:

- ✓ Understand Contact Management Pane
- ✓ Understand the specific agent procedure from logging in to logging out
- ✓ Choose an Agent State
- ✓ Conduct Basic Call Handling
- ✓ Use the Phone Book
- ✓ Use the Chat Function
- ✓ Understand the Real Time Displays

Upon successful completion, supervisors will be able to demonstrate the following handset capabilities:

- ✓ Understand the specific agent procedure from logging in to logging out
- ✓ Perform standard handset features such as:
 - Multiple Call Handling
 - Hold
 - Transfer
 - Conference
 - Mute
 - Corporate Directory

Upon successful completion, supervisors will be able to demonstrate the following supervisor features:

- ✓ Understand the Supervisor Desktop Window
- ✓ Understand Real Time Reports
- ✓ Change an Agents ACD State

- ✓ Push Web Pages to Agents
- ✓ Barge in on calls
- ✓ Intercept calls
- ✓ Send Team Messages
- ✓ Use the Chat function

Upon successful completion, delegates will be able to demonstrate the following voicemail capabilities:

- ✓ Access Group Voicemail Box internally and externally
- ✓ Set up a new group voicemail box
- ✓ Change password and record name & greeting
- ✓ Retrieve messages and use playback controls

COURSE MATERIAL

Bespoke guides will be created for the handset and voicemail when the following information is provided:

- ✓ Handset Types
- ✓ Handset Keys for each type
- ✓ Extension Mobility details
- ✓ Agent Logins and Passwords
- ✓ Usage of Timed Wrap Up
- ✓ Usage of Unavailable Reason Codes
- ✓ Usage of Logout Reason Codes
- ✓ Voicemail Details – Internal access number, external access number and default password

Unified Intelligence Centre (CUIC)

Duration	3 hours		
Group Size	Up to 5 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Contact centre Supervisor	Course code	CIS:CCSU:UIC
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with Internet Explorer » CUIC Logins and Passwords » ACD Setup Information and Call Flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

CUIC provides the information and management tools to help you understand how reporting data is generated and how to interpret reporting data in a Cisco ACD environment.

Reports concepts will be described and capabilities and features of the reports will be explained.

COURSE CONTENT

Upon successful completion, delegates will be able to:

- ✓ Understand basic reporting concept

- ✓ Understand the Call Flow Process
- ✓ Understand the concepts of skills and agent selection
- ✓ Understand Agent Call Flow and Agent States
- ✓ Understand Agent Team Concept
- ✓ Understand Reporting Intervals, real time reports and historical reports.
- ✓ Interpret Real Time Reports
- ✓ Interpret Historical Reports
- ✓ Edit and Customise reports
- ✓ Export report data
- ✓ Utilise the Scheduler
- ✓ Administer Dashboards
- ✓ Export report data to excel
- ✓ Understand Value Lists
- ✓ Create Collections

Cisco UCCX Basic Administration

Duration	1 day		
Group Size	Up to 5 people per session		
Prerequisite	This is a technical course and therefore attendees must have attended the Cisco Unified Call Manager Administration Course.		
Course Type	Administration	Course code	CIS:CCAD:UCCX:B
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with RDP/Web Access to the UCCX Server » Web access to Cisco Call Manager » PC loaded with supervisor and agent desktop software » Logins and Passwords » ACD Setup Information and call flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who will administer Cisco UCCX system and need to understand the very basic add's, moves and changes required for the UCCX on an everyday basis.

COURSE CONTENT

Upon successful completion, delegates will be able to:

UCCX Overview

- ✓ What is UCCX?
- ✓ Basic Call Flow
- ✓ Licensing

CM Telephony Subsystem

- ✓ Unified Communications Manager Users & Roles – Creating an Agent
- ✓ JTAPI
- ✓ CTI Route Points
- ✓ Triggers & CTI Port Management

UCCX Basic Administration

- ✓ Database Components
- ✓ System and Application Tabs
- ✓ Agent / Supervisor Roles
- ✓ Call Routing & Agent Selection Criteria
- ✓ Subsystems:
 - CUCM Telephony
 - Resource Manager
 - Customer Service Queues (CSQs)
 - Wrap-up Time
 - Supervisor Teams
- ✓ Wizards
- ✓ Plug in Tools
- ✓ Tools
- ✓ Reporting
- ✓ User Management
- ✓ Password Management

CUIC Reporting

- ✓ Understand basic reporting concepts
- ✓ Understand the concepts of skills and agent selection
- ✓ Understand Agent Call Flow and Agent States

- ✓ Understand Agent Team Concept
- ✓ Understand Reporting Intervals, real time reports and historical reports.
- ✓ Interpret Real Time Reports
- ✓ Interpret Historical Reports
- ✓ Edit and Customise reports
- ✓ Export report data
- ✓ Utilise the Scheduler
- ✓ Administer Dashboards

Cisco UCCX Advanced Administration

Duration	2 days		
Group Size	Up to 5 people per session		
Prerequisite	This is a technical course and therefore attendees must have attended the Cisco Unified Call Manager Administration Course.		
Course Type	Administration	Course code	CIS:CCAD:UCCX:A
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with RDP/Web Access to the UCCX Server » Web access to Cisco Call Manager » PC loaded with supervisor and agent desktop software and Script Editor » Logins and Passwords » ACD Setup Information and call flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who will administer Cisco UCCX system and need to understand and administer the UCCX to a more advanced level.

COURSE CONTENT

Upon successful completion, delegates will be able to:

UCCX Overview

- ✓ Basic IP telephony concepts
- ✓ Cisco Unified Communications Manager
- ✓ Cisco IP phones, Cisco IP Communicator
- ✓ Contact Centre operations

UCCX GUI

- ✓ Browser Support
- ✓ Navigation and menu structures
- ✓ User Interface

UCCX Command Line Interface

- ✓ Accessing UCCX through Command Line Interface

UCCX Basic Administration

- ✓ Configure UCCX users, agents, supervisors
- ✓ Configure Applications
- ✓ Configure Scripts
- ✓ Configure Prompts
- ✓ CRS Scripting Fundamentals
- ✓ Describe the call flow process
- ✓ Describe the basic configurations required to accept a call
- ✓ Define terms associated with the call flow process
- ✓ RMCM vs. JTAPI Subsystems
- ✓ Computer Telephony Interface Route Points
- ✓ Computer Telephony Interface Ports
- ✓ License Usage
- ✓ Describe how to install the script editor
- ✓ Describe how to access and use the script editor
- ✓ Describe variables, what they are used for, and how to create, edit, and delete them
- ✓ Describe the expression editor and its fundamental properties
- ✓ Illustrate the four steps of script management: Validate, Save, Upload, and Refresh

- ✓ Describe the basic properties of debugging
- ✓ Contrast reactive vs. nonreactive debugging
- ✓ Define debugging tools on the toolbar
- ✓ Describe how to start and view a debug session
- ✓ Triggers Debugging
- ✓ Non-Triggered Debugging
- ✓ Describe common script utilities such as the Prompt Recording Tool
- ✓ Describe how to implement Time of Day and Day of Week routing
- ✓ Describe the steps required and how to determine the date today
- ✓ Describe how to implement holiday routing using dates defined in the script
- ✓ Describe how to implement holiday routing using dates defined in a database
- ✓ Describe how to implement holiday routing using dates defined in an XML file
- ✓ Holiday Subflow Logic
- ✓ Emergency Closed Subflow Logic
- ✓ Inclimate Weather Subflow Logic
- ✓ Prompt Management Application
- ✓ Basic ACD Routing
- ✓ Review Resource Groups vs. Skills Routing
- ✓ Review Resource Group algorithms
- ✓ Review Contact Service Queues
- ✓ Review the Select Resource Step
- ✓ Review mechanisms for effective Queuing of a call
- ✓ Hands on build out of a custom queuing script
- ✓ Discuss and review Abandoned rates

UCCX Tools

- ✓ Using the Bulk Edit Feature
- ✓ Cisco UCCX Real-time Reports
- ✓ Cisco UCCX Historical Reports
- ✓ Cisco Desktop Administrator

Using the Disaster Recovery System

- ✓ Disaster Recovery Tool
- ✓ Configuring Backups
- ✓ Performing Restore Operations

Cisco UCCX Scripting

Duration	2 days		
Group Size	Up to 5 people per session		
Prerequisite	This is a technical course and therefore attendees must have attended the Cisco Unified Call Manager Administration Course and the Cisco UCCX Administration Course.		
Course Type	Administration	Course code	CIS:CCAD:UCCX:S
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with RDP/Web Access to the UCCX Server » Web access to Cisco Call Manager » PC loaded with supervisor and agent desktop software and Script Editor » Logins and Passwords » ACD Setup Information and call flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who will administer Cisco UCCX system and need to understand and administer the scripts within the UCCX to a more advanced level.

COURSE CONTENT

Upon successful completion, delegates will be able to administer the following within UCCX Scripts:

- ✓ Describe OnExceptionGoto and troubleshooting
- ✓ Describe and explore the default script, aka "Snotty Lady"
- ✓ Describe and explore GetReportingStatistic Steps
- ✓ Describe and explore how to debug a subflow
- ✓ Describe how to get contact information from the system
- ✓ Describe how to set contact information from the system
- ✓ Describe how to transfer a call
- ✓ Describe the Connect step
- ✓ Describe the Call Hold and Call Unhold steps
- ✓ Describe the Set Enterprise Call Info step
- ✓ Describe the Set Priority step
- ✓ Describe the Dequeue step
- ✓ Queuing to overflow queue
- ✓ De-queue step vs. re-queue in terms of HR
- ✓ XML Web Service consumption
- ✓ Design and build a real-world CCX scripts including call queuing
- ✓ Add prompts to your scripts (generated, escalation, and concatenated prompts)
- ✓ Configure caller digit collection using Get Digit Strings and Menu steps
- ✓ Configure caller menus
- ✓ Configure loops and counters for logical operation
- ✓ Configure external database operations including SQL queries
- ✓ Provision and configure agent and supervisor desktops
- ✓ On Exception Goto
- ✓ On Exception Clear
- ✓ Loop Counters using Increment/Decrement
- ✓ Get XML Document Data Steps
- ✓ If Else
- ✓ On Exception Goto
- ✓ Trigger Application Step Asynchronous Processing

- ✓ Session Management using Set and Get Session Info
- ✓ Create, Attach, and Send Email
- ✓ Set Enterprise Info for screen pops
- ✓ Call Consult Transfer
- ✓ File I/O using Create File Document Steps
- ✓ Advanced DB Read, DB Get, DB Release
- ✓ Get Reporting Statistic
- ✓ Select Resource with Advanced Queuing
- ✓ Custom Java class consumption
- ✓ Loops, Counters, Database and Skills Routing
- ✓ Describe the architecture and supported databases for external database access
- ✓ Describe how to set up the Database subsystem
- ✓ Describe the DB Read / Get / Write / Release step
- ✓ Database retrieval the missing manual
- ✓ What SQL commands are NOT supported in UCCX
- ✓ Effective SQL troubleshooting
- ✓ SQL Server vs. Oracle vs. IBM DB2
- ✓ Stored Procedures vs. SQL Queries
- ✓ Describe and implement looping and using arrays inside a script
- ✓ System Parameters effecting the 1000 step limit inside scripts
- ✓ Setting up skills in RMCM
- ✓ Skills based routing algorithms
- ✓ Using Real Time Monitoring tool for agent troubleshooting
- ✓ Non Queuing Callbacks, Session Management, Enterprise Data, and VM in Queue
- ✓ Creating and consuming email inside a CRS script
- ✓ Recording a message and attaching to an email if queue time is too high
- ✓ Creating callback scripts to call customer back if queue time is too high
- ✓ Consuming the place call step inside a script
- ✓ Golden Rule: thou shall not conference inside CRS Scripts!
- ✓ Review and creating screen pops
- ✓ Using CDA to define enterprise layout and enterprise fields
- ✓ Understanding Session Mapping step

- ✓ Understanding Set Session Info step
- ✓ Understanding Get Session step
- ✓ Understanding Get Session Info step
- ✓ Understanding Call Consult Transfer step
- ✓ Implement Voicemail in Queue script
- ✓ Web Contacts, HTTP Triggers, XML, and Web Services, ASR and TTS
- ✓ Review HTTP triggers
- ✓ Deep dive on HTML posts to UCCX Scripting techniques
- ✓ Understanding Get HTTP Contact Info Step
- ✓ Setting up HTTP Triggers on UCCX
- ✓ Understanding the Create URL Document step
- ✓ Understanding the Keyword Transform Document step
- ✓ Sending HTTP Responses from CRS Applications
- ✓ Deep dive on XML and Web Services Theory
- ✓ Consuming an XML Web Service in UCCX
- ✓ Review and Deep dive on MRCP ASR Subsystems
- ✓ Review and Deep dive on MRCP TTS Subsystems
- ✓ Installing and configuring Nuance ASR TTS Server
- ✓ Deep dive on Grammers
- ✓ Using Simple Recognition steps
- ✓ Implicit vs. Explicit confirmation inside IVR
- ✓ Creating TTS Prompts

Cisco UCCE 8.0 Administration

Duration	3 days		
Group Size	Up to 10 people per session		
Prerequisite	This is a technical course and therefore attendees must have attended the Cisco Unified Call Manager Administration Course.		
Course Type	Administration	Course code	CIS:CCAD:UCCE
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with RDP/Web Access to the UCCE Server » Web access to Cisco Call Manager » PC loaded with supervisor and agent desktop software » Logins and Passwords » ACD Setup Information and call flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who need to understand and administer the UCCE.

COURSE CONTENT

Upon successful completion, delegates will understand the following:

UCCE 8.0 Overview

- ✓ Benefits
- ✓ Options
- ✓ PPDIOO
- ✓ Call Routing Options
- ✓ Carrier-Based Routing
- ✓ Private Network Routing
- ✓ Carrier-Based Routing with Cisco Unified CCE v8.0
- ✓ Benefits of Routing with Cisco Unified CCE v8.0
- ✓ Components of Cisco Unified Contact Centre Enterprise v8.0
- ✓ ICM Components
- ✓ ICM Databases
- ✓ ICM Terms
- ✓ Intelligent Contact Management Routing Techniques
- ✓ ICM Pre-Route
- ✓ ICM Post-Route

Configuring UCCE 8.0

- ✓ Cisco Unified CCE v8.0 Architecture
- ✓ Parent/Child Deployment Model
- ✓ Cisco Unified CCE v8.0 Call Flows
- ✓ Integrating Cisco Unified Communications Manager v8.0
- ✓ Defining Cisco Unified Communications Manager v8.0
- ✓ Configuring Cisco Unified Communications Manager v8.0
- ✓ Integrating Cisco Unified Customer Voice Portal (CVP)
- ✓ Components of Cisco Unified CVP
- ✓ Cisco Unified CVP Call Flows
- ✓ Integrating Cisco Unified CVP into the UCCE solution
- ✓ Cisco Unified CCE v8.0 Configurations
- ✓ Administration and Data Server
- ✓ ICM Configuration
- ✓ Agent Desktop Options

- ✓ Cisco CTI
- ✓ CTI OS Toolkit
- ✓ Cisco Agent Desktop
- ✓ CRM Connectors
- ✓ Using the Cisco Unified CCE v8.0 Script Editor
- ✓ ICM Script Editor
- ✓ Working with ICM Script Editor
- ✓ Testing a Script
- ✓ Integrating Cisco Unified IP IVR
- ✓ Cisco Unified IP IVR
- ✓ Cisco Unified IP IVR Script Editor
- ✓ Integrating Cisco Unified IP IVR
- ✓ Cisco Unified IP IVR Call Control Processes
- ✓ New Peripheral Basic Configuration
- ✓ Basic ICM Configuration
- ✓ Cisco Unified Communications Manager v8.0 Configuration
- ✓ ICM Scripting
- ✓ Creating Translation Routes for Cisco Unified Contact Centre Enterprise v8.0
- ✓ Cisco Unified CCE v8.0 Translation Routing
- ✓ Translation Route Configuration Requirements
- ✓ Using the Translation Route Wizard
- ✓ Scripting for Translation Routing
- ✓ Enterprise Services and Skill Groups
- ✓ Defining Enterprise Services and Skill Groups
- ✓ Scripting for Enterprise Skill Groups

Extended Functions

- ✓ Creating Feature Control Sets and Users
- ✓ Feature Control Sets and Users
- ✓ User Permissions
- ✓ Internet Script Editor
- ✓ Using Script Editor Utilities

- ✓ Finding Objects and Their Associations
- ✓ Exporting and Importing Scripts
- ✓ Renaming and Deleting Objects
- ✓ Default Labels
- ✓ Creating and Using Cisco Unified CCE v8.0 Variables
- ✓ Define ICM Variables
- ✓ Peripheral Variables
- ✓ Expanded Call Variables
- ✓ User Variables
- ✓ Configuring Access to an External Database
- ✓ Class Database
- ✓ DB Lookup Script Node
- ✓ External Database Configuration
- ✓ Scripting for External Database Access
- ✓ Adding Multiple Skill Groups
- ✓ Using the CED Script Node
- ✓ Using the Formula Editor
- ✓ Using the Route Select Script Node

Administrative Scripts and Translation Routing

- ✓ Administrative Scripts
- ✓ Creating User Variables
- ✓ Creating an Administrative Script
- ✓ Translation Routing
- ✓ How Translation Routing Works

Configuring Cisco Outbound Option

- ✓ Cisco Outbound Option
- ✓ Outbound Campaign Call Processing
- ✓ Outbound Configuration Summary
- ✓ Cisco Outbound Option Configuration
- ✓ Basic Outbound Configuration

- ✓ Creating Dialler Ports
- ✓ Campaign Configuration
- ✓ ICM scripting for Outbound Dialling

Precision Routing

- ✓ Configuring Precision Routing
- ✓ Reporting on Precision Queues
- ✓ Troubleshooting Precision Queues

Cisco Customer Voice Portal (CVP)

Duration	1 day		
Group Size	Up to 5 people per session		
Prerequisite	This is a technical course and therefore attendees must have attended the Cisco Unified Call Manager Administration Course and the Cisco UCCE Course.		
Course Type	Administration	Course code	CIS:CCAD:CVP
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with RDP/Web Access to the UCCE Server » Web access to Cisco Call Manager » PC loaded with supervisor and agent desktop software » Logins and Passwords » ACD Setup Information and call flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for staff who need to administer the Cisco Customer Voice Portal system.

COURSE CONTENT

Upon successful completion, delegates will be able to:

- ✓ Cisco Unified CVP Technical Overview

- ✓ Cisco Unified CVP Comprehensive Model
- ✓ Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP
- ✓ Cisco Unified CVP VXML Overview
- ✓ Events, Log Files, and Reporting
- ✓ Failover, Diagnostics, and Troubleshooting

Packaged CCE Administration (PCCE)

Duration	1 day		
Group Size	Up to 5 people per session		
Prerequisite	<p>The knowledge and skills that a learner should have before attending this course are as follows:</p> <p>Working knowledge of Unified Communications Manager and Voice Gateways would be really helpful.</p> <p>Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required</p> <p>Working knowledge of a Windows computer including a mouse and the simultaneous use of the Alt-Tab keys is required.</p> <p>A basic understanding of contact centre operations.</p>		
Course Type	Administration	Course code	CIS:CCAD:PCCE
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector » PC per attendee with Internet Explorer » ACD Setup Information and Call Flows 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a cutover		

COURSE DESCRIPTION

This course is designed for anyone responsible for the day-to-day management and administration of a Cisco Packaged Contact Centre Enterprise environment.

COURSE CONTENT

After successfully completing this class, attendees will be able to perform the tasks associated with the adds, moves, changes and reporting within the contact centre, and in addition take a complex business case from concept through call flow to a working deployment.

Introducing UCCE

- ✓ Contact Centre Basics
- ✓ PCCE Components/architecture
- ✓ Agent Desktop Options

PCCE Administration

- ✓ Web Administration Access
- ✓ Working with Agents
- ✓ Working with Agent Attributes/skills
- ✓ Agent Desk Settings
- ✓ Introducing Precision Queues
- ✓ Working with Reason codes
- ✓ Working with Skill groups
- ✓ Agent Teams
- ✓ Understanding Bucket Intervals
- ✓ Working with Call types
- ✓ Working with Dialed Numbers
- ✓ Understanding Expanded Call Variables
- ✓ Introducing Network VRU Scripts
- ✓ Introducing System Information
- ✓ System Settings
- ✓ Agent Trace
- ✓ Log Collections
- ✓ Departments and Roles

Accessing PCCE Tools

- ✓ Accessing UCM
- ✓ Accessing ICM

- ✓ Accessing CVP
- ✓ Accessing Voice Gateways

PCCE Configuration and Scripting

- ✓ Script Editor Overview
- ✓ Scripting for CVP

Agent Support Consideration

- ✓ CTI Options
- ✓ ICM Agent Configuration
- ✓ UCM Agent Configuration
- ✓ ICM Agent Scripting

Scripting with MicroApps

- ✓ MicroApps
- ✓ ECC Variables
- ✓ Media Server
- ✓ Prompt Caching considerations
- ✓ ICM Configuration steps
- ✓ Building a Simple Script using MicroApps

Reporting Considerations

- ✓ Touch Points
- ✓ Reporting Objects

Precision Routing

- ✓ Overview
- ✓ Attributes
- ✓ Building a Precision Queue
- ✓ Using Dynamic Queues and Call types

RONA

- ✓ Understanding RONA

Basic VXML Functionality

- ✓ What is VXML

Reporting

- ✓ CUIC
- ✓ User access and report scheduling/email

Cisco WebEx Room Kits

Duration	45 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WRK
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Installed Cisco Webex Room Kit » PC per attendee with Cisco Webex Teams & Teams Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively operate Cisco WebEx Room Kit devices. Delegates will be shown the various ways of operating the room kit, as well as the different ways that participants can join a meeting.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Team Account

- ✓ First Time Login
- ✓ Logging in and out

Cisco WebEx Meeting Centre & Room Kits

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WMC:R
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Meeting Centre Software » Installed Cisco Room Kit » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively schedule meetings using Cisco WebEx, and requires to effectively message, call and operate Cisco WebEx Room Kit devices.

Delegates will be shown the various ways of scheduling a meeting as well as the different ways that participants can join a meeting.

In addition, there will be training provided for users with the mobile app.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Meeting Centre Account

- ✓ First Time Login
- ✓ Logging in and out

Video Calls

- ✓ Placing a Call from the Contact List
- ✓ Edit a contact
- ✓ Place a call using Name, Number or IP- Address
- ✓ Receive a call
- ✓ Receive a call whilst on another Call
- ✓ Disconnect from a call

Call Handling

- ✓ Put a call on hold
- ✓ Transfer an Ongoing Call
- ✓ Activate DND
- ✓ Forward a Call
- ✓ Use the Keypad

Content sharing

- ✓ Sharing Content in a call
- ✓ Change Presentation on a call
- ✓ Share a Whiteboard

Scheduled meetings

- ✓ Join a Scheduled Meetings
- ✓ Join a Meeting
- ✓ Join a Scheduled Meeting

Contacts

- ✓ Favourites, Recents, Directory
- ✓ Contact Lists

Camera

- ✓ View Camera Settings
- ✓ About Camera Control
- ✓ Add Camera Position Preset
- ✓ Turn Camera on/off
- ✓ Turn Audio on/off
- ✓ Control Own Camera
- ✓ Speaker Tracking
- ✓ Manage Presenter Tracking

Cisco WebEx Teams & Room Kits

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:CWT:R
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Webex Teams Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively message, call and operate Cisco WebEx Teams, and using Room Kit devices. Attendees will be able to effectively create teams.

In addition, there will be training provided for users with the mobile app.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Team Account

- ✓ First Time Login

- ✓ The Webex Teams User Interface
- ✓ Navigating the menu

Manage settings

- ✓ Changing your profile Picture
- ✓ Changing your status
- ✓ Editing your settings; General, Audio, Video

Messaging with Cisco Webex Teams

- ✓ Understanding spaces
- ✓ Creating a Space
- ✓ Understanding features available in a Space
- ✓ Sending a Message to a Space/Team
- ✓ Sending/Files/Screen Grabs/Emojis/GIFs
- ✓ Edit/Delete/Forward a Message
- ✓ Using Threads

Creating a Team

- ✓ Creating a team, setting moderators
- ✓ Adding Members to a Team
- ✓ Adding Spaces.
- ✓ Add people to a space
- ✓ Adding an App Integration to a Space
- ✓ Using the Tabs inside a Space

Calling from Teams

- ✓ Start a call from a space
- ✓ Calling from the Dialpad
- ✓ Controlling the audio in a call
- ✓ Controlling video in a call
- ✓ Annotating your content
- ✓ Sharing content in a call

- ✓ Using the in-call features
- ✓ Conducting a Share Screen only call

Meetings with Teams

- ✓ Scheduling a meeting in your personal room
- ✓ Scheduling a meeting from Outlook
- ✓ Using the Calendar
- ✓ Starting or joining a Meeting from Teams

Connecting devices with Teams

- ✓ Connecting Webex teams to room kits
- ✓ Sharing screens wirelessly Chat preferences
- ✓ Moving between Desktop and mobile

Teams on a Mobile

- ✓ Using the application on a mobile device
- ✓ Connecting to a cisco device using the app
- ✓ Video and audio calling
- ✓ Using features on the mobile app

Connecting to Room Kits

- ✓ Connecting Webex to room kits
- ✓ Sharing screens wirelessly
- ✓ Moving between Desktop and mobile
- ✓ Making a call on the Room Kit
- ✓ Initiate a Video Conference
- ✓ Share Content
- ✓ Call Handling
- ✓ Camera Options

Cisco WebEx Meeting Centre & Teams & Room Kits

Duration	120 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WMC:T&R
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Meeting Centre & Teams Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively schedule meetings using Cisco WebEx, and requires to effectively message, call and operate Cisco WebEx Teams, and using Room Kit devices.

Delegates will be shown the various ways of scheduling a meeting as well as the different ways that participants can join a meeting. Attendees will be able to effectively create teams and In addition, there will be training provided for users with the mobile app.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Meeting Centre Account

- ✓ First Time Login
- ✓ Logging in and out
- ✓ Understand Productivity Tools

Schedule and start meetings

- ✓ From your home page and meetings page
- ✓ From the WebEx productivity tools
- ✓ Within the WebEx integration to Microsoft Outlook

Sharing information before a meeting

- ✓ View upcoming meetings. You can select the meeting name to go to the meeting space and see more meeting information, added files, comments, and so on.
- ✓ View meeting information.
- ✓ View meeting updates, add comments, and view comments from invitees.
- ✓ When it is time for the meeting, the host can start the meeting and users can join the meeting directly from the meeting space.
- ✓ Allow invitees to see who else is invited. Hosts can also invite additional people from the meeting space using 'Invite & Remind'.

Using Meet Now

- ✓ How to use a Meet Now Meeting
- ✓ Invite People to a Meet Now Meeting
- ✓ Use Meet now from Outlook
- ✓ Use Meet now from PowerPoint, Word, Excel

Hosting and sharing content in a meeting

- ✓ Record the meeting
- ✓ Share documents, applications, desktop etc...
- ✓ View meeting participants and active speaker
- ✓ Managing the meeting (e.g., navigating a PowerPoint presentation, editing your preferences, accessing your meeting information, sending chat messages)

- ✓ Annotating your content
- ✓ Managing the meeting (e.g., assigning attendee privileges, assigning roles, and selecting meeting options)
- ✓ Managing the audio
- ✓ Polling the audience
- ✓ Using video

Connecting to Room Kits

- ✓ Connecting Webex to room kits
- ✓ Sharing screens wirelessly
- ✓ Moving between Desktop and mobile
- ✓ Making a call on the Room Kit
- ✓ Initiate a Video Conference
- ✓ Share Content
- ✓ Transfer

Mobile App

- ✓ Using the application on a mobile device
- ✓ Connecting to a cisco device using the app
- ✓ Scheduling a Meeting
- ✓ Starting a Meeting
- ✓ Joining a Meeting
- ✓ Video and audio calling
- ✓ Using features on the mobile app

Managing Your Cisco WebEx Team Account

- ✓ First Time Login
- ✓ The Webex Teams User Interface
- ✓ Navigating the menu

Managing Settings

- ✓ Changing your profile Picture
- ✓ Changing your status

- ✓ Editing your settings; General, Audio, Video

Messaging with Cisco Webex Teams

- ✓ Understanding spaces
- ✓ Creating a Space
- ✓ Understanding features available in a Space
- ✓ Sending a Message to a Space/Team
- ✓ Sending/Files/Screen Grabs/Emojis/GIFs
- ✓ Edit/Delete/Forward a Message
- ✓ Using Threads

Creating a Team

- ✓ Creating a team, setting moderators
- ✓ Adding Members to a Team
- ✓ Adding Spaces.
- ✓ Add people to a space
- ✓ Adding an App Integration to a Space
- ✓ Using the Tabs inside a Space

Calling from Teams

- ✓ Start a call from a space
- ✓ Calling from the Dialpad
- ✓ Controlling the audio in a call
- ✓ Controlling video in a call
- ✓ Annotating your content
- ✓ Sharing content in a call
- ✓ Using the in-call features
- ✓ Conducting a Share Screen only call

Meetings with Teams

- ✓ Scheduling a meeting in your personal room
- ✓ Scheduling a meeting from Outlook

- ✓ Using the Calendar
- ✓ Starting or joining a Meeting from Teams

Connecting devices with Teams

- ✓ Connecting Webex teams to room kits
- ✓ Sharing screens wirelessly Chat preferences
- ✓ Moving between Desktop and mobile

Teams on a Mobile

- ✓ Using the application on a mobile device
- ✓ Connecting to a cisco device using the app
- ✓ Video and audio calling
- ✓ Using features on the mobile app

Cisco WebEx Meeting Centre – End User (Basic)

Duration	60 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WMC:E
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Meeting Centre Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively schedule meetings using Cisco WebEx.

Delegates will be shown the various ways of scheduling a meeting as well as the different ways that participants can join a meeting.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Meeting Centre Account

- ✓ First Time Login
- ✓ Logging in and out

Schedule and start meetings

- ✓ From your home page and meetings page
- ✓ Within the WebEx integration to Microsoft Outlook

Sharing information before a meeting

- ✓ View upcoming meetings. You can select the meeting name to go to the meeting space and see more meeting information, added files, comments, and so on.
- ✓ View meeting information.
- ✓ View meeting updates, add comments, and view comments from invitees.
- ✓ When it is time for the meeting, the host can start the meeting and users can join the meeting directly from the meeting space.
- ✓ Allow invitees to see who else is invited. Hosts can also invite additional people from the meeting space using 'Invite & Remind'.

Hosting and sharing content in a meeting

- ✓ Record the meeting
- ✓ Share documents, applications, desktop etc...
- ✓ View meeting participants and active speaker
- ✓ Managing the meeting (e.g., navigating a PowerPoint presentation, editing your preferences, accessing your meeting information, sending chat messages)
- ✓ Annotating your content
- ✓ Managing the meeting (e.g., assigning attendee privileges, assigning roles, and selecting meeting options)
- ✓ Managing the audio
- ✓ Polling the audience
- ✓ Using video

Cisco WebEx Meeting Centre – Super User (Advanced)

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WMC:S
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Meeting Centre Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the full knowledge that the super user requires to effectively schedule meetings using Cisco WebEx.

Delegates will be shown the various ways of scheduling a meeting as well as the different ways that participants can join a meeting.

(Includes CMR if required)

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Meeting Centre Account

- ✓ First Time Login
- ✓ Logging in and out

Schedule and start meetings

- ✓ From your home page and meetings page
- ✓ Within the WebEx integration to Microsoft Outlook

Sharing information before a meeting

- ✓ View upcoming meetings. You can select the meeting name to go to the meeting space and see more meeting information, added files, comments, and so on.
- ✓ View meeting information.
- ✓ View meeting updates, add comments, and view comments from invitees.
- ✓ When it is time for the meeting, the host can start the meeting and users can join the meeting directly from the meeting space.
- ✓ Allow invitees to see who else is invited. Hosts can also invite additional people from the meeting space using 'Invite & Remind'.

Using Meet Now

- ✓ How to use a Meet Now Meeting
- ✓ Invite People to a Meet Now Meeting
- ✓ Use Meet now from Outlook
- ✓ Use Meet now from PowerPoint, Word, Excel

Hosting and sharing content in a meeting

- ✓ Record the meeting
- ✓ Share documents, applications, desktop etc...
- ✓ View meeting participants and active speaker
- ✓ Managing the meeting (e.g., navigating a PowerPoint presentation, editing your preferences, accessing your meeting information, sending chat messages)
- ✓ Annotating your content
- ✓ Managing the meeting (e.g., assigning attendee privileges, assigning roles, and selecting meeting options)
- ✓ Managing the audio

- ✓ Polling the audience
- ✓ Using video

Collaborating after a meeting

- ✓ Download the recording
- ✓ Share the meeting recording with additional people, even if they were not invited to the meeting, so they can play back the recording

Setting preferences (My WebEx)

- ✓ General preferences
- ✓ Meeting preferences
- ✓ Chat preferences
- ✓ Update preferences
- ✓ Profile preference

Mobile App

- ✓ Using the application on a mobile device
- ✓ Connecting to a Room Kit using the app
- ✓ Scheduling a Meeting
- ✓ Starting a Meeting
- ✓ Joining a Meeting
- ✓ Video and audio calling
- ✓ Using features on the mobile app

Cisco WebEx Teams

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:CWT
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Webex Teams Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively message, call and operate Cisco WebEx Teams, and using Room Kit devices. Attendees will be able to effectively create teams and

In addition, there will be training provided for users with the mobile app.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Team Account

- ✓ First Time Login
- ✓ The Webex Teams User Interface
- ✓ Navigating the menu

Managing Settings

- ✓ Changing your profile Picture
- ✓ Changing your status
- ✓ Editing your settings; General, Audio, Video

Messaging with Cisco Webex Teams

- ✓ Understanding spaces
- ✓ Creating a Space
- ✓ Understanding features available in a Space
- ✓ Sending a Message to a Space/Team
- ✓ Sending/Files/Screen Grabs/Emojis/GIFs
- ✓ Edit/Delete/Forward a Message
- ✓ Using Threads

Creating a Team

- ✓ Creating a team, setting moderators
- ✓ Adding Members to a Team
- ✓ Adding Spaces.
- ✓ Add people to a space
- ✓ Adding an App Integration to a Space
- ✓ Using the Tabs inside a Space

Calling from Teams

- ✓ Start a call from a space
- ✓ Calling from the Dialpad
- ✓ Controlling the audio in a call
- ✓ Controlling video in a call

- ✓ Annotating your content
- ✓ Sharing content in a call
- ✓ Using the in-call features
- ✓ Conducting a Share Screen only call

Meetings with Teams

- ✓ Scheduling a meeting in your personal room
 - Scheduling a meeting from Outlook
- ✓ Using the Calendar
- ✓ Starting or joining a Meeting from Teams

Connecting devices with Teams

- ✓ Connecting Webex teams to room kits
- ✓ Sharing screens wirelessly Chat preferences
- ✓ Moving between Desktop and mobile

Teams on a Mobile

- ✓ Using the application on a mobile device
- ✓ Connecting to a cisco device using the app
- ✓ Video and audio calling
- ✓ Using features on the mobile app

Cisco WebEx Training Centre

Duration	1 day		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WTC
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 2 x PC's for Trainer » 2 x projectors » per attendee with Cisco Meeting Centre Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the knowledge and skills required to effectively manage your Cisco WebEx Training Centre account, to facilitate training sessions use the interactive features. Hands-on learning experience is provided to successfully use breakout sessions, testing, polling and more

COURSE CONTENT

Upon successful completion, delegates will be able to:

Managing Your Cisco WebEx Training Centre Account

- ✓ Logging in and out

- ✓ Attending a session
- ✓ Using My WebEx
- ✓ Hosting a session
- ✓ Setting up your account
- ✓ Obtaining support

Cisco WebEx Training Centre Facilitator Training Logging in and out

- ✓ Using Quick Start
- ✓ Sharing content
- ✓ Optimizing viewing capabilities
- ✓ Managing the training sessions
- ✓ Editing content
- ✓ Handling administrative tasks
- ✓ Managing audio

Cisco WebEx Training Centre Interactive Features Using Quick Start

- ✓ Monitoring participants and communications
- ✓ Managing breakout sessions
- ✓ Testing training participants
- ✓ Polling training participants
- ✓ Incorporating video into your training session

Cisco WebEx Event Centre

Duration	3 hours		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:WEC
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 2 x PC's for Trainer » 2 x projectors » per attendee with Cisco Event Centre Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the knowledge and skills required to effectively manage your Cisco WebEx Event Centre account and to use the basic and advanced features to lead an event.

COURSE CONTENT

Managing Your Cisco WebEx Event Centre

- ✓ Logging in and out
- ✓ Creating a program
- ✓ Editing a program

- ✓ Creating an event
- ✓ Editing an event
- ✓ Link an existing event to an existing program

Joining/Starting an event

- ✓ Approving registrations
- ✓ Starting an event
- ✓ Joining an event
- ✓ Ending an event

Event Management

- ✓ Optimising Viewing Capabilities
- ✓ Document Navigation
- ✓ Event Information
- ✓ Practice Sessions
- ✓ Restricting Access
- ✓ Assigning panellist Role
- ✓ Tracking Options
- ✓ Manage Audio
- ✓ Polling the Audience
- ✓ Managing Q&A

Cisco WebEx Agent Contact Centre - Voice, Chat & Email

Duration	Sessions dependant on modules selected		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:ACC
Training Room Requirements	<ul style="list-style-type: none"> » Internet Access to online training tool such as Microsoft Teams, Webex or Zoom » PC per attendee » Agents must have access to: » WxCC Agent Desktop 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides delegates with a basic level of understanding of the Cisco WebEx Contact Centre Agent Desktop. The Agent desktop provides a single browser based application that enable agents to interact with customers using voice, chat, or email.

Depending on the configuration of the agent profile by the Cisco Webex Contact Center administrator, agents can communicate with customers through one, two, or all three channels. Agents will learn about the end user functionality of the Agent Desktop such as transferring calls and conference calls. It also covers the extra functionality available to ACD agents such as logging in & out and making themselves available to the queues.

COURSE CONTENT

Upon successful completion, Agents will be able to:

Agent Desktop

- ✓ Login/ Logout
- ✓ Agent Desktop Overview
- ✓ Understanding Status

Call Handling

- ✓ Answer Incoming Calls
- ✓ Understand Redirect On No Answer
- ✓ End a Call
- ✓ Making a Call
- ✓ Call History

Advanced Call Handling

- ✓ Hold
- ✓ Pause Recording
- ✓ Consult Transfer
- ✓ Direct Transfer
- ✓ Conference

Reports

- ✓ Agent Summary Report
- ✓ Agent Statistics Historical Report
- ✓ Agent Statistics Realtime Report

Manage Chat Contacts

- ✓ Respond to Chat Contact
- ✓ End Chat Session
- ✓ Start Conference Chat with another agent
- ✓ End Chat Conference
- ✓ Transfer a Chat
- ✓ Escalate a Chat to a Video Call
- ✓ End a Video Call

Manage Email Contacts

- ✓ Respond to an Email
- ✓ Send Quick Replies
- ✓ Send Standard Replies
- ✓ Transfer an Email

Cisco WebEx Contact Centre Supervisor Monitoring & Reporting

Duration	3 hours		
Group Size	Up to 5 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:CCSR
Training Room Requirements	<ul style="list-style-type: none"> » Internet Access to online training tool such as Microsoft Teams, Webex or Zoom » PC per attendee » Administrator must have access to: » Webex Control Hub » WxCC Portal » Reporting Analyzer 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

Cisco Webex CC supervisors are provided with information and management tools to help them understand how reporting data is generated and how to interpret reporting data in a Cisco Webex Contact Centre environment.

COURSE CONTENT

Upon successful completion, Supervisors will be able to:

Supervisor Call Handling

- ✓ Agent Desktop

- ✓ Call handling
- ✓ Advanced Call Handling
- ✓ Reports
- ✓ Mange Chat Contacts
- ✓ Mange Email Contacts

Call Monitoring

- ✓ Monitor Calls
- ✓ Coach an Agent
- ✓ Barge in on a Call
- ✓ View Call Monitoring Information
- ✓ Work with Monitoring Schedules

Call Recording

- ✓ Create a Recording Schedule
- ✓ Edit a Recording Schedule
- ✓ Delete a Recording Schedule
- ✓ General Settings
- ✓ Advanced Settings

Call Recording Management

- ✓ Searching / Playing Recordings
- ✓ Assigning and Removing Tags
- ✓ Understanding Search Attributes
- ✓ Create Custom Attributes

Reporting Analyzer

- ✓ Understand Stock Historical Reports
- ✓ Understand Stock Real Time Reports
- ✓ Understand and create Visualisations
- ✓ Run Reports
- ✓ Scheduling Reports/ Visualizations
- ✓ Understand and run Dashboards

Cisco WebEx Contact Centre Administration

Duration	3 hours		
Group Size	Up to 5 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:CCA
Training Room Requirements	<ul style="list-style-type: none"> » Internet Access to online training tool such as Microsoft Teams, Webex or Zoom » PC per attendee » Administrator must have access to: » Webex Control Hub » WxCC Portal 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

Cisco Webex CC administrators will be taken through the basic: Adds, Moves and Changes' needed to maintain the Cisco Webex Contact Centre. They will be shown the Webex Control Hub & the Management Portal. Both are accessed through a web browser.

The Control Hub and the Management Portal provides access to Webex Contact Center modules that enable administrators to create agent accounts and other contact centre resources. They will also be able to control contact treatment and distribution by creating and editing scheduled contact routing strategies and team capacity strategies.

COURSE CONTENT

Upon successful completion, administrators will be able to:

Create the Key Objects

- ✓ An Entry Point
- ✓ A Queue
- ✓ A Site
- ✓ Create a Skill Definition
- ✓ Create a Skill Profile
- ✓ Create a Team

Create an Agent

- ✓ Agent DN Validation

Create a Supervisor

- ✓ Supervisor Permissions

Create an Administrator

- ✓ Administrator Permissions

Auxiliary Codes

- ✓ Create a Work Type
- ✓ Create an Auxiliary Codes
- ✓ Assign an Auxiliary Codes to an Agent

DN

- ✓ Create a DN
- ✓ Map a DN

Call Control Scripts

- ✓ Creating a Call Control Script
- ✓ Call Control Blocks
- ✓ Custom Control Script
- ✓ Uploading and Updating Resource Files
- ✓ Viewing, Creating and Modifying, Routing Strategies

- ✓ Create IVR options
- ✓ Set Opening Hours
- ✓ Create Call Flow examples

Routing Strategy

- ✓ Creating a Routing Strategy
- ✓ Configure a Call Control Script

Call Recording

- ✓ Creating a Recording Schedule
- ✓ Assign Supervisors Recording Permissions

Cisco WebEx Calling

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prior Knowledge Required		
Course Type	Webex	Course code	CIS:WEBX:CWC
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » PC per attendee with Cisco Webex Teams Software » Phone per attendee » User Profile & Password for WebEx Interface » User Profile & Password for Phone Interface 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course provides the basic knowledge that the end user requires to effectively, call and operate Cisco WebEx Calling using WebEx Teams.

In addition, there will be training provided for users with the mobile app.

COURSE CONTENT

Upon successful completion, Supervisors will be able to:

Managing Your Cisco WebEx Account

- ✓ First Time Login
- ✓ Desktop App

- ✓ The Webex Teams User Interface
- ✓ Navigating the menu

Contacts

- ✓ Add Organise Contacts
- ✓ Contact Groups
- ✓ Add a new Contact Group
- ✓ Change contacts group
- ✓ Add an internal contact
- ✓ Add an External Contact
- ✓ Start a call from Contacts

Call History

- ✓ Delete a call
- ✓ Start a call from the call history
- ✓ Make a call from the Dialpad
- ✓ Make a call from options

Call Handling

- ✓ Place a call on hold
- ✓ Blind Transfer
- ✓ Consult Transfer
- ✓ Conference Call
 - Controlling the audio in a call
 - Controlling video in a call
 - Annotating your content
 - Sharing content in a call

Call Forwarding

- ✓ Activate Call Forward
- ✓ Set up Simultaneous Ring
- ✓ Activate single number reach.

Webex Calling Mobile

- ✓ Using the application on a mobile device
- ✓ Connecting to a cisco device using the app
- ✓ Video and audio calling
- ✓ Using features on the mobile app

Training in other languages

Fast Lane can provide end user training in other languages. For the full list, please see below:

- ✓ Dutch
- ✓ German
- ✓ French
- ✓ Spanish
- ✓ Italian
- ✓ Portuguese
- ✓ Chinese
- ✓ Japanese
- ✓ Arabic
- ✓ Czech
- ✓ Slovak
- ✓ Polish

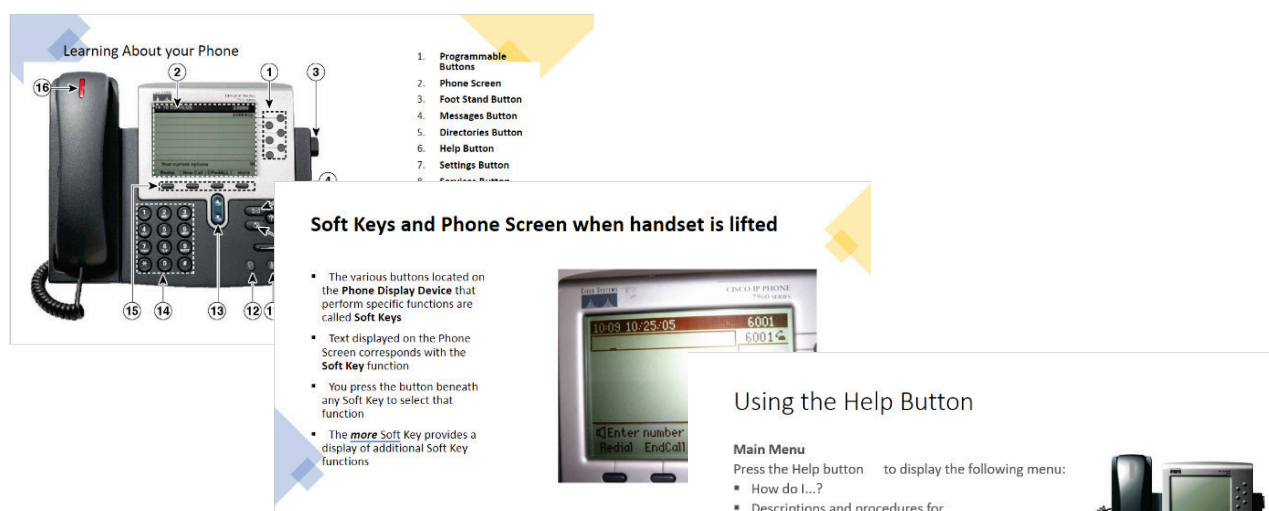
Training Material

Customized End User manuals can be created for both Quick Reference Guides (QRG) and in-depth end user guidance. PowerPoint training presentations can also be created.

Our training team will work with the client to build bespoke training collateral based on client input and their vision in mind.



Example QRG



Example PowerPoint

Bespoke Training Videos

Tailored training videos can also be created to facilitate a blended learning approach. By combining online educational materials and opportunities for interaction using classroom-based learning within a remote environment, ensures the ongoing training needs are covered beyond the initial course delivery. Each video is bespoke, meaning there is consistent branding throughout, and training scenarios reflect the real-world environment specific to the client.

Training videos are concise learning assets that helps to support the intrinsic learning preference to learn by watching and helps create an environment for bite-sized and “microlearning”, this satisfies multiple learning styles and creates a more relaxing, engaging way to learn, leading to greater retention of information.



Example mp4 Video Screenshot

Interactive customized tutorials allow you to create and personalize training scenarios for the Microsoft applications and highlight benefits to the end users. Each section ranges in length from around 30 seconds to 2 minutes.

Online tutorials can be used as part of the pre-migration communication to users, as an aide-mémoire after user migration and to help users navigate through the features of their new system. Additionally, it can be used for new starters as part of an induction program.

Our experienced adoption consultants have been significantly involved in creating the interactive tutorials. Their working knowledge has been transferred to create an informative

and well-designed e-learning tutorial that reflects the best practice in the use of these products.

The final product is delivered as MP4 files. These can be distributed by the company as required, such as the company intranet or SharePoint