Cisco Unified Contact Center Enterprise (UCCE) (IP Communications)

Gary Ford

Cisco Unified Contact Center Enterprise (UCCE) (IP Communications)

Gary Ford

Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) Gary Ford
Cisco Unified Contact Center Enterprise (UCCE)
The complete guide to managing UCCE environments: tips, tricks, best practices, and lessons learned

Gary Ford

Cisco Unified Contact Center Enterprise (UCCE) integrates multiple components and can serve a wide spectrum of business requirements. In this book, Gary Ford, an experienced Cisco UCCE consultant brings together all the guidance you need to optimally configure and manage UCCE in any environment.
The author shares in-depth insights covering both the enterprise and hosted versions of UCCE. He presents an administrator's view of how to perform key UCCE tasks and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics, and many other key topics.
You'll find proven, standardized configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of monitoring and troubleshooting UCCE systems.
Cisco Unified Contact Center Enterprise (UCCE) is an indispensable resource to help you deploy and operate UCCE systems reliably and efficiently.

Gary Ford has spent more than 13 years designing, deploying, and maintaining Cisco telephony and contact center solutions together with several of the world's largest systems integration companies, Cisco ATPs, and customers. He was first introduced to contact centers in 1997 while working for British Telecom (BT) as a test engineer tasked with integrating the GeoTel ICR platform into BT's core telephony network. After Cisco acquired GeoTel, Ford's role evolved to include broader Cisco contact center and unified communications consulting. He holds a bachelor's of engineering degree in computer systems engineering, the status of Chartered Engineer, and several Cisco, Microsoft, and business-related professional qualifications.

·   Understand the Cisco Unified Contact Center product portfolio and platform architecture
·   Choose the right single-site, multi-site, or clustered deployment model for your environment
·   Take a lifecycle services approach to UCCE deployment and application configuration-
—including preparation, planning, design, and implementation
·   Implement traditional, current-generation, and next-generation call routing
·   Master the latest best practices for call flow scripting
·   Understand UCCE's nodes and distributed processes and build a clean system startup sequence
·   Design, implement, and deliver unified CM/IP IVR solutions
·   Set up and efficiently manage UCCE databases
·   Make the most of UCCE's reporting tools
·   Create advanced applications with Data-Driven Routing
·   Effectively maintain any UCCE deployment, including older versions
·   Use a best-practice methodology for troubleshooting, and master valuable, little-known Cisco diagnostic tools

This IP communications book is part of the Cisco Press® Networking Technology Series. IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

Download and Read Free Online Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) Gary Ford

---

From reader reviews:

Joan Rogers:

This Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) book is absolutely not ordinary book, you have after that it the world is in your hands. The benefit you obtain by reading this book is usually information inside this e-book incredible fresh, you will get data which is getting deeper a person read a lot of information you will get. This kind of Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) without we comprehend teach the one who studying it become critical in considering and analyzing. Don't always be worry Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) can bring when you are and not make your tote space or bookshelves' become full because you can have it with your lovely laptop even cell phone. This Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) having fine arrangement in word and also layout, so you will not really feel uninterested in reading.

Mohammed Thomas:

Reading a guide tends to be new life style on this era globalization. With studying you can get a lot of information which will give you benefit in your life. Using book everyone in this world can share their idea. Publications can also inspire a lot of people. A great deal of author can inspire their reader with their story as well as their experience. Not only the story that share in the publications. But also they write about advantage about something that you need example. How to get the good score toefl, or how to teach your young ones, there are many kinds of book that exist now. The authors on earth always try to improve their expertise in writing, they also doing some study before they write on their book. One of them is this Cisco Unified Contact Center Enterprise (UCCE) (IP Communications).

Michael Trumbo:

In this period globalization it is important to someone to find information. The information will make anyone to understand the condition of the world. The health of the world makes the information better to share. You can find a lot of references to get information example: internet, paper, book, and soon. You will see that now, a lot of publisher that print many kinds of book. Typically the book that recommended to you is Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) this e-book consist a lot of the information in the condition of this world now. This specific book was represented just how can the world has grown up. The dialect styles that writer require to explain it is easy to understand. Typically the writer made some exploration when he makes this book. That's why this book ideal all of you.

Sherman Etheridge:

Is it anyone who having spare time in that case spend it whole day simply by watching television programs or just telling lies on the bed? Do you need something totally new? This Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) can be the solution, oh how comes? A book you know. You are so

out of date, spending your extra time by reading in this fresh era is common not a nerd activity. So what these ebooks have than the others?

Download and Read Online Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) Gary Ford #4BOGW9Q5DFI

Read Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford for online ebook

Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford books to read online.

Online Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford ebook PDF download

Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford Doc

Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford Mobipocket

Cisco Unified Contact Center Enterprise (UCCE) (IP Communications) by Gary Ford EPub