

Jason Ball

Cisco Unified Contact Center Enterprise (UCCE) Gary Ford, 2011-06-27 Cisco Unified Contact Center Enterprise UCCE The complete guide to managing UCCE environments tips tricks best practices and lessons learned 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 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 **CCNP and CCIE Collaboration Core CLCOR 350-801 Official Cert Guide** Jason Ball,2023-11-08 Trust the best selling Official Cert Guide series from Cisco Press to help you learn prepare and practice for the CCNP and CCIE CLCOR 350 801 exam Well regarded for its level of detail study plans assessment features and challenging review questions and exercises CCNP and CCIE Collaboration Core CLCOR 350 801 Official Cert Guide Second Edition helps you master the concepts and techniques that ensure your exam success and is the only self study resource approved by Cisco Expert author Jason Ball shares preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills This complete study package includes A test preparation routine proven to help you pass the exam Do I Know This Already guizzes which allow you to decide how much time you need to spend on each section Exam Topic lists that make referencing easy Chapter ending exercises which help

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