



UCCXD v4.0

## ***Deploying Cisco Unified Contact Center Express - Volume 1***

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  - Module Objectives

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**Cisco Unified Contact Center Express Product Overview (Cont'd)**

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## UCCXD v4.0

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## UCCXD v4.0

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## UCCXD v4.0

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## UCCXD v4.0

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## UCCXD v4.0

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UCCXD v4.0

## ***Deploying Cisco Unified Contact Center Express - Volume 2***

### **Cisco Unified Contact Center Express ACD Operations**

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#### **Cisco Unified Contact Center Express**

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## UCCXD v4.0

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## UCCXD v4.0

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## UCCXD v4.0

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## UCCXD v4.0

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## UCCXD v4.0

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## **UCCXD v4.0**

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## UCCXD v4.0

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# Lab Guide

## Overview

This guide presents the instructions and other information concerning the lab activities for the *Deploying Cisco Unified Contact Center Express (UCCXD) v4.0* course. You can find the solutions in the lab activity Answer Key.

## Outline

This guide includes these activities:

Lab 1-1: Sizing Cisco Unified Contact Center Express

Lab 2-1: Review Cisco Unified Contact Center Express Installation

Lab 2-2: Provisioning Telephony and Media

Lab 3-1: Installing the Cisco Unified Contact Center Express Editor

Lab 3-2: Start Your New Script

Lab 3-3: Prompt and Collect Information from a Caller

Lab 3-4: Accessing a Database

Lab 3-5: Loops, Counters, and Decision-Making

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Lab 4-1: Configuring Cisco Unified Contact Center Express

Lab 4-2: Cisco Unified Contact Center Express Scripting

Lab 4-3: Using the Cisco Desktop Work Flow Administrator

Lab 4-4: Advanced Cisco Unified Contact Center Express Scripting Techniques

Lab 4-5: Cisco Unified Contact Center Express Reporting

Lab 5-1: Remote Monitoring

Lab 5-2: Outbound Preview Dialing

Lab 5-3: Agent Email

Lab 5-4: Spoken Names and Automatic Speech Recognition

Lab 6-1: Using the Cisco Unified Real-Time Monitoring Tool