301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

CISCO

ASCCX v11.0 Certification Training

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Our 5 day instructor – led Cisco ASCCX v11.0 (Advanced Scripting for Cisco Unified Contact Center Express) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online incorporates building on the knowledge base and scripting experience learned in the UCCXD class, the student will explore advanced techniques in scripting and overall Cisco Unified CCX functionality. During this five day class the students will use advanced scripting to implement features that extend the functionality of Cisco Unified CCX using many of the tools that are already available in the premium version of the product. This course will :

- Review Cisco Unified CCX environment components
- Create prompt recording tools
- Create a helpdesk script
- Apply common sense principles for scripting and system management, such as:
- Prompt, document, and grammar management
- Using the default script
- Scripting for proper call termination and ending a script
- Abandon rates
- Exception handling
- Check Agent Availability before and after entering queue
- Using Java Methods for Holiday and Time of Day routing
- Setup access and use an external database
- Define and use skills
- Script for conditional routing
- Script for basic callback scenarios
- Setup and use enterprise data and session management
- Script for queuing and scheduled callback scenarios

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Program Level

Advanced

Training Delivery Methods

Group Live

Duration

5 Days / 32 hours Training

CPE credits

26 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A

Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.com
- Phone: 301-582-8200
- Website: www.phoenixts.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class. Online enrolment closes three days before course start date. On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: Complaint Resolution Policy

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: Refund and Cancellation Policy

Duration

5 Days

Course Outline

- Course Introduction
- Lesson 1: Cisco Unified CCX Overview
- Lesson 2: Prompt Recording Utilities
- Lesson 3: Basic ACD Routing
- Lesson 4: Common Scripting Concepts
- Lesson 5: Accessing an External Database
- Lesson 6: Skills Based Routing
- Lesson 7: Advanced ACD Routing
- Lesson 8: Basic ACD Callback Options
- Lesson 9: Enterprise Data and Session Management
- Lesson 10: Advanced ACD Callback Options

Lab Outline

- Lab 1-0: Setting up your VPN and Student CIPC
- Lab 2-1: Prompt Recorder
- Lab 2-2: Emergency Message Recorder
- Lab 3-1: Help Desk Script

- Lab 4-1: Common Scripting Concepts
- Lab 5-1: Database Queries
- Lab 6-1: Skills Based Routing
- Lab 7-1: Advanced ACD Routing
- Lab 8-1: Use Email Notification
- Lab 8-2: Leave Recorded Message via Email
- Lab 8-3: Callback When Queue Times Decrease
- Lab 9-1: Enterprise Data
- Lab 9-2: Session Management
- Lab 10-1: Leave Queued Message with an Option for Callback
- Lab 10-2: Scheduled Callback

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **$4,195**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.