

Cisco Intelligent Contact Manager Part 2 (ICM 2) v7.0

Description

This course is a follow on to the Cisco ICM Product Training Part 1 (ICMP1) v7.0 and provides ICM system administrators, maintenance personnel, and Cisco partners the knowledge and experience necessary to install, set-up, support, and troubleshoot the Cisco Intelligent Contact Management Enterprise Edition. The course covers deployment models, deployment planning, ICM processes, functional descriptions, and fault tolerance. Students will use a basic design (based on the ICMP1 class) and create a duplexed ICM Central Controller with two contact centers. They will build a simple SQL database for use in database routing. After installing the required software, the students will set up their labs, and using the knowledge gained previously in ICMP1, the students will configure and script for their business logic. The course includes monitoring and troubleshooting the Lab built during this class. Support Tools, command line and various other troubleshooting aids and techniques are discussed. This course is based on ICM Enterprise Release 7.0.

Course Objectives

After completing this course the student should be able to:

- Demonstrate an overall understanding of ICM system and environment.
- Demonstrate an overall understanding of ICM Processes
- Use the ICM tools for basic System Administration and troubleshooting.
- Install the software for ICM in a duplexed Enterprise ICM environment.
- Configure and script the ICM to support Business Rules.
- Perform basic troubleshooting and monitor the ICM system.

Student Prerequisites

- Completion of Cisco ICM Product Training Part 1
- Strong working knowledge of MS Windows Server 2003 and Active Directory
- Familiarity with your call center operations (ACD, Network, and any IVR implementations)
- Working knowledge of MS SQL Server 2000
- TCP / IP Networking
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Who Should Attend

- Channel Partner / Reseller
- Customers
- Cisco Employees

**Length of Course**

5 days

Maximum Class Size

12 Students

Class Locations

Bangalore

Course Outline

- Course Introduction
- Architecture and Deployment
- Lab Design
- Lab Software
- Building an ICM Instance
- ICM Monitoring and Troubleshooting