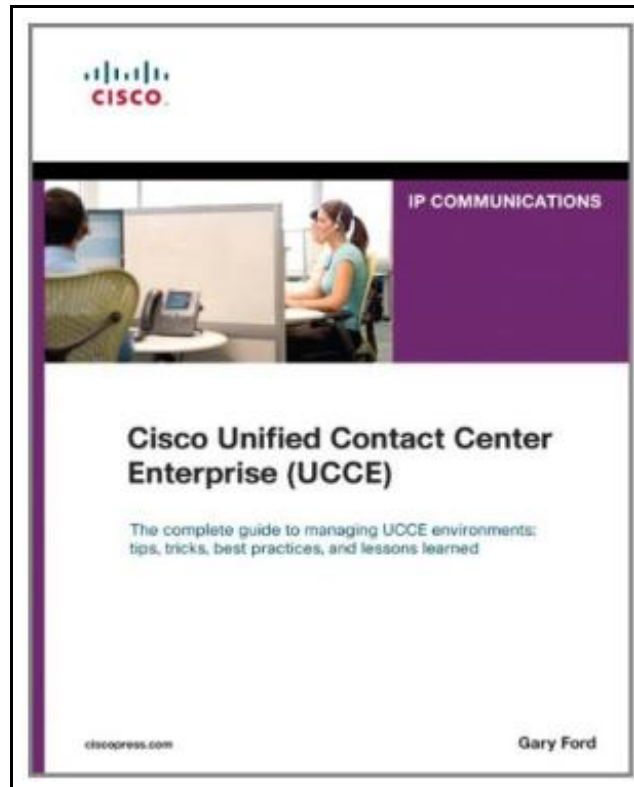# Cisco Unified Contact Center Enterprise (UCCE) (Mixed media product)

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Pearson Education (US), United States, 2011. Mixed media product. Book Condition: New. 226 x 188 mm. Language: English . Brand New Book. 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....

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