

Cisco Live – Las Vegas 2017

What's New for Customer Care Sessions:

- Cisco Spark Care (BRKCCT-1009)
- The Cisco Unified Contact Center Express Ecosystem: No Boundaries (BRKCCT-2301)
- Change the game with APIs in Cisco Contact Center 11.5 (BRKCCT-2340)
- The Connected Digital Experience - How to Integrate Cisco Contact Center into the Customer Journey (PSOCCT-1900)
- Context Service implementation (LABCCT-1301)
- Digital and Mobile Channels with Cisco Contact Center (BRKCCT-1006)
- Cisco Contact Center Enterprise, Feature Design, Deployment, and Troubleshooting (Beginner level) (LTRCCT-1051)
- Developing customer journeys using the Context Service SDK (DEVNET-2325)
- User Experience improvements for Finesse (L&L)
- Single Sign-on (SSO) set up for Unified Contact Center Enterprise (UCCE) Solution (LABCCT-2300)
- Context Service and Customer Care Omni-channel experience (L&L)

Cisco *live!*

Mandalay Bay
Convention
Center/MGM Grand
June 25 - June 29

Over 36 Contact Center
Related sessions

- 15 Technical Breakout sessions
- 1 Product Strategy Overview
- 3 Instructor Led Lab Sessions
- 5 Walk in self-paced labs
- 4 DEVNET sessions
- 6 Lunch and Learns

Shortcut catalog search
for Contact Center sessions:

<http://bit.ly/2nn882e>

Sunday Sessions

ID	Title	Length	Time
TECCT-3002	Contact Center Enterprise Architecture & Design Workshop	9 hours	8:00

Monday Sessions

ID	Title	Length	Time
LTRCCT-1051	Cisco Contact Center Enterprise, Feature Design, Deployment, and Troubleshooting (Beginner level)	4 hr	8:00
PSOCCT-1900	The Connected Digital Experience - How to Integrate Cisco Contact Center into the Customer Journey	60 min	8:00
BRKCCT-2056	Contact Center Reporting : Cisco Unified Intelligence Center	90 min	8:00
Lunch & Learn	User Experience improvements for Finesse	60 min	12:00
Lunch & Learn	Context Service and Customer Care Omni-channel experience	60 min	12:00
BRKCCT-1051	Cisco Unified Contact Center Enterprise, Packaged CCE and CVP Overview and Roadmap	2 hr	1:30
DEVNET-1024	DevNet Workshop - Finesse APIs: Getting Started with the REST APIs and XMPP Events	45 min	3:00
BRKCCT-1011	Cisco Unified Contact Center Express Update and Roadmap	90 min	4:00
BRKCCT-1002	Hosted Collaboration Service Contact Center Solution and Design Implementation Overview	90 min	4:00

Tuesday Sessions

ID	Title	Length	Time
LTRCCT-3051	Cisco Contact Center Enterprise: Design, Deployment, and Troubleshooting	4 hr	8:00
BRKCCT-2035	Introduction to New Features and Troubleshooting Unified Contact Center Express 11.5	2 hr	8:00
Lunch & Learn	Contact Center Enterprise	60 min	12:00
Lunch & Learn	Virtual Voice Browser - Deep Dive	60 min	12:00
BRKCCT-3005	Solution Troubleshooting for Unified Contact Center Enterprise	2 hr	1:30
DEVNET-1692	DevNet Workshop - Creating a Custom Gadget Using the Finesse Javascript Library API	45 min	3:00
BRKCCT-2085	Getting started with Contact Center Enterprise SSO deployment and best practices	90 min	4:00
BRKCCT-2301	The Cisco Unified Contact Center Express Ecosystem: No Boundaries	90 min	4:00

Wednesday Sessions

ID	Title	Length	Time
TECCCT-2022	Customer Voice Portal Technical Seminar: Planning, Design and Troubleshooting	4 hr	8:00
LTRCCT-2010	Cisco Contact Center Express 11.5 and Beyond: Feature Design, Deployment, and Troubleshooting	4 hr	8:00
BRKCCT-1005	Context Service: cloud-based omnichannel solution for Contact Center Enterprise and Express	2 hr	8:00
Lunch & Learn	Packaged Contact Center Enterprise	60 min	12:00
Lunch & Learn	Cisco Unified Contact Center Express	60 min	12:00
DEVNET-1024	DevNet Workshop - Finesse APIs: Getting Started with the REST APIs and XMPP Events	45 min	11:00
BRKCCT-1006	Digital and Mobile Channels with Cisco Contact Center	2 hr	1:30
BRKCCT-2007	Cisco Unified Contact Center Enterprise Planning and Design	2 hr	1:30
DEVNET-2325	Developing customer journeys using the Context Service SDK	45 min	2:00
DEVNET-1692	DevNet Workshop - Creating a Custom Gadget Using the Finesse Javascript Library API	45 min	3:00
BRKCCT-1009	Cisco Spark Care	90 min	4:00

Thursday Sessions

ID	Title	Length	Time
BRKCCT-2340	Change the game with APIs in Cisco Contact Center	90 min	8:30
BRKCCT-1031	Cisco Finesse - The Next Generation Agent Collaboration Experience	90 min	10:30
DEVNET-1130	Cisco Enterprise Customer Care Platform and APIs	45 min	11:00

Lab: Walk-in Self-Paced (WISP)

ID	Title
LABCCT-1011	CUIC Scheduled reports with Email integration for UCCX
LABCCT-1301	Cloud Context Service Implementation in Unified CCE Solution
LABCCT-2300	Single Sign-on (SSO) set up for Unified Contact Center Enterprise (UCCE) Solution
LABCCT-2012	UCCE Solutions - Hands on Cisco Virtualized Voice Browser (CVVB) and Customer Voice Portal (CVP) features
LABCCT-2011	Configuring Cisco Finesse IP Phone Agent Feature on UCCX 11.x