



SNEAK PEEK

## UCCE Solution Troubleshooting Based on Comprehensive Call Flow for CVP and IP IVR Deployment Models

October 22<sup>nd</sup>, 2020

with Konstantin Vaksin & German Manvelyn

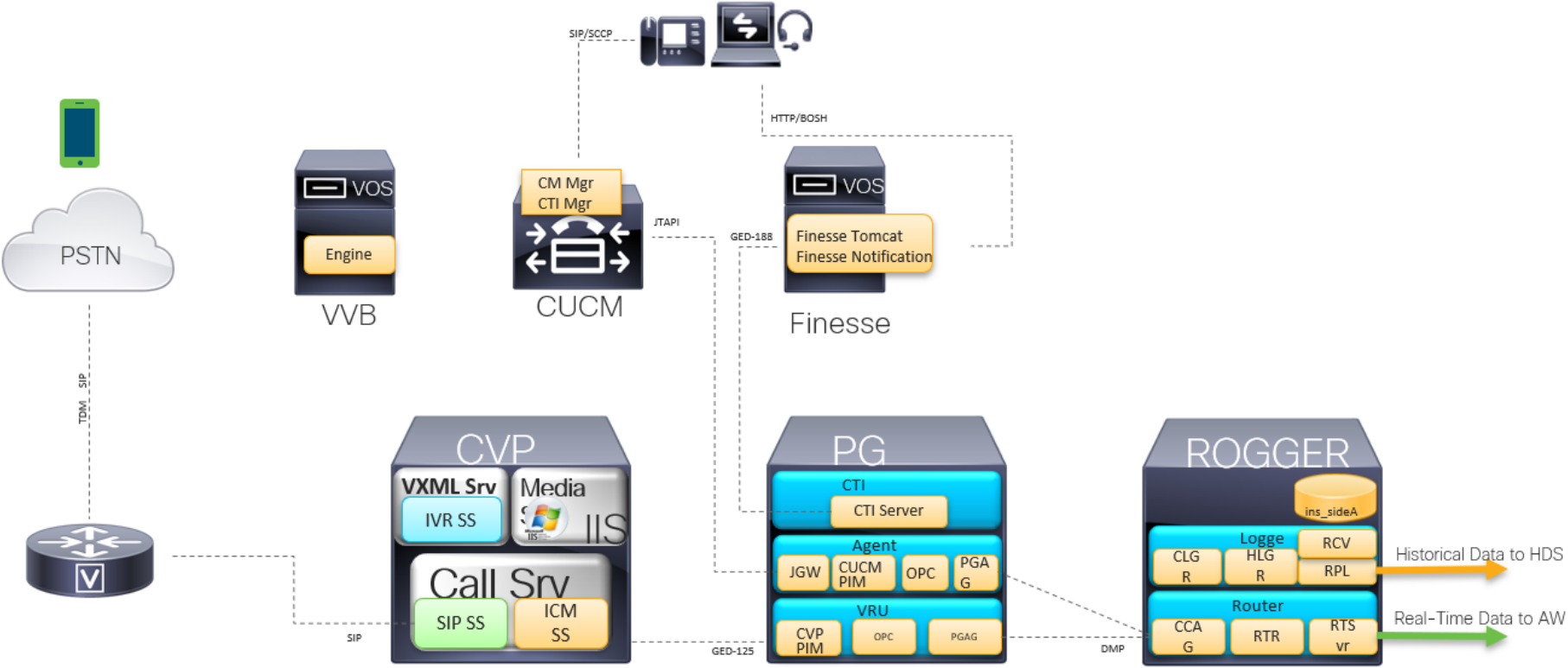
Register Now: <http://bit.ly/WebexUCCEOct>



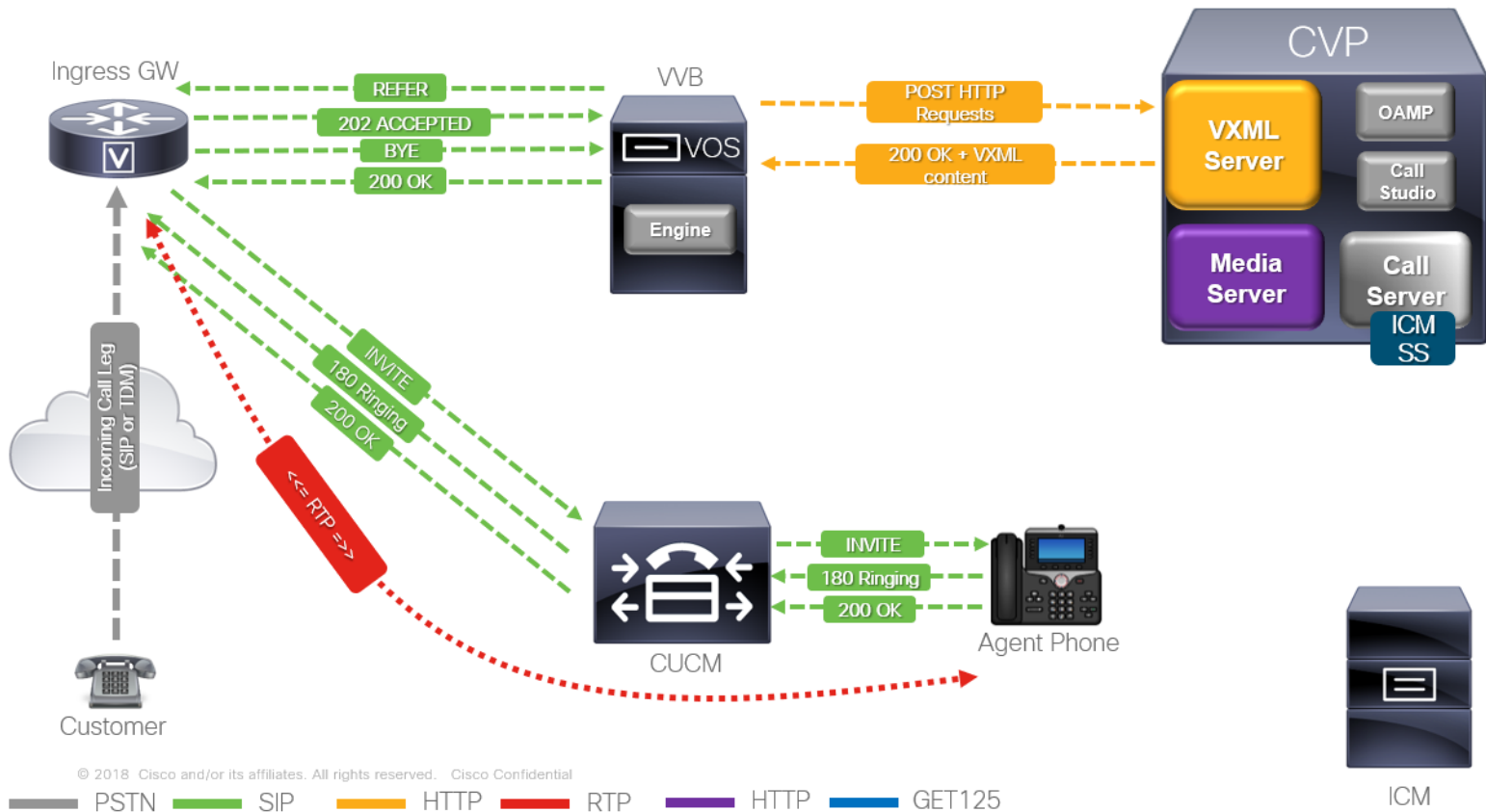
# Agenda

- 1 CVP Comprehensive Call Flow
- 2 CVP Standalone Call Flow
- 3 IP IVR Call Flow
- 4 IP IVR Standalone Call Flow

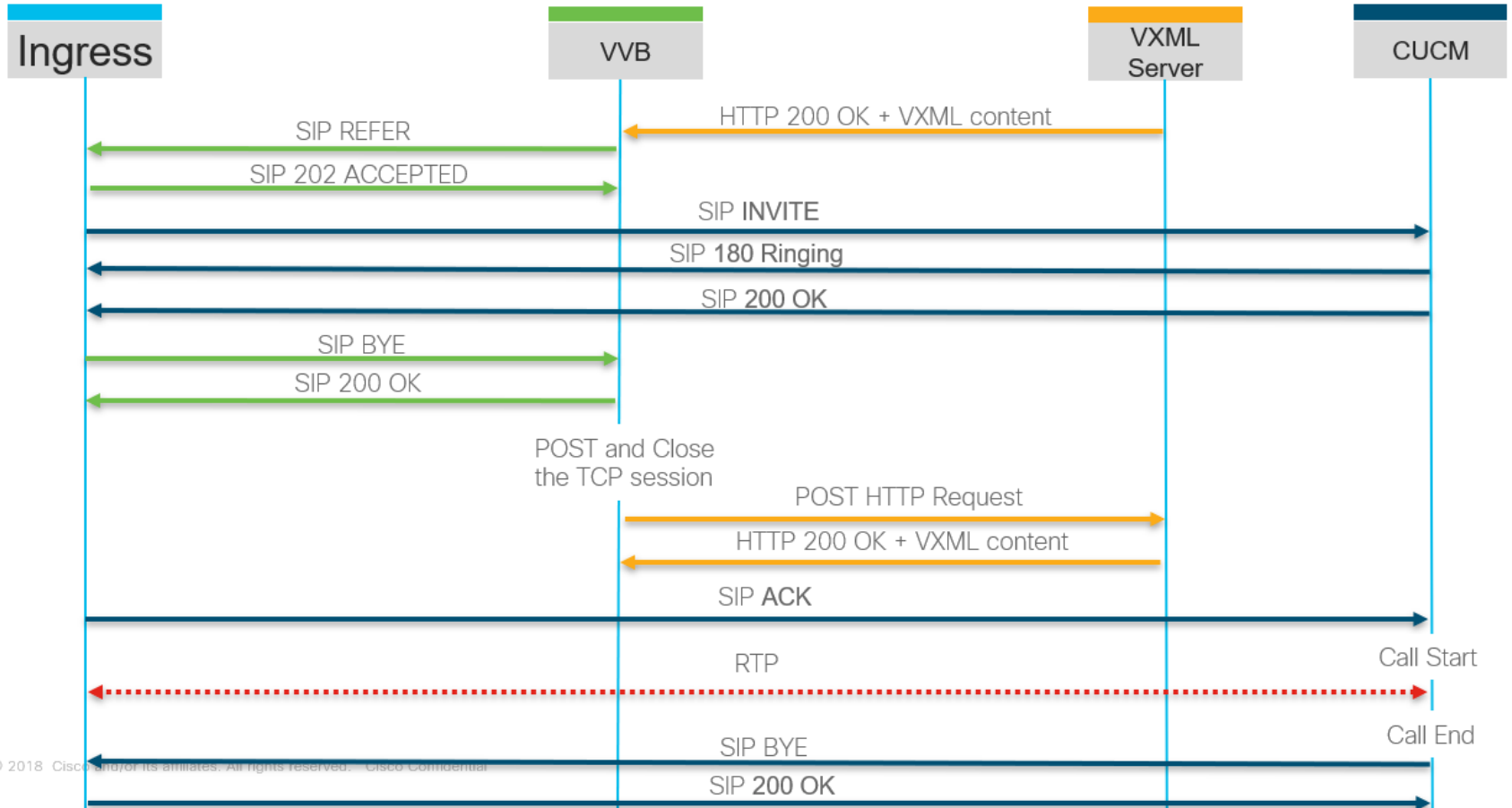
# Comprehensive Call Flow



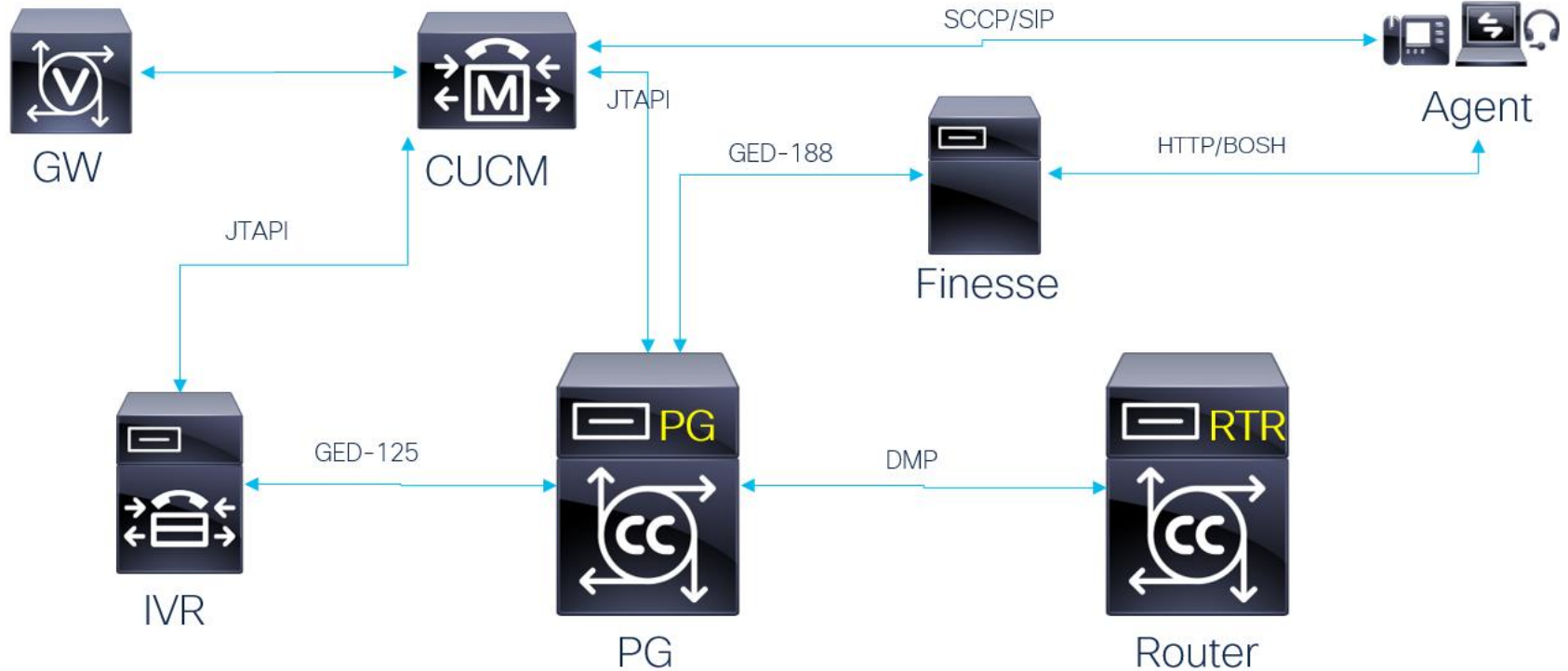
# CVP Standalone Call Flow



# CVP Standalone Call Flow (without ICM lookup)



# Unified Deployment Model within Unified CCE



Check out some additional information on Contact Center on the Cisco Community or Cisco.com

Unified Contact Center Express documents:

<https://community.cisco.com/t5/custom/page/page-id/search?filter=location:4691-docs-collaboration-voice-video&q=UCCE&mode=board>

If you are not yet a registered user on the community, [Click here](#) to register and become an active participant on the community.



Hope you enjoyed this little peek into the live event.  
Remember it was just a peek. October 22<sup>nd</sup> you get a chance to see the whole thing.



Register Now: [http://bit.ly/WebexUCCEOct\\_](http://bit.ly/WebexUCCEOct_)

At the event you will be able to learn so much more and get a chance to submit questions for the expert to answer during the session.  
We'll see you there!