

Cisco Unified Contact Center Enterprise Solution 10.0 TOI

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Partner TOI Web Ex Recordings

Below is a list of the Enterprise Solution recorded 10.0 TOIs and trainings.

You can view the the TOI Top of Mind Session where we covered the live Q&A on the Top of Mind Pager here - [Customer Collaboration ToM Webinar Series](#)

Additionally you can find a transcript of the questions which were covered here - [10.0 Partner TOI Q&A\[1\].docx](#)

Topic	Duration
Unified Contact Center Enterprise	
Unified Contact Center Enterprise 10.0 Overview https://cisco.webex.com/ciscosales/lsr.php?RCID=8a0371e728c15220b3c440832d91794f	8 Minutes
10.0 Features, Agent Requests Intro, Departmental Hosting, Outbound Features, ODBC (demo included) https://cisco.webex.com/ciscosales/lsr.php?RCID=8a0371e728c15220b3c440832d91794f	1 hour 18 Minutes
10.0 Miscellaneous Features, Database Improvements https://cisco.webex.com/ciscosales/lsr.php?RCID=0bedbaa2ded36bd4c85cc26a688353fe	5 Minutes
Unified Contact Center Enterprise 10.0 TOI PPT	PPT
Packaged CCE	
Packaged CCE 10.0 Overview Packaged CCE 10.0 Overview (video)	12 Minutes
Packaged CCE 10.0: System Inventory, Server Status & Notification https://cisco.webex.com/ciscosales/lsr.php?RCID=e8a920c021b9d63c982c5ff068ebf7a1	31 Minutes

Packaged CCE 10.0: Departments, Simplified Admin & Roles Management (includes demo) https://cisco.webex.com/ciscosales/lsr.php?RCID=b13f9088cf564dc308e0a011ea168552	23 Minutes
Packaged CCE 10.0: One Click Log Collection, Usability & Accessibility Enhancements https://cisco.webex.com/ciscosales/lsr.php?RCID=36d92be015bf4f11bf857b7443db87be	24 Minutes
Packaged CCE 10.0: Golden Template Enhancements, Additional Tools - installation & Migration (includes demo) https://cisco.webex.com/ciscosales/lsr.php?RCID=0fd28ccaef935c71db06655846bb4b51	22 Minutes
Live Data	
Live Date Reporting 10.0: Motivation, Live Data Components & Interfaces (includes demo) https://cisco.webex.com/ciscosales/lsr.php?RCID=67db0c61fa132a9899fa41a2e40aa37a	16 Minutes
Live Data Reporting 10.0 (part 1) https://cisco.webex.com/ciscosales/lsr.php?RCID=2e1941c0c7dda96b89a1f7e46f6d2943	38 Minutes
Live Data Reporting 10.0 (part 2) https://cisco.webex.com/ciscosales/lsr.php?RCID=04a6ab615f73c10b1de8431b0824bd1d	16 Minutes
SocialMiner	
SocialMiner 10.0 Overview PPT	PPT
SocialMiner 10.0 New Features PPT	PPT
Finesse	
Finesse 10.0 Overview PPT	PPT
Customer Voice Portal	
CVP Features and Roadmap	28 Minutes
CVPAPI	39 Minutes
Service Fulfillment & Assurance Lab	1 Hour 3 Minutes

Serviceability Improvements: VXML Service License Counting	32 Minutes
VRU Type Simplification for CVP	20 Minutes
Scaling Up CVP Solutions to Support Large Number of Media Files	18 Minutes
Specification-based Hardware Support for CVP Virtualization	15 Minutes