



CCE Sales Engineering

Certification Training

Course Description

The Enghouse Interactive Sales Engineering Certification confirms that the candidate has a level of technical proficiency necessary to discuss, design and propose Enghouse Interactive Contact Center Enterprise (CCE) solutions. This training course helps prepare candidates for the CCE Sales Engineering Certification Exam. At the conclusion of the course, candidates will have a two (2) week window to complete their certification exam.

Products Covered

- CCE core modules include IType (Voice, Web, Email, SMS, Dialer), Architecture, System Configuration, Server roles, Multi-Node Redundancy, Sizing, and additional Features (Survey Manager, WFM integrations, Screen-pops)
- Core applications include iAgent, System Manager, Configuration Manager, Decision Manager-Reports, Interaction Vault, Resource Manager, ADAPT, and Studio.

Audience: Sales Engineers, Design Engineers, Application Specialists, Contact Center Specialists

Course Outline

Introduction and Overview

- Class Expectations
- Enghouse Interactive Overview
 - Company
 - Sales Structure
 - Contact Details

Product Highlights

- Usage Stories
 - Where this product fits
 - How it benefits you as a partner
- Multimedia Contact Center
 - iAgent
 - Resource Manager
- Reporting
 - Decision Manager
 - Interaction Vault
 - Custom Reports
- System Configuration
 - Configuration Manager
 - System Manager
 - Queued Interaction Manager
- Advanced Services
 - ADAPT
 - Studio
- Portfolio Integration

Integration and Interoperability

- CTI/PBX/UC Requirements
 - Supported PBX/UC platforms
 - Licenses
 - Services
- Server and Client Requirements
 - CCE Components
 - Platform Support
 - Operating Systems
 - SQL Server
 - Server Sizing
 - 3rd Party Hardware
- External Considerations
 - Network Infrastructure
 - Server / Client Messaging
 - Email Integration
 - Web Server Integration
 - SMS Server Integration

System Design

- Architecture
 - Single Site
 - Multi-Site
 - Local Redundancy
 - High Availability
 - Disaster Recovery

Product Licensing

- iType
- IVR Port
- Multi-node
- Additional Features

RFP

- Qualifications
- Reviews and response
- Timeline

Certification Exam Process

Certification Exam Registration

The Enghouse Interactive Contact Center Enterprise Sales Engineer Certification Exam involves taking a contact center opportunity that you've been involved in in the past and configuring a proper Enghouse Interactive solution for that opportunity. You'll be asked to request a quote/resources from our SE team, design an optimized solution, justify your reasoning, and present it to the team.

