



DATA SHEET

CISCO CUSTOMER VOICE PORTAL IMPLEMENTATION VERSION 3.0

Cisco® Customer Voice Portal Implementation (CVPI) is a hands-on instructor-led course that presents the topology of the Cisco Systems® CVP's three deployment models—queue and transfer, standalone, and full feature. The course focuses on installation, configuration, and scripting for the full feature deployment model, which includes the queue and transfer and standalone models.

Lab exercises address the configuration of Cisco CVP product components as well as external components including gateways, gatekeepers, Cisco CallManager, intelligent contact management (ICM), and CVP Studio so as to properly interface with Cisco CVP. The course addresses Cisco CVP serviceability issues such as troubleshooting, redundancy, failover, and remote monitoring. The purpose of the course is to enable a learner to achieve working-level competency for working with CVPv3.0.

DURATION

Four Days

TARGET AUDIENCE

The primary audience for this course includes:

- Telecommunications and network engineers responsible for configuring, implementing, troubleshooting, and managing a Cisco CVP in an enterprise or service provider environment
- Telecommunications and network architects responsible for designing Cisco CVP deployments
- Systems engineers and sales engineers responsible for recommending and deploying Cisco CVP
- Partners involved with implementing ICM deployments that require the features and functionality of Cisco CVP

PREREQUISITES

To fully benefit from CVPIv3.0, students must have attended the following prerequisite courses and possess the following skills and knowledge:

- Interconnecting Cisco Network Devices (ICND) course
- Cisco IP Telephony part 1 (CIPT1) course
- Cisco Voice over IP (CVOICE) course
- Implementing Cisco Voice Gateways and Gatekeepers (GWGK) course
- Cisco ICM/NAM Product Training (ICMPT) course
- Telephony experience—IP and legacy
- Contact center experience
- Basic networking knowledge
- Cisco IOS® Software CLI familiarity
- Working knowledge of Cisco CallManager
- Gateway and gatekeeper for H.323 networks

- Microsoft Windows 2000 Server

COURSE OUTLINE

The course contains these components:

- Course Introduction
- Lesson 1: Cisco CVP 3.0 Product Overview
- Lesson 2: Software Installation and Configuration
- Lesson 3: Creating and Using Scripts
- Lesson 4: ASR and TTS
- Lesson 5: Building External VXML Applications with CVP Studio
- Lesson 6: Alarms, Logs, and Reports
- Lesson 7: Troubleshooting Cisco CVP

LAB OUTLINE

- Lab Exercise 2-1: Installation and Configuration
- Lab Exercise 3-1: Creating a Script
- Lab Exercise 4-1: Configuring CVP for ASR/TTS and Building an ASR/TTS Script
- Lab Exercise 5-1: Create a VXML Application
- Exercise 6-1: Generating Reports
- Exercise 7-1: Cisco CVP Problem Resolution

REGISTRATION INFORMATION

For more information about schedules and registration for this course, please contact aeskt_registration@cisco.com.

For more information on Advanced Services Education course offerings, as well as Curriculum Planning Services and custom training options, refer to the AS Education Website at www.cisco.com/go/ndm.

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