



versions of UCCE. He presents an administrator ' s view of how to perform key UCCE tasks and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics, and many other key topics. You ' ll find proven, standardized configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of monitoring and troubleshooting UCCE systems. Cisco Unified Contact Center Enterprise (UCCE) is an indispensable resource to help you deploy and operate UCCE systems reliably and efficiently. · Understand the Cisco Unified Contact Center product portfolio and platform architecture · Choose the right single-site, multi-site, or clustered deployment model for your environment · Take a lifecycle services approach to UCCE deployment and application configuration— including preparation, planning, design, and implementation · Implement traditional, current-generation, and next-generation call routing · Master the latest best practices for call flow scripting · Understand UCCE ' s nodes and distributed processes and build a clean system startup sequence · Design, implement, and deliver unified CM/IP IVR solutions · Set up and efficiently manage UCCE databases · Make the most of UCCE ' s reporting tools · Create advanced applications with Data-Driven Routing · Effectively maintain any UCCE deployment, including older versions · Use a best-practice methodology for troubleshooting, and master valuable, little-known Cisco diagnostic tools This IP communications book is part of the Cisco Press® Networking Technology Series. IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

Cisco® Nexus switches and the new NX-OS operating system are rapidly becoming the new de facto standards for data center distribution/aggregation layer networking. NX-OS builds on Cisco IOS to provide advanced features that will be increasingly crucial to efficient data center operations. NX-OS and Cisco Nexus Switching is the definitive guide to utilizing these powerful new capabilities in enterprise environments. In this book, three Cisco consultants cover every facet of deploying, configuring, operating, and troubleshooting NX-OS in the data center. They review the key NX-OS enhancements for high availability, virtualization, In-Service Software Upgrades (ISSU), and security. In this book, you will discover support and configuration best practices for working with Layer 2 and Layer 3 protocols and networks, implementing multicasting, maximizing serviceability, providing consistent network and storage services, and much more. The authors present multiple command-line interface (CLI) commands, screen captures, realistic configurations, and troubleshooting tips—all based on their extensive experience working with customers who have successfully deployed Nexus switches in their data centers. Learn how Cisco NX-OS builds on and differs from IOS Work with NX-OS user modes, management interfaces, and system files Configure Layer 2 networking: VLANs/private VLANs, STP, virtual port channels, and unidirectional link detection Configure Layer 3 EIGRP, OSPF, BGP, and First Hop Redundancy Protocols (FHRPs) Set up IP multicasting with PIM, IGMP, and MSDP Secure NX-OS with SSH, Cisco TrustSec, ACLs, port security, DHCP snooping, Dynamic ARP inspection, IP Source Guard, keychains, Traffic Storm Control, and more Build high availability networks using process modularity and restart, stateful switchover, nonstop forwarding, and in-service software upgrades Utilize NX-OS embedded serviceability, including Switched Port Analyzer (SPAN), Smart Call Home, Configuration Checkpoint/Rollback, and NetFlow Use the NX-OS Unified Fabric to simplify infrastructure and provide ubiquitous network and storage services Run NX-OS on Nexus 1000V server-based software switches This book is part of the Networking Technology Series from Cisco Press®, which offers networking professionals valuable information for constructing efficient networks, understanding new technologies, and building successful careers.

Master the basics of data centers to build server farms that enhance your Web site performance Learn design guidelines that show how to deploy server farms in highly available and scalable environments Plan site performance capacity with discussions of server farm architectures and their real-life applications to determine your system needs Today's market demands that businesses have an Internet presence through which they can perform e-commerce and customer support, and establish a presence that can attract and increase their customer base. Underestimated hit ratios, compromised credit card records, perceived slow Web site access, or the infamous "Object Not Found" alerts make the difference between a successful online presence and one that is bound to fail. These challenges can be solved in part with the use of data center technology. Data centers switch traffic based on information at the Network, Transport, or Application layers. Content switches perform the "best server" selection process to direct users' requests for a specific service to a server in a server farm. The best server selection process takes into account both server load and availability, and the existence and consistency of the requested content. Data Center Fundamentals helps you understand the basic concepts behind the design and scaling of server farms using data center and content switching technologies. It addresses the principles and concepts needed to take on the most common challenges encountered during planning, implementing, and managing Internet and intranet IP-based server farms. An in-depth analysis of the data center technology with real-life scenarios make Data Center Fundamentals an ideal reference for understanding, planning, and designing Web hosting and e-commerce environments.

- This is the latest practice test to pass the 300-610 Designing Cisco Data Center Infrastructure (DCID) Exam. - It contains 60 Questions and Answers. - All the questions are 100% valid and stable. - You can reply on this practice test to pass the exam with a good mark and in the first attempt.

Cisco Unified Customer Voice Portal Building Unified Contact Centers Rue Green, CCIE® No. 9269 The definitive guide to deploying Cisco Unified Customer Voice Portal IVRs in any contact center environment Thousands of companies are replacing legacy ACD/TDM-based contact centers with pure IP-based unified contact center solutions. One of these solutions is quickly earning market leadership: Cisco Unified Customer Voice Portal (CVP). Now, one of the leading Cisco CVP experts brings together everything network and telephony professionals need to successfully implement production Interactive Voice Response (IVR) solutions with CVP: architectural guidelines, deployment best practices, detailed insights for design and sizing, and more. CCIE Rue Green guides you through designing unified contact centers with CVP, and deploying proven infrastructures to support your designs. The author first explains CVP ' s architecture, outlining its key advantages and opportunities for integration and illuminating the design challenges it presents. Next, he guides you through addressing each of these challenges, covering all CVP components and tools and offering detailed insights available in no other book. Using this book ' s detailed working configurations and examples, you can minimize configuration errors, reduce downtime, strengthen monitoring, and drive maximum value from any CVP-based unified call center solution. Rue Green, CCIE No. 9269 (Routing & Switching and Voice), CISSP, MCSE, MCITP is a Technical Leader for the Customer Collaboration Service Line within Cisco Advanced Services, where he focuses on unified contact center architectures and deployment methodologies. He currently acts in a delivery architect role for Unified CVP, Unified ICM, and Cisco Unified Communications Manager for Unified Contact Center Solutions. He has spent the last 21 years working within different roles related to the architecture, design, and implementation of large voice and data networks, including several years working with complex contact center solutions. · Discover CVP ' s powerful capabilities and advantages · Understand how CVP ' s components fit together into a unified architecture · Utilize CVP native components: Call Server, VXML Server, Reporting Server, Operations Console Server, and Cisco Unified Call Studio · Integrate non-native components such as IOS devices, Unified ICM, UCM, content load balancers, and third-party servers · Choose the right deployment model for your organization · Implement detailed call flows for Standalone, Call Director, Comprehensive, and VRU-only deployment models · Design Unified CVP for high availability · Efficiently deliver media via streaming, caching, and other techniques · Address crucial sizing, QoS, network latency, and security considerations · Successfully upgrade from older versions or H.323 platforms · Isolate and troubleshoot faults in native and non-native CVP components · Design virtualized Unified CVP deployments using UCS This IP communications book is part of the Cisco Press® Networking Technology Series. IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

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