Enghouse Interactive

CC Support Engineer Level 2 Support Course

Technical Training [CCSE200]

Overview

CC Support Engineer L2 (CCSE200) course is intended for Partner Engineers who wish to become certified to offer CC Level 2 support to their customers. It is a blended course consisting of online/self-paced learning and Instructor lead (face-to-face/virtual) sessions designed to enable engineers to provide L2 support for CC Core components.

Delivery	Duration	Price
Blended	Approx. 40 hours	AUS/NZ $3,000 (ex GST) per person

Audience

Partner Support L1/L2 Engineers and Installation Engineers

Objectives

Upon course completion participants will be able to:

- Qualify the issue logged by the user, i.e. feature set, configuration, user fault, product issue/bug, environment/3rd-party issue

- Fix all configuration related issues

- Perform advanced system diagnostics and fault finding

- Use appropriate troubleshooting tools and techniques; enable appropriate traces and collect specific log files for analysis

- Apply software patches and updates

- Perform system maintenance: backups, OS updates etc.

- Escalate to Level 3/ Level 4 Support following Enghouse Interactive Support Procedure

Upon course completion engineers will be qualified to support the following:

CC/QMS Module	Level 1 [CCHD100]	Level 2 [CCSE200]
CC Voice Queuing (including Callback)	✓	✓
CC Email Queuing Integration	✓	✓
CC Web Chat Queuing Integration	✓	✓
CC Voicemail and Unified Messaging for Exchange (n/a for SfB platform)	✓	✓
CC Snapshot (Real Time Statistics)	✓	✓
CC Redundancy	✓	✓
CC Client Applications (TouchPoint and TP Console)	✓	✓
QMS Server Maintenance	✓	n/a
QMS User Support	✓	n/a

Prerequisites

- Successful completion of Help Desk (Support L1) Course [CCHD 100]
- SQL Server concepts and operation
- Networking fundamentals: firewalls, ports, network layers and protocols
- Windows Server fundamentals (2008/2012/2016): permissions, services, patching
- Active Directory principles and management
- Telephony background: familiar with PBX programming/scripting on at least one of the supported platforms (NEC, CISCO, IP Office, Lync/Skype for Business)
- General understanding of CTI solution

Duration

Approximately 18 hours of self-learning and 24 hours of Instructor lead sessions delivered face-to-face or in virtual classroom environment.

Delivery

This course is delivered via a blend of mode which includes completion of learning and activities via Enghouse Interactive online learning portal (Litmos®) and attendance of 3-day (24 hours) instructor lead classroom/webinar sessionsAssessment

Other Requirements

Partner is responsible for provisioning and maintaining their own CC lab environment during student learning and for ongoing customer support (serving as a lab/test environment). This environment can be an existing production or demo system. It is the Partner's responsibility to set the boundaries defining how the environment can be used and what level of change control should be enforced/followed. Enghouse Interactive takes no responsibility for student/internal staff making changes to their internal CC environment (being a dedicated lab system or a production/demo system). Enghouse Interactive will supply software and a 1-year timed license for the lab system.

Please contact the Enghouse Interactive trainer for Lab System Specification requirements.

Assessment

Competency is assessed using a variety of assessment methods that include Quizzes, Practical Exercises and a Certification Exam (pass mark is 85%).