



CISCO IP CONTACT CENTER EXPRESS SPECIALIST

Acronym/Nickname

Certification Body

CISCO

Description

The Cisco IP Contact Center (IPCC) Express Specialist certification validates the comprehensive set of skills and knowledge required to plan, design, implement, and operate the Cisco Unified Contact Center Express (Formerly the Cisco IPCC Express Edition).

Certification Level

Specialist

Covered competencies

By earning specialist certifications, network professionals can enhance their core networking knowledge in technologies such as security, IP Communications, and wireless.

Requirements

642-164 UCCX
OR
642-162 IPCCX
Last day to test 3/16/08

Target

experienced technical professionals, and those who have earned associate or professional-level Cisco Career Certifications.

Career Path

Various tracks—such as Routing and Switching, Network Security, and Service Provider—are available, so that you can match your certification path to your job role or industry.

Authorized Testing

Indicative Fee*

Certification Schedule*

Center:

PEARSON VUE

* Fees and schedules are subject to change without prior notice, please get in touch with certification body through contact details below

Recommended/Preparatory Training

- CRS 4.0 Products Overview
- CRS Design and Ordering
- CRS Installation and Configuratio
- CRS Script Editor
- Basic Script Editor Steps
- Caller Input
- Database Access
- Logical Operations
- Caller Transfer
- Additional Editor Steps
- MRCP Speech Technologies
- VXML and Example Scripts
- Configuring Unified CCX
- Desktop Administration
- Remote Monitoring
- CRS Reports
- Backup and Restore Process
- Servicing and Troubleshooting
- CRS Release 4.5 Overview
- CRS Release 4.5 Installation
- CRS Release 4.5 Administration
- CRS Release 4.5 Contact Center

Where to get more information:

http://www.cisco.com/web/learning/le3/le2/le41/le79/le52/learning_certification_type_home_extra_level.html

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 AMA Computer College (Cebu City) 6332 2550553
 Lexysoft Corporation Facility 63-32-233-6350
 MISNet Inc. - Cebu City +63 (0)32 2531536
 AMA Computer College (Davao City) 63 82 2215193
 Digital Interface Institute, Inc. (63-82)-2211256
 Infomate Computer Systems 35-225-4715
 Touch Solutions Inc. 632 7051421/ 109
 AMA Computer College (Makati City) 2 3733901 LOC 8325
 Datacraft Philippines Inc +632 7847000
 Mapua Institute of Technology 63-02-524-5572
 New Horizons of Makati, Philippines +632-840 5000
 Database Wizards Inc. 632 7574889
 International Academy of Management and Economics 632-7572608 EXT.15
 Nexus Technologies INC. Training Division 63 2 8674409
 MISNet Inc. 63 2 751-2871
 Ng Khai Development Corporation (63-32) 343-7734
 Southeastern College 02-831-75-32
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