



CISCO UNIFIED CONTACT CENTER ENTERPRISE SPECIALIST CERTIFICATION

May 18, 2015

Overview:

A new Cisco specialist certification is now available for Cisco Unified Contact Center Enterprise (UCCE). This is an individual certification which demonstrates proficiency in the design, deployment, administration, and support of Cisco UCCE solutions.

Certification Exams:

Individuals must pass the following two exams to achieve the new certification:

- Designing Cisco Unified Contact Center Enterprise: Exam # 600-455
- Implementing and Supporting Cisco Unified Contact Center Enterprise: Exam # 600-460

For more information on the UCCE specialist certification and exams please visit:

https://www.cisco.com/web/learning/certifications/specialist/collab/spec_ucces.html

Cisco Authorized Technology Provider (ATP) Accreditation:

Existing ATP Partners- Existing Cisco contact center ATP partners will have until their next recertification date to have designated personnel achieve the Designing exam (SE role) and the Implementing & Supporting exam (DE/TS role). Partner personnel are also encouraged to obtain the new UCCE specialist certification.

New ATP Partners- Companies who seek first-time accreditation as a Cisco contact center ATP partner will need designated personnel to achieve the the Designing exam (SE role) and the Implementing & Supporting exam (DE/TS role). Partner personnel are also encouraged to obtain the new UCCE specialist certification.

For more information on Cisco UCCE ATP requirements please visit:

http://www.cisco.com/web/partners/pr11/atp/ucc_enterprise/index.html