

Avaya Aura Core Components: 5 Days

Avaya Aura CM and Gateways

Avaya Aura Communication Manager and Gateways Implementation and Support
Avaya Aura Communication Manager (CM) Hardware (Servers, Media Gateways, and Branch Gateways, Avaya Aura CM Software, Architecture, Protocols and Features Avaya Aura Administration, Alarms Troubleshooting.

Avaya Session Manager

Session Manager Architecture and Redundancy, Session Manager Installation Overview , Session Manager Administration, Survivable Remote Session Manager

System Manager

System Manager Overview, Geographic Redundancy, Managing Elements, System Manager Configuration, Solution Deployment, Security

Avaya Application Enablement Services

Integrating AES with Avaya Aura CM,Administering Communication Manager for AE Services, User Management Administration, Security Administration, AE Services Administration, Certificate Management, Call Recorder Integration with AES

Session Border Controller

Hardware Overview, Deployment Process, SBCE Configuration,Managing and Administering SBC Systems, Enabling SBC Services

Avaya Experience Portal

User Management System, Configuration Server and DB Administration, Media Processing Platforms, Experience Portal Management, Intelligent Customer Routing, Managed Applications Reports
,POM Agent less campaign, Call Back Assist functionality

Avaya Aura Messaging

Solution features, components, architecture, and topologies,Setting up flexible storage with the additions of using Exchange Store or VMware Zimbra store, Adding a mail gateway utilizing native and fax server options, Performing standard administrative tasks for Avaya Aura Messaging, User Features Administering third-party products , Interpreting logs and reports

CMS

CMS Architecture,CMS Track Data, CMS Data Archiving, Historical Data Storage,Hardware Platform,High Availability, CMS Features and Licenses,Types of CMS Reports

Avaya IP Office Administration: 5 Days

- Understand the IP Office 500 v2 and the IP Office Server Editions features and functions
- Know the licensing required for IP Office
- Describe the different components and hardware for both IP Office 500 v2 and Server Edition
- Navigate Web Management and Manger for system configuration
- Create and modify Users
- Understand Users working with Voicemail
- Understand, Button Programming for Users
- Understanding Hot Desking and agent working
- Create User Rights and Templates for ease of allocating features
- Create and configure Hunt Groups
- Understand how to use Hunt Group Overflows
- Utilize Time Profiles for Day and Night service working
- Understand how to configure automatic and manually night service.
- Create and use Short codes
- Set up the System Directory
- Understand Line configuration
- Identify how to rout DDI/DID numbers to different destinations
- Understand how to Back up your systems configuration
- Create a VOIP extension and user
- Compare Voicemail Pro and Embedded Voicemail
- Overview of One-x portal

Avaya Aura System Administration: 3days

- Log into Avaya Aura® System Manager (SMGR)
- Change the administrative password, and administer security policies and view active sessions
- Describe the use of the SMGR License Server
- Add System Manager users
- Editing System Manager users
- Adding Groups and Roles
- Describe LDAP integration with SMGR
- Describe the process to define an Avaya Aura® Session Manager SIP Entity
- Describe the process to define a Session Manager SIP Instance
- Identify the steps to create a Communications Profile for a user
- Identify the steps for registering a SIP Client
- Add and synchronize Avaya Aura® Communication Manager (CM) to SMGR
- Add Avaya Aura® Media Server to CM and SMGR
- Add CM stations to Communication Manager
- Identify the key routing components required for building Session Manager routing policies
- Route a call from Session Manager to CM
- Add off PBX stations in CM
- Define and assign a Class of Restriction (COR) and Class of Restriction (COS) to a Communication Manager object
- Describe other features available on CM
- Create Backups
- Restart SMGR Elements
- Troubleshoot common problems
- Access reports and logs and alarms available on SMGR

Avaya Aura Contact Center Elite and Multichannel Implementation: 4 days

- Describe the hardware components needed for a basic Avaya Aura® Call Center Elite system.
- Describe the hardware components needed for an Avaya Aura® Call Center Elite Multichannel system.
- Describe the features and capabilities of Avaya Aura® Communication Manager and how you use them in the Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel

- Identify how Avaya Aura® Communication Manager works with Avaya Aura® Call Center Elite Multichannel.
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- Identify how features are activated for Avaya Aura® Call Center Elite.
- Describe dialing features including the dialing plan in Avaya Aura® Call Center Elite.
- Describe access codes, and abbreviations on the dialing list.
- Describe the properties of hunt groups, splits, and skills for agents.
- Create multiple hunt groups with the features required for them to function correctly.
- Explain the options for distributing calls to the right agents.
- Describe how to add agent login IDs and stations.
- Describe the purpose and configuration of Announcements.
- Describe call flows and call vectors and explain the purpose of basic vectoring commands.
- Describe the purpose of vector variables and how they are used and identify how the variables are used to create advanced vector test steps.
- Describe how network routing is used to expand call centers and the BSR features for single-site and multi-site applications.
- Describe how Business Advocate can improve call center performance by adjusting staffing.

- Describe, install, and configure the Avaya Aura® Call Center Elite Multichannel Application Management Services.

- Describe the functionality of Application Management Director.

- Describe the requirements to license features, and install and configure the License Director server application.

- Describe the XML client and XML Server, and install and configure for Avaya Aura Call Center Elite Multichannel.
- Demonstrate the functions of Avaya Aura® Call Center Elite, and how it will support Avaya Aura® Call Center Elite Multichannel.

- Describe the Configuration Server architecture and operations.

- Identify command line parameters and configuration data commands to configure Avaya Aura Call Center Elite Multichannel applications through Configuration Server.
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- Describe the Avaya Aura® Call Center Elite Multichannel database content and how the databases are created.

- Use Control panel to add contact information to the Contact Database for use in the Avaya Aura® Call Center Elite Multichannel desktop application.

- Describe, install and configure the Avaya Aura® Call Center Elite Multichannel Desktop.

- Describe, install and configure the Avaya Aura® Contact Center Elite Multichannel multimedia services including workflow and queuing.

- Describe the Email Media Store features and functions.
- Describe the Preview Contact flow features and functions.
- Understand the Simple Message, gateway operation, and web chat
- Identify the purpose and describe the operation of Voice Media Store
- Describe the Call Routing Server
- Describe Virtual Agent worker processes
- Describe Virtual Agent worker processes.
- Describe the Avaya Aura® Call Center Elite Multichannel Interaction Data Server
- Configure and use the additional features of Avaya Aura® Call Center Elite Multichannel Desktop including the IDS View Client plug-in.
- Enable the history, presence, wallboard, or iClarity plugin.
- Describe Avaya Aura® Call Center Elite Multichannel reporting and explain the real-time and historical reporting capabilities available from Avaya Aura® Communication Manager.
- Use Real-time Reporting to generate reports.
- Install Avaya Aura® Call Center Elite Multichannel Reporting.

Avaya Interaction Center Administration and Configuration : 3 Days

- Describe the overview of Avaya Interaction Center Servers interactions and dependencies.
- Configure domain, server, and other components in IC Manager.
- Configure tenant, workgroup, device, agent components in IC Manager.
- Create an e-mail template resource. Identify how channels work together.
- Briefly describe Business Advocate, Siebel integrations and Outbound Contact Management.
- Describe concepts of IC Workflow Designer and components involved in routing, blending, and prompting processes.
- Design, create, compile, run, and debug routing, blending, and prompting flows.
- Modify IC Scripts in IC Workflow blocks.
- Utilize the Avaya Web ACD Administration Tool.
- Explain the routing of telephony, chat, and e-mail tasks.
- Incorporate simple content analysis into routing flows.
- Create, modify, and test Agent Scripts. Perform basic troubleshooting activities.