

Avaya Aura Contact Center Elite and Multichannel Implementation

COURSE CONTENT

- 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.
- 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.
- 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.