

Avaya Interaction Center Administration and Configuration

COURSE CONTENT

- 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.