

74600V - Supporting Avaya Aura Call Center Elite

Duration: 2 Days

Prerequisites:

- Course 71200V – Integrating Avaya Aura Core Components
- Course 73600V – Implementation Avaya Aura Call Center Elite

Course Description:

This 2-day virtual instructor-led course is designed for individuals responsible for supporting the Avaya Aura® Call Center Elite system.

Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

This virtual instructor-led training provides the opportunity to troubleshoot and support the Avaya Aura® Call Center Elite. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to support Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace. The Avaya Aura Call Center Elite Support is designed to attend with your own equipment such as development PC or Mac.

This course is recommended for students preparing for the ACIS-7392 and ACSS-7492 credentials.

Target Audience:

This course is recommended for students preparing for the ACIS-7392 and ACSS-7492 credentials.

Course Outlines:

- Describe virtual routing such as:
 - Look Ahead interflow (LAI)
 - Enhanced Interflow
 - Basic Service Routing (BSR)
 - Adjunct Routing
 - Network Call redirection (NCR)
- Troubleshoot using the Communication Manager Denial Event.
- Describe the troubleshooting tools in CM and apply troubleshooting command such as "list trace vdn", "list trace vector" and "list trace station"
- Describe the troubleshooting tools in CM and apply troubleshooting commands such as "list trace vdn", "list trace vector" and "list trace station"
- Describe Business Advocate (BA) with fundamental call center questions
- Understand the common problems that traditional ACD calling centers experience and how Business Advocate can help overcome these problems.
- Troubleshooting the Avaya Aura® Media Server.
- Describe the vector variable operations.
- List Trace, Display Events, and List Usage.
- Troubleshoot common call vectoring issues.
- Describe the Best Service Routing feature in Avaya Aura® Call Center Elite.
- Describe the Best Service Routing in a multisite environment
- Describe the Service Level Maximizer (SLM)
- Describe the capabilities and features of Dynamic Business Advocate.

REGISTER NOW!

training@trends.com.ph
(+632) 8863-2123
www.trendssacademy.com.ph