

Avaya Aura® Contact Center - Communication Control Toolkit and Contact Center Multimedia Implementation

3607C



Duration: 3 days

Overview

In this course, you will learn to implement Avaya Aura Contact Center Multimedia (Email and Outbound). You will complete hands-on activities, including installing and configuring Contact Center Multimedia on a preconfigured Windows 2008 server.

Learn to configure multimedia e-mail routing using Contact Center Manager Administration (including scripting) and Contact Center Multimedia tools. You will use the Outbound Campaign Management Tool to implement agent scripts (the outbound campaign interface), and you will enable outbound capabilities using Contact Center Manager Administration. You will use Avaya Aura Agent Desktop to accept and respond to e-mail and outbound contacts, and you will receive an overview of Avaya Aura Web Communication Software Development Kit, the Reference Implementation, and its capabilities.

You will use real-time reporting and historical reporting to monitor multimedia transactions handled by contact center agents, and you will identify system errors using Contact Center Multimedia logging tools.

Pre-Requisites

Attendees should meet the following prerequisites:

- ✓ Knowledge and experience of:
- ✓ Microsoft Windows Server installation, configuration, and administration knowledge and skills
- ✓ Ability to:
- ✓ Configure and troubleshoot PCs and components of TCP/IP
- ✓ Diagnose and isolate faults in LAN cabling and connectors
- ✓ Use maintenance tools and software loads to determine and correct equipment failures
- ✓ Familiarity with Microsoft Windows servers, Windows XP Professional, Windows Vista, and Windows 7
- ✓ Attend the following courses:
- ✓ 3615W Configure Avaya Communication Server 1000 for Avaya Aura® Contact Center and/or 3616W Configure Avaya Aura® for Midsize Enterprises for Avaya Aura® Contact Center
- ✓ Avaya Aura® Contact Center - Installation and Configuration (3608C)
- ✓ Avaya Aura® Contact Center Administration (3609C).

Objectives

After you complete this course you will be able to:

- ✓ Understand the Avaya Aura Contact Center and

the components and operation of the Communication Control Toolkit;

- ✓ Appreciate the Contact Center Multimedia architecture, features, and functionality;
- ✓ Install Contact Center Multimedia in an established Avaya Aura Contact Center environment in accordance with customer requirements;
- ✓ Configure Contact Center Multimedia in an established AACC environment;
- ✓ Install and use Avaya Aura Agent Desktop with E-mail and Outbound contacts;
- ✓ Configure Contact Center Multimedia for outbound contacts;
- ✓ Configure Contact Center Multimedia for email contacts;
- ✓ Multimedia Web Communications and its configuration;
- ✓ Contact Center Multimedia general administration;
- ✓ Monitor Contact Center Multimedia contacts;
- ✓ Maintain Contact Center Multimedia.

Target Audience

Personnel who install, configure, administer, and maintain Communication Control Toolkit and Contact Center Multimedia in an established Avaya Aura Contact Center environment

Certification

Recommended preparation for exam(s):

- ✓ Avaya Certified Implementation Specialist (ACIS) Avaya Aura® Contact Center;
- ✓ Avaya Certified Support Specialist (ACSS) - Avaya Aura® Contact Center;
- ✓ Avaya Certified Implementation Specialist (ACIS)- Avaya Aura® Contact Center CCT and Multimedia Implementation.

Follow on Courses

The following courses are recommended for further study:

- ✓ Avaya Aura™ Contact Center - Service Creation Environment (3610);
- ✓ Avaya Aura™ Contact Center Networking (3611).