

Avaya Aura® Contact Center - Installation and Configuration

3608C



Delivery Type: Classroom

Duration: 5 days

Overview

Learn to install and configure Contact Center Manager Server and Contact Center Manager Administration in this course. You will also learn to install the License Manager, Server Utility, Security Framework, Service Creation Environment, Agent Desktop Displays, user client software, and migration/upgrades.

Pre-Requisites

Attendees should meet the following prerequisites:

- ✓ 0200 and 0777, and 0946 or ATA00099VEN, and 3615W and/or 3616W
- ✓ ATA00099VEN - Avaya Aura™ for Midsize Business Implementation and Configuration
- ✓ 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
- ✓ Meridian 1 and Communication Server 1000 6.0 Familiarization (0200)

- ✓ Communication Server 1000 6.0 System Administration and Management (0777)
- ✓ Nortel Communication Server 1000E Installation and Commissioning (0946)

Objectives

After you complete this course you will be able to:

- ✓ Configure Microsoft Windows 2008 to support the contact center servers
- ✓ Understand Media Application Server, High Availability, and other deployment enhancements
- ✓ Carry out basic maintenance tasks, including backup and restore options.

Target Audience

Personnel who install and configure the Avaya Aura Contact Center software, including Contact Center Manager Server and Contact Center Manager Administration.

Certification

Recommended preparation for Avaya Certified Implementation Specialist (ACIS) - Avaya Aura™ Contact Center.

Please visit www.dada.bg/certification.