Avaya Aura® Contact Center - Service Creation Environment
3610C

Duration: 5 days

Overview

In this course, you learn how to plan for, create, manage, and administer applications (scripts and flows) using the basic script commands and elements in the Orchestration Designer tool, available with Avaya Aura Contact Center - Manager. You will learn to combine commands, intrinsic, and expressions to design and develop Contact Center - Manager applications (scripts and flows), and you will learn scripting through live SIP- and AML-based systems connected to CS 1000 and Aura ME platforms.

Pre-Requisites

- ✓ Communicate about basic telecommunications;
- ✓ Use technical publications;
- ✓ Identify and use correct telephone features according to customer specifications;
- ✓ Use Windows 98/XP/2000/2003/2008;
- ✓ Recognize client/server architecture and networking;
- ✓ Attendance at the following courses: Avaya Aura™ Contact Center Administration (3609).

Objectives

- ✓ Write, validate, and edit applications using the flow and script editors
- ✓ Perform basic application administration tasks within the Service Creation Environment (SCE) tool
- ✓ Use Call Treatments to provide treatments to callers
- ✓ Intrinsic and their use within applications
- ✓ Differences between Global and Call variables
- ✓ Create, edit, and delete variables
- ✓ Use Global variables appropriately in application design
- ✓ Design applications to incorporate the use of the Event Handler to trap unforeseen or failed events and provide an appropriate treatment
- ✓ Design applications to monitor for emergency situations and provide the appropriate treatment to callers during an emergency
- ✓ Design applications to integrate into a Host Data Exchange environment, including using the Provider.exe tool.

Target Audience

Personnel responsible for administering and maintaining Avaya Aura® Contact Center - Manager applications (scripts and flows) using Orchestration Designer, formerly known as Service Creation Environment (SCE).

Certification

- ✓ Avaya Certified Support Specialist (ACSS) - Avaya Aura® Contact Center.

For more information, please visit: www.dada.bg/certification

Follow on Courses

- ✓ Avaya Aura™ Contact Center - Communication Control Toolkit and Contact Center Multimedia Implementation (3607);
- ✓ Avaya Aura™ Contact Center Networking (3611).