Avaya Aura® Contact Center Networking

3611C

Duration: 3 days

Overview

In this course, you will be introduced to the concept of Network Skill-Based Routing (NSBR) and learn how to configure NSBR in a Contact Center networked environment. You will learn to configure a virtual contact center consisting of up to 30 sites and the Network Control Center (NCC), a required component of a Contact Center network. In detail, you will cover networking configuration, script design, monitoring and interpreting network activity using Real-Time Displays, and networking historical reports.

Pre-Requisites

Attendees should meet the following prerequisites:
- ✓ Ability to communicate and understand basic telecommunications
- ✓ Ability to use product technical documentation (NTPs)
- ✓ Familiarity with ACD features including Enhanced ACD Routing
- ✓ Familiarity with Windows 2008, XP Professional, or Vista operating systems
- ✓ Understanding of Client/Server architecture and networking
- ✓ Ability to configure and administer Contact Center Skill-Based Routing

- ✓ Basic understanding of dialing plans and call routing configured using Basic/Network Alternate Route Selection (BARS/NARS)

Attendance at the following courses:
- ✓ Communication Server 1000 6.0 System Administration and Management (0777)
- ✓ ACD A-C2 Feature Administration Nortel Communication Server 1000 (0340)
- ✓ Basic/Network Alternate Route Selection (BARS/NARS) High-Performance Networking Communication Server 1000 (0315)
- ✓ Fundamentals of BARS/NARS Communication Server 1000 (0702)
- ✓ Avaya Aura™ Contact Center - Installation and Configuration (3608)
- ✓ Avaya Aura™ Contact Center Administration (3609)
- ✓ Avaya Aura™ Contact Center - Service Creation Environment (3610)

Target Audience

Telecommunication professionals, including system administrators and technicians, responsible for administering, maintaining, and troubleshooting a Contact Center network.

Objectives

After you complete this course you will be able to:

- ✓ Understand how Network ACD works and the hardware and software requirements for Network ACD;
- ✓ How Contact Center Networking is used to deliver Network Skill-Based Routing (NSBR);
- ✓ Configure NSBR for a network of up to 30 Contact Center sites;
- ✓ Incorporate and test networking commands using system intrinsics in script design (SCE);
- ✓ Recognize events that cause site and/or skillset filtering with networking;
- ✓ Run statistics provided by Contact Center that track network activity;
- ✓ Generate Network Consolidated and Network Call-by-Call Historical Reports using the Network Control Center.