

# Avaya Aura® Contact Center Fast Track - Installation, Administration, and Scripting 3621C



**Duration:** 10 days

## Overview

This fast-track course combines 15 days of training from three separate courses into 10 days and covers the essentials of Avaya Aura Contact Center installation, administration, and scripting.

You will learn to install the License Manager, Server Utility, Service Creation Environment, Agent Desktop Displays, and user client software. You will learn how to access Contact Center Manager Administration and how to configure Threshold Classes, Call Presentation Classes, Skillsets, Call Center Agents, and Call Center Supervisors. You also will learn to configure Administrators through the multiple components of Access and Partition Management.

You will cover methods of system management, including viewing, creating, and modifying tabular and graphical real-time displays, and interpreting, viewing, modifying, and scheduling standard and user-defined historical reports. Finally, you will learn to plan and create applications (scripts and flows) using the basic script commands and elements in the Service Creation Environment tool, available with Avaya Aura Contact Center Manager.

This course is essential for anyone who will support the Avaya Aura Contact Center platform.

## Pre-Requisites

Attendance at the following courses:

- ✓ 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:

- ✓ Install and configure Contact Center Manager Server;
- ✓ Basics of SIP;
- ✓ Back Up and Restore Data;
- ✓ Add and Configure Contact Center Manager Administration;
- ✓ Install and Configure Client Software;
- ✓ Administer Resources;
- ✓ Contact Center Manager elements;
- ✓ Access Contact Center Manager Administration;
- ✓ Configure Threshold Classes;
- ✓ Configure Call Presentation Classes and Multiplicity Presentation Classes;
- ✓ Configure Skillsets;
- ✓ Configure Contact Center Management;
- ✓ Configure Access and Partition Management;

- ✓ Configure Real-Time Statistics and Formulas;
- ✓ Real-Time Reporting;
- ✓ Configure Historical Statistics;
- ✓ Interpret Historical Reports;
- ✓ Schedule and Print Historical Reports;
- ✓ Write, Validate, and Edit Basic Applications Using the Flow and Script Editors;
- ✓ Perform Basic Application Administration Tasks within the Service Creation Environment Tool;
- ✓ Intrinsic and Their Use within Applications;
- ✓ Global vs. Call Variables;
- ✓ Create, Edit, and Delete Variables.

### **Target Audience**

Experienced technicians and other personnel who are familiar with Contact Center products and want to learn the essentials of Avaya Aura Contact Center.

### **Follow on Courses**

The following courses are recommended for further study:

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