

Avaya Aura® Contact Center Troubleshooting

5C00011I



Delivery Type: Classroom

Duration: 4 days

Overview

This four-day instructor-led course is intended for experienced service technicians responsible for troubleshooting and restoring system malfunctions on the Avaya Aura Contact Center, including Communication Control Toolkit and Contact Center Multimedia. You will learn to troubleshoot system components and server interactions in a SIP-based Avaya Aura Contact Center solution. You will practice troubleshooting on live Avaya Aura Contact Center systems, and you will learn how to analyze, diagnose, and troubleshoot system faults to restore the Contact Center to full operation.

Pre-Requisites

Knowledge of:

- ✓ Avaya Aura Contact Center, including Communication Control Toolkit and Contact Center Multimedia
- ✓ SIP Contact Center Architecture and call flow

Completion of:

- ✓ 6202.1 Avaya Aura Contact Center Implementation Exam

- ✓ 6209.1 Avaya Aura Contact Center CCT and Multimedia Implementation Exam
- ✓ 3300.1 Avaya Aura Contact Center Administration Exam
- ✓ Avaya Aura Contact Center - Installation and Configuration (3608C)
- ✓ Avaya Aura Contact Center Administration (3609C)
- ✓ Avaya Aura Contact Center - Service Creation Environment (3610C)
- ✓ Avaya Aura Contact Center Fast Track - Installation, Administration, and Scripting Essentials (3621C) (Optional replacement for 3608C, 3609C, and 3610C)
- ✓ Avaya Aura Contact Center CCT & CC Multimedia Implementation (3607C)
- ✓ Avaya Aura Contact Center - Maintenance (5C00010I)
- ✓ Avaya Aura® Contact Center - Installation and Commissioning (3608)
- ✓ Avaya Aura® Contact Center Administration (3609)
- ✓ Avaya Aura® Contact Center - Orchestration Designer Scripting (3610)
- ✓ Avaya Aura® Contact Center Installation, Administration, and Scripting Essentials (3621)

- ✓ Avaya Aura® Contact Center – Maintenance (5C00010I)

Objectives

- ✓ Avaya Aura Contact Center system architecture;
- ✓ Avaya Aura Contact Center tools and procedures;
- ✓ Troubleshoot Avaya Aura Contact Center security issues;
- ✓ Troubleshoot Avaya Aura Contact Center Multimedia and voice contact issues;
- ✓ Troubleshoot Avaya Aura Contact Center maintenance and administration issues;
- ✓ Troubleshoot Avaya Aura Contact Center installation, upgrade, migration, and emergency recovery issues;
- ✓ Troubleshoot Avaya Aura Contact Center client and system issues.

Target Audience

This course is intended for Avaya employees, business partners, and customers with system maintenance and troubleshooting responsibilities.

Certification

This course helps candidates prepare for the ACSS - Avaya Aura Contact Center Maintenance & Troubleshooting (3301.1) Exam. For more information, please visit: www.dada.bg/certification.