

Avaya Aura® Contact Center Maintenance and Troubleshooting Boot Camp

5C00012I



Duration: 5 days

Overview

In this course, you will focus on the SIP-based Avaya Aura Contact Center integrated with the Avaya Unified Communication Solution. You will learn to configure and troubleshoot both voice and non-voice contact types. You will cover the architecture underlying the integration, the best practices for engineering and configuring the system, and how to monitor and troubleshoot system components and interactions.

Through hands-on labs using live Avaya Aura Contact Center systems, you will gain experience in troubleshooting techniques, maintenance standards, upgrades, and platform migrations. You will learn to identify and resolve system faults, enabling you to support the Avaya Aura Contact Center system. This course also helps prepare you for the 3301 exam.

Pre-Requisites

- ✓ Knowledge of Avaya Aura Contact Center, including Communication Control
- ✓ Toolkit and
- ✓ Contact Center Multimedia

- ✓ Knowledge of SIP Contact Center architecture and call flow
- ✓ Completion of 6202.1 exam
- ✓ 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 Multimedia Implementation (3607).

Target Audience

- ✓ Technicians responsible for ensuring the continuous operation of the Avaya Aura Contact Center system
- ✓ Avaya employees, business partners, and customers with day-to-day maintenance, installation, and implementation responsibilities.

Objectives

In this course students will learn to:

- ✓ Maintenance and troubleshooting;
- ✓ SIP protocol and SIP call flows;
- ✓ Avaya Aura Contact Center system architecture;

- ✓ Avaya Aura Contact Center system engineering and dependencies;
- ✓ Avaya Aura Contact Center troubleshooting tools and procedures;
- ✓ Manage Avaya Aura Contact Center system security;
- ✓ Troubleshoot security issues;
- ✓ Troubleshoot voice contact issues;
- ✓ Troubleshoot multimedia contact issues;
- ✓ Monitor system performance;
- ✓ Perform system additions, moves, and changes;
- ✓ Perform system upgrades and migrations.