Avaya Aura® Call Center Elite Implementation and Maintenance
5C00091I

Duration: 4 days

Overview

Learn to administer and configure the system and user features of Avaya Aura Call Center Elite.

Avaya Aura® Call Center Elite features are used to accomplish call routing and vectoring solutions for various business objectives. Through hands-on labs, you will learn to administer a call center using the Avaya Aura Communication Manager.

Pre-Requisites

✓ Avaya Aura® Communication Manager Basic Administration

Objectives

✓ Call center components, concepts, and terms;
✓ Perform an initial call center configuration;
✓ Administer a dial plan, feature-related system parameters, hunt groups, agents, announcements, and music sources;
✓ Avaya Aura Call Center Elite features of Avaya Aura Communication Manager;
✓ Create and test call vectors

✓ Avaya's call center applications used with Avaya Aura Call Center Elite

Target Audience

✓ Avaya associates, customers, channel partners, and business partners with installation and implementation responsibilities on the Avaya Elite platform.