

Interaction Center Planning and Implementation

ATA01820I



Duration: 5 days

Objectives

- ✓ Identify the components of the Avaya IC 7.2 product set;
- ✓ Identify the system requirements for Avaya IC 7.2;
- ✓ Perform a multi-system installation and verification of IC 7.2;
- ✓ Deploy the Avaya Agent Rich Client;
- ✓ Deploy the Avaya Agent Web Client;
- ✓ Test chat, email, and voice flows Integrate IC 7.2 to Telephony switch: Inbound and VoIP Chat;
- ✓ Install, configure and verify IC 7.2 for Business Advocate;
- ✓ Identify, troubleshoot, and solve basic installation problems;
- ✓ List IC 7.2 deployment guidelines.

Overview

This course teaches the major components of IC and introduces the required planning and preparation needed to install the Avaya Interaction Center (IC) product.