

Planning the Deployment of Contact Center

ATC01116V



Duration: 1 day

Overview

This course focuses on Planning the Deployment. In this course, students will use the outputs from the Advanced Design course, to identify deployment requirements and develop documentation that can be used to deploy the implementation plan.

Pre-Requisites

Attendance at the following course:

- ✓ Technology Fundamentals for Contact Center Advanced Design

Objectives

After you complete this course you will be able to:

- ✓ Review customer's business objectives;
- ✓ Evaluate the customer's contact center needs;
- ✓ Construct the call flow (work flow);
- ✓ Specify the design parameters for the contact center implementation;
- ✓ Identify the key deployment plan requirement.

Target Audience

Designers, Deployment team members, Avaya Associates, Channel Partners, Installers, and Business Partners with Installation and Implementation responsibilities