Contact Center for Communication Manager
ATC01121I

Duration: 3 days

Overview

This course provides an overview of the process that a Business Partner will follow to set up a CMS system.

Students will have access to a Communication Manger (CM) and a Call Management System (CMS) in this class, and some hands-on exercises are included.

The course makes available several documents, job aids, and resources that students will be able to use for future CMS implementations.

Pre-Requisites

Attendees should meet the following prerequisites:

✓ Unix and vi editor skills are helpful but not essential for this course.

Objectives

After you complete this course you will be able to:

✓ Explain the tasks that you might be required to perform on a customer's CMS system
✓ Perform the procedure to prepare a system for production
✓ Cut the system into production
✓ Administer the system using the client and ASCII interfaces
✓ Perform maintenance and troubleshooting procedures.

Target Audience

Avaya Employees and Business Partners with Installation and Implementation responsibilities.