

Avaya Aura® Contact Center Administration (3609)

GK0362



Duration: 5 days

Overview

In this course, you learn how to access Contact Center Manager Administration (CCMA), configure Threshold Classes, Call Presentation Classes, Skillsets, Call Center Agents, and Call Center Supervisors. You will learn how to configure Administrators through the multiple components of Access and Partition Management and how to bulk load data into the CCMA using the Configuration Tool. You will examine the switch interface and the acquisition of resources. You will discover different methods of system management, including viewing, creating, and modifying tabular and graphical real-time displays and interpreting, viewing, modifying, and scheduling standard and user-defined historical reports.

Pre-Requisites

Attendance at the following Avaya courses:

- ✓ Communication Server 1000 6.0 System Administration and Management (0777)
- ✓ ACD A-C2 Feature Administration Nortel Communication Server 1000 (0340)

Objectives

After you complete this course you will be able to:

- ✓ Access Contact Center Manager Administration (CCMA);
- ✓ Configure Threshold Classes, Call Presentation Classes, Skillsets, Call Center Agents, and Call Center Supervisors;
- ✓ Configure Administrators through the multiple components of Access and Partition Management;
- ✓ Bulk load data into the CCMA using the Configuration Tool;
- ✓ Examine the switch interface and the acquisition of resources;
- ✓ Use different methods of system management, including viewing, creating, and modifying tabular and graphical real-time displays and interpreting, viewing, modifying, and scheduling standard and user-defined historical reports.

Target Audience

Contact center personnel who administer and manage Avaya Aura Contact Center using Contact Center Manager Administration.