Avaya Aura® Contact Center Reports (3613)

GK0363

Duration: 1 day

Overview

In this course designed for supervisors and systems administrators, you will gain the skills necessary to define, schedule, interpret, and use Avaya Aura Contact Center Manager reports.

Pre-Requisites

There are no prerequisites for this course.

Objectives

After you complete this course you will be able to:

✓ Interpret Avaya Aura Contact Center Manager reports;
✓ Collect historical statistics;
✓ Generate Avaya Aura Contact Center Manager reports.

Target Audience

Telecommunication professionals responsible for administering and maintaining Avaya Aura Contact Center reports.