

What's New with Avaya Aura® Contact Center Release 6.2 (1C00021V) GK0382



Duration: 2 days

Overview

This course is designed for experienced contact center equipment installers, administrators, and support technicians who are currently certified on Avaya Aura® Contact Center Release 6.0 or Release 6.1 and need to understand the new platform requirements, capacity changes, compatibilities, new features, and product enhancements introduced with Avaya Aura Contact Center Release 6.2.

Pre-Requisites

Attendees should meet the following prerequisites:

- ✓ Knowledge of the Avaya Aura Contact Center to include Communication Control Toolkit and Contact Center Multimedia;
- ✓ Knowledge of SIP Contact Center Architecture and call flow;
- ✓ 0360 Avaya Aura® Contact Center - Installation and Configuration (3608), 0362 Avaya Aura® Contact Center Administration (3609), and 0358 Avaya Aura® Contact Center - Service Creation Environment (3610) or
- ✓ 0374 Avaya Aura® Contact Center Fast Track - Installation, Administration, and Scripting Essentials (3621) and 0364;

- ✓ Avaya Aura® Contact Center CCT & CC Multimedia Implementation (3607);
- ✓ Avaya Aura® Contact Center - Installation and Commissioning (3608);
- ✓ Avaya Aura® Contact Center Administration (3609);
- ✓ Avaya Aura® Contact Center - Orchestration Designer Scripting (3610);
- ✓ Avaya Aura® Contact Center Installation, Administration, and Scripting Essentials (3621).

Objectives

- ✓ Product compatibilities, system capacities, and PVI server requirements for Avaya Aura Contact Center Release 6.2
- ✓ Installation and serviceability enhancements introduced with Release 6.2
- ✓ Web License Manager integration
- ✓ CCMA administration, call routing, and reporting enhancements introduced with Release 6.2
- ✓ Changes introduced with the rebranding of Service Creation Environment to Orchestration Designer
- ✓ Enhancements to CCMM, AAAD, and Presence services with Release 6.2
- ✓ Integration of Avaya Aura Contact Center Release 6.2 and SIP Agent Greeting

- ✓ Integration of Avaya Aura Contact Center Release 6.2 and Experience Portal - IVR Integration and CallPilot replacement for Voice Services
- ✓ Offsite solutions introduced with Avaya Aura Contact Center Release 6.2
- ✓ IQ 5.2 Integration and reporting with Avaya Aura Contact Center Release 6.2

- ✓ Configuration and implementation of the High Availability solution with Release 6.2.

Target Audience

The course is designed for business partners and customers with day-to-day installation, configuration, administration, and maintenance responsibilities on Avaya Aura Contact Cent.