

Avaya Aura® Contact Center - Maintenance

5C00010I



Delivery Type: Classroom

Duration: 4 days

Overview

This course is for experienced service technicians responsible for the daily maintenance of the Avaya Aura Contact Center, including Communication Control Toolkit and Contact Center Multimedia.

You will learn about SIP architecture, engineering dependencies for SIP operation, and security in the SIP Contact Center. You will learn how to monitor the components of a SIP-based Avaya Aura Contact Center solution and optimize system performance. You will also learn how to perform upgrades and platform migrations. Hands-on practices cover those tasks required to administer, maintain, and modify the Contact Center on a day-to-day basis.

Pre-Requisites

Knowledge of the Avaya Aura Contact Center to include Communication Control Toolkit and Contact Center Multimedia and Knowledge of SIP Contact Center Architecture and call flow;

Completion of:

- ✓ 6202.1 Avaya Aura Contact Center Implementation Exam
- ✓ 6209.1 Avaya Aura Contact Center CCT and Multimedia Implementation Exam
- ✓ 3300.1 Avaya Aura Contact Center Administration Exam
- ✓ Avaya Aura Contact Center - Installation and Configuration (3608C)
- ✓ Avaya Aura Contact Center Administration (3609C)
- ✓ Avaya Aura Contact Center - Service Creation Environment (3610C)
- ✓ Avaya Aura Contact Center Fast Track - Installation, Administration, and Scripting Essentials (3621C) (Optional replacement for 3608C, 3609C, and 3610C)
- ✓ Avaya Aura Contact Center CCT & CC Multimedia Implementation (3607C)
- ✓ 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

- ✓ Avaya Aura Contact Center system architecture;
- ✓ Avaya Aura Contact Center system engineering and dependencies;
- ✓ Manage Avaya Aura Contact Center system security;
- ✓ Monitor and optimize Avaya Aura Contact Center system performance;

- ✓ Perform Avaya Aura Contact Center system moves, additions, and changes;
- ✓ Avaya Aura Contact Center system upgrades and migrations;
- ✓ Perform day-to-day maintenance tasks on the SIP-enabled Avaya Aura Contact Center.

Target Audience

This course is intended for Avaya employees, business partners, and customers with day-to-day maintenance responsibilities.