



73600V-Implementing Avaya Aura® Call Center Elite

This virtual instructor led course is designed for individuals responsible for installing and configuring the Avaya Aura® Call Center Elite system.

Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

This virtual instructor led training gives learners the opportunity to explore the Avaya Aura® Call Center Elite features and components. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to installing and configuring Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace.

The **Implementing Avaya Aura Call Center Elite** is designed to attend with your own equipment such as development PC or Mac.

This course is recommended for students preparing for the [ACIS-7392](#) and [ACSS-7492](#) credentials.

Key objectives for this offer include the ability to:

- Describe the Avaya Aura® components.
- Describe the Avaya Aura® Call Center Elite features.
- Configure the Expert Agent Selection feature.
- Create agent login ID's and stations.
- Describe and create virtual directory numbers.
- Design, create and test call vectors for Avaya Aura Call Center Elite.
- Describe vector variables and how they are used to create advanced vector test steps.
- Describe and create dialing features including the dialing plan in Avaya Aura® Call Center Elite.
- Describe methods for assigning user calling permissions and restrictions.
- Describe the properties and creating of hunt groups, splits, and skills for agents.

Course Agenda

Recommended knowledge:

- Course [7415V](#) – Integrating Avaya Oceana®
- Course [2430V](#) – Administering Avaya Oceana®

Avaya Learning System Requirements

To ensure that you are able to successfully complete this course, please validate that your PC meets the [system requirements](#).

Key Learning Objectives :

Bundles :

73600V - Implementing Avaya Aura Call Center Elite

Associated Smart Tracks :

ACIS-7392 - Avaya Aura® Call Center Elite Implement

Duration & Audience :

This training is only available to Associates , Customers , Partners

Virtual Course - 32 Hrs

System Requirements :

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