



## 74600V - Supporting Avaya Aura® Call Center Elite

This virtual instructor led course is designed for individuals responsible for supporting 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 provides the opportunity to troubleshoot and support the Avaya Aura® Call Center Elite. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to support Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace.

The **Avaya Aura Call Center Elite Support** 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 virtual routing such as:
  1. Look Ahead interflow (LAI)
  2. Enhanced Interflow
  3. Basic Service Routing (BSR)
  4. Adjunct Routing
  5. Network Call redirection (NCR)
- Troubleshoot using the Communication Manager Denial Event.
- Describe the troubleshooting tools in CM and apply troubleshooting command such as “list trace vdn”, “list trace vector” and “list trace station”
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- Describe Business Advocate (BA) with fundamental call center questions
- Understand the common problems that traditional ACD calling centers experience and how Business Advocate can help overcome these problems.
- Troubleshooting the Avaya Aura® Media Server.
- Describe the vector variable operations.
- List Trace, Display Events, and List Usage.
- Troubleshoot common call vectoring issues.
- Describe the Best Service Routing feature in Avaya Aura® Call Center Elite.
- Describe the Best Service Routing in a multisite environment
- Describe the Service Level Maximizer (SLM)
- Describe the capabilities and features of Dynamic Business Advocate.

### [Course Agenda](#)

### Recommended knowledge:

- Course [71200V - Integrating Avaya Aura Core Components](#)
- Course [73600V - Implementation Avaya Aura Call Center Elite](#)

## Avaya Learning System Requirements

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

### Includes these products

- 74600V-Supporting Avaya Aura® Call Center Elite

[Print Course Description](#)

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Please contact the Avaya Learning Help Desk for registration and pricing.

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USD 1,400.00

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### Details

- Virtual Course
- 16.00 hrs
- Audience Availability

*This training is only available to Associates, Customers, Partners.*

### Associated Smart Tracks

There are no Associated Smart Tracks for this training.

### Scheduled Class Sessions

