70051V-Implementing and Supporting Avaya Experience Portal and Proactive Outreach Manager

If you are interested in taking this training, please contact one of our training partners for scheduling information: [Training Pros](#) or [Red Education](#).

This 5-day Virtual Instructor-Led course is designed for individuals responsible for implementing and supporting Avaya Aura® Experience Portal and Proactive Outreach Manager.

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 course is recommended for students preparing to take the 33140X-Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam.

Key Learning Objectives :

- Identify the function of each component and how they are integrated in a contact center environment
- Describe the basic system architecture of Avaya Aura® Experience Portal
- Identify and describe the function of Avaya Aura® Orchestration Designer and Avaya Proactive Outreach Manager
- Integrate and install Avaya Aura® Experience Portal with communication infrastructure
- Identify the pre-installation requirements for Avaya Aura® Experience Portal
- Perform a system backup
- Maintain and troubleshoot Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer and Avaya Proactive Outreach Manager

Course Syllabus :

Module 01 - Avaya Aura® Experience Portal: Solution Concepts

Module 02 - Accessing Remote Desktop using TecNet Portal (Exercise)

Module 03 - Avaya Aura® Experience Portal Installation

Module 04 - Avaya Aura® Experience Portal Installation (Exercise)

Module 05 - Avaya Aura® Experience Portal Configuration

Module 06 - Avaya Aura® Experience Portal Configuration (Exercise)

Module 07 - Avaya Aura® Experience Portal Reports

Module 08 - Avaya Aura® Experience Portal Reports (Exercise)

Module 09 - Avaya Aura® Experience Portal Maintenance & Troubleshooting

Module 10 - Avaya Aura® Experience Portal Maintenance & Troubleshooting (Exercise)

Module 11 - Proactive Outreach Manager Solution Concepts

Module 12 - Proactive Outreach Manager Installation

Module 13 - Proactive Outreach Manager Installation (Exercise)

Module 14 - Proactive Outreach Manager Configuration

Module 15 - Proactive Outreach Manager Configuration (Exercise)

Module 16 - Proactive Outreach Manager – Voice Campaign

Module 17 - Proactive Outreach Manager Voice Campaign (Exercise)

Module 18 - Proactive Outreach Manager – Email Campaign

Module 19 - Proactive Outreach Manager Email Campaign (Exercise)

Module 20 - Proactive Outreach Manager - Home Page Customization

Module 21 - POM Home Page Customization

Module 22 - Proactive Outreach Manager – Reports

Module 23 - Proactive Outreach Manager – Reports (Exercise)

Module 24 - Proactive Outreach Manager - Maintenance & Troubleshooting

Module 25 - Proactive Outreach Manager - Maintenance & Troubleshooting (Exercise)

Recommended Knowledge :

- Knowledge of Avaya Aura® Experience Portal, Avaya Proactive Outreach Manager implementation and system operation
- Knowledge of Avaya Aura® Orchestration Designer Implementation, application design and application deployment
- Knowledge of system architecture and call flow
- Basic knowledge of Linux and Windows operating systems

Bundles :
70051V - Implementing and Supporting Avaya Aura® Experience Portal and Proactive Outreach Manager

Associated Smart Tracks :
ACSS-3305 - Avaya Experience Portal with Proactive Outreach Manager Support
ASAC-0032 - Avaya Experience Portal R8 Administrator
ASAC-0035 - Avaya Proactive Outreach Manager Administrator

Duration & Audience :
This training is only available to Associates , Customers , Partners

Virtual Course - 40 Hrs

System Requirements :

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