AVAYA Learning

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: <u>Training Pros</u> or <u>Red Education</u>.

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 <u>system requirements</u>