



65470V - Avaya Infinity™ Agent Hands-on Workshop Offer Description

This immersive, hands-on lab is designed to build your confidence fast and risk-free using our pre-configured lab environment. In just 90 minutes, students will not sit through theory, but at the start of the session, they will **log in, take contacts, collaborate, transfer, wrap up, and manage real-time activity** inside the Avaya Infinity Desktop Agent environment.

This environment is safe, and the experience is completely real.

This session is designed to simulate the real world and prepare you to succeed when using the Avaya Infinity Desktop.

What attendees will experience

In this practical session, you will:

- Log in and personalize your Agent Desktop profile
- Handle **voice, chat, and email** interactions
- Monitor the **real-time transaction feed** during live calls
- Manage **multiple simultaneous** interactions
- **Transfer** contacts and collaborate with another agent
- Complete **wrap-up and after-contact** work accurately
- Review **customer journeys** and full interaction history

You'll work through realistic contact-center scenarios in a controlled lab environment designed to mirror production systems without the pressure of making mistakes.

Why This Training Works

By actively working through real scenarios, you will:

- ✓ Build confidence using the Agent Desktop interface
- ✓ Improve multi-channel handling skills
- ✓ Understand how your actions impact the wider customer journey
- ✓ Develop speed, accuracy, and workflow discipline