



Global Knowledge.

Avaya Aura® Contact Center - Orchestration Designer Scripting (3610C)

Master scripting commands and blocks to create scripts and flows for contact routing.

In this course, you learn how to plan for, create, manage, and administer applications (scripts and flows) using the basic script commands and elements in the Orchestration Designer tool, available with Avaya Aura Contact Center - Manager. You will learn to combine commands, intrinsics, and expressions to design and develop Contact Center - Manager applications (scripts and flows), and you will learn scripting through live SIP- and AML-based systems connected to CS 1000 and Aura ME platforms.

What You'll Learn

- Write, validate, and edit applications using the flow and script editors
- Perform basic application administration tasks within the Orchestration Designer tool
- Use Call Treatments to provide treatments to callers
- Intrinsics and their use within applications
- Differences between Global and Call variables
- Create, edit, and delete variables
- Use Global variables appropriately in application design
- Design applications to incorporate the use of the Event Handler to trap
- Design applications to monitor for emergency situations and provide the appropriate treatment to callers during an emergency
- Design applications to integrate into a Host Data Exchange environment, including using the Provider.exe tool

Who Needs to Attend

Personnel responsible for administering and maintaining Avaya Aura® Contact Center - Manager applications (scripts and flows) using Orchestration Designer, formerly known as Service Creation Environment (SCE).

Prerequisites

- Ability to:
 - Communicate about basic telecommunications
 - Use technical publications
 - Identify and use correct telephone features according to customer specifications
 - Use Windows 98/XP/2000/2003/2008
- Recognize client/server architecture and networking
- Avaya Aura® Contact Center Administration (3609)

Follow-On Courses

- [Avaya Aura® Contact Center - Installation and Commissioning \(3608\)](#)

Certification Programs and Certificate Tracks

This course is part of the following programs or tracks:

- [Avaya Certified Support Specialist \(ACSS\) - Avaya Aura® Contact Center](#)

Course Outline

1. Overview
2. Application Variables
3. Intrinsic and Expressions
4. Creating Applications using Scripting Commands and Blocks
5. Handling Unscheduled Closures and Failed Conditions
6. Host Data Exchange
7. Final Project
8. Troubleshooting and Interpretation
9. Flow Charts and Handouts

Appendix: Voice Processing Variables and Commands in AML Environment

Labs

- Lab 1: Download and Install OD
- Lab 2: Create a CCMA and CCMS within Orchestration Designer
- Lab 3: Basic Functions When Working with a Flow Application and a Script Application
- Lab 4: Synchronization Process
- Lab 5: Managing Application Changes
- Lab 6: Common Validation Problems
- Lab 7: Importing and Exporting Applications
- Lab 8: How to Convert Scripts to Flows and Flows to Scripts
- Lab 9: Using Templates
- Lab 10: Documentation Generation
- Lab 11: Create Global Variables
- Lab 12: Create Call Variables
- Lab 13: Create Application Variables, CDNs, DNIS, and Skillsets within Orchestration Designer
- Lab 14: Conditional Commands and Expressions
- Lab 15: Create a Basic Flow and Script, Learning a Number Script Commands and Concepts
- Lab 16: Create an Event Handler
- Lab 17: Host Data Exchange Overview (optional)



Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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