



Avaya Aura® Call Center Elite Implementation and Configuration (5C00091)

Learn to administer and configure the system and user features of Avaya Aura Call Center Elite.

Avaya Aura® Call Center Elite features are used to accomplish call routing and vectoring solutions for various business objectives. Through hands-on labs, you will learn to administer a call center using the Avaya Aura Communication Manager.

What You'll Learn

- Call center components, concepts, and terms
- Perform an initial call center configuration
- Administer a dial plan, feature-related system parameters, hunt groups, agents, announcements, and music sources
- Avaya Aura Call Center Elite features of Avaya Aura Communication Manager
- Create and test call vectors
- Avaya's call center applications used with Avaya Aura Call Center Elite

Who Needs to Attend

Avaya associates, customers, channel partners, and business partners with installation and implementation responsibilities on the Avaya Elite platform.

Prerequisites

- [Avaya Aura® Communication Manager Administration \(5U00041\)](#)

Follow-On Courses

There are no follow-ons for this course.

Certification Programs and Certificate Tracks

This course is part of the following programs or tracks:

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

Course Outline

Day 1

1. Avaya Aura Hardware

2. Call Center

- Components
- Concepts
- Terms

3. Setting Up an Initial Call Center Configuration

Day 2

4. Administering a Dial Plan

5. Feature-Related System Parameters

6. Hunt Groups

7. Agents

8. Announcements

9. Music Sources

10. EAS, BSR, and Business Advocate

Day 3

11. VDN

12. Policy Routing Tables

- 13. Percentage Allocation**
- 14. Service Hours Tables**
- 15. Vector Routing Tables**
- 16. Holiday Tables**
- 17. Variables in Vectors (VIV)**
- 18. Vector Events**
- Day 4**
- 19. Building Call Flows**
- 20. BCMS and CMS**



Further Information:

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

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