



## 73600V-Implementing Avaya Aura™ Call Center Elite

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

This virtual instructor led course is designed for individuals responsible for installing and configuring the Avaya Aura® Call Center Elite system.

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 virtual instructor led training gives learners the opportunity to explore the Avaya Aura® Call Center Elite features and components. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to installing and configuring Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace.

The **Implementing Avaya Aura Call Center Elite** is designed to attend with your own equipment such as development PC or Mac.

This course is recommended for students preparing for the [ACIS-7392](#) and [ACSS-7492](#) credentials.

### Key Learning Objectives :

- Describe the Avaya Aura® components.
- Describe the Avaya Aura® Call Center Elite features.
- Configure the Expert Agent Selection feature.
- Create agent login ID's and stations.
- Describe and create virtual directory numbers.
- Design, create and test call vectors for Avaya Aura Call Center Elite.
- Describe vector variables and how they are used to create advanced vector test steps.
- Describe and create dialing features including the dialing plan in Avaya Aura® Call Center Elite.
- Describe methods for assigning user calling permissions and restrictions.
- Describe the properties and creating of hunt groups, splits, and skills for agents.

### Course Syllabus :

[Course Agenda](#)

### Recommended Knowledge :

- Course [7415V](#), Integrating Avaya Oceana®
- Course [2430V](#), Administering Avaya Oceana®

### Bundles :

73600V - Implementing Avaya Aura Call Center Elite

**Associated Smart Tracks :**

ACIS-7392 - Avaya Aura® Call Center Elite Implement

**Duration & Audience :**

This training is only available to Associates , Customers , Partners

Virtual Course - 32 Hrs

**System Requirements :**

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