



74600V-Supporting Avaya Aura® Call Center Elite

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

This virtual instructor led course is designed for individuals responsible for supporting 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 provides the opportunity to troubleshoot and support the Avaya Aura® Call Center Elite. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to support Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace.

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

Key Learning Objectives :

- Describe virtual routing such as:
 1. Look Ahead interflow (LAI)
 2. Enhanced Interflow
 3. Basic Service Routing (BSR)
 4. Adjunct RoutingNetwork Call redirection (NCR)
- Troubleshoot using the Communication Manager Denial Event.
- Describe the troubleshooting tools in CM and apply troubleshooting command such as “list trace vdn”, “list trace vector” and “list trace station”
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- Describe Business Advocate (BA) with fundamental call center questions
- Understand the common problems that traditional ACD calling centers experience and how Business Advocate can help overcome these problems.
- Troubleshooting the Avaya Aura® Media Server.
- Describe the vector variable operations.
- List Trace, Display Events, and List Usage.
- Troubleshoot common call vectoring issues.
- Describe the Best Service Routing feature in Avaya Aura® Call Center Elite.
- Describe the Best Service Routing in a multisite environment
- Describe the Service Level Maximizer (SLM)
- Describe the capabilities and features of Dynamic Business Advocate.

Course Syllabus :

[Course Agenda](#)

Recommended Knowledge :

- Course [71201V - Integrating Avaya Aura Core Components](#)
- Course [73600V - Implementation Avaya Aura Call Center Elite](#)

Associated Smart Tracks :

ACSS-7492 - Avaya Aura® Call Center Elite Support

Duration & Audience :

This training is only available to Associates , Customers , Partners

Virtual Course - 16 Hrs

System Requirements :

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