
Avaya Aura® Contact Center Reports (3613)

Duration: 1 Day **Course Code: GK0363**

Overview:

Please note this is a virtual delivery following US time zones. Typical times are from 14:00hrs to 22:00hrs, exact times will be confirmed on final confirmation.

In this course designed for supervisors and systems administrators, you will gain the skills necessary to define, schedule, interpret, and use Avaya Aura Contact Center Manager reports

For UK Instructor led courses please click the link below:

http://www.globalknowledge.co.uk/courses/avaya/unified_communications_video_and_voice/3613w.html

Target Audience:

Telecommunication professionals responsible for administering and maintaining Avaya Aura Contact Center reports

Objectives:

- **After you complete this course you will be able to:**
 - Interpret Avaya Aura Contact Center Manager reports
 - Collect historical statistics
 - Generate Avaya Aura Contact Center Manager reports
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Prerequisites:

Attendees should meet the following prerequisites:

- There are no prerequisites for this course

Testing and Certification

Recommended preparation for exam(s):

- None recommended at this time
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Follow-on-Courses:

The following courses are recommended for further study:

- There are no follow-ons for this course
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Content:

We discuss the following topics:

- Avaya Aura Contact Center Manager Reports Interpretation
- CCM Server Reports Overview
- Standard Historical Reports
- Standard Configuration Reports
- Impact of the Threshold Class on Report Pegging
- Using the Historical Statistics Data Dictionary
- Interpreting Standard Historical Reports
- Application Reports
- Skillset Reports
- Agent Reports
- Activity Code Reports
- Resource Reports
- IVR Reports
- Call-by-Call Reports
- Enabling the Collection of Historical Reports
- Specify the Types of Historical Statistics Your System Collects
- Determine the Storage Duration of Each Statistic Type
- Ensure Optimum Use of the Disk Space Provided by the System
- Avaya Aura Contact Center Manager Server Reports
- Customize Private and Group Report Templates
- Schedule and Activate Each of the Three Types of Historical Reports
- Preview and Print Ad Hoc Reports
- Define Criteria for Reports

Additional Information:

You have one year from the date when you order your online course or enter your activation code for your CD course to complete your training, after which your access expires. You can retake your training as often as you like during that year

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.co.uk

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK