Managing Change

Duration: 3 Days   Course Code: 2025

Overview:

This instructor led course is designed for individuals responsible for programming applications in Avaya Breeze using Engagement Designer. Delivered in a classroom onsite setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab.
The "Programming Avaya Breeze® Snap-ins using Engagement Designer" course is designed to attend with your own equipment such as development PC or Mac. To practice the exercises students need their own smart phone to deploy mobile applications.
This course offer is part of the Avaya Solutions Administrator and Developer Certificate Program. This program is designed for the roles of Administrators and Developers.

Objectives:

- Key objectives for this offer include the ability to:

- Describe the Engagement Designer Canvas

- Use the JSON Editor to change Payloads and Variables

- Use the Data Mapper and Expression Editor

- Create, validate, and deploy a sample workflow

- Demonstrate the Administration Console

- Create an Instance and view using Instance Viewer

- Discuss how to use Simulation in Engagement Designer

- Analyze errors using debugging

- Add and set workflow properties

- Describe how workflow properties become service attributes

- Summarize Sub-Processes

- identify User Tasks and run a Credit Card Fraud Demonstration

- Build, test, and deploy Snap-ins

- Program Engagement Designer workflows that use the Context Store

- Prepopulate the Context Store with previously saved information from the Enterprise Data Mart (EDM)

- Design ED workflows that access an external database through the REST interface to store, retrieve and modify data

- Identify the various logs useful when developing Avaya Breeze Snap-ins

- Use the Call REST Services task to invoke the GET method on the REST service.

- Implement several ED workflows that are triggered in different ways

Prerequisites:

Recommended knowledge:

- Basic knowledge of Voice over IP (VOIP) technology.
- Basic knowledge of Session Internet Protocol (SIP) Integration
- Basic knowledge or experience in programming applications
- Understanding of Avaya Breeze marketing material.
- Understanding of Avaya DevConnect Breeze

Additional Information:

Includes these products
20250C-Programming Avaya Breeze® Snap-ins using Engagement Designer

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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