



Avaya Aura® Contact Center - Orchestration Designer Scripting

Code: 3610

5 days

Course Overview

In this course, you learn how to plan for, create, manage, and administer applications (scripts and flows) using the basic script commands and elements in the Orchestration Designer tool, available with Avaya Aura Contact Center - Manager. You will learn to combine commands, intrinsics, and expressions to design and develop Contact Center - Manager applications (scripts and flows), and you will learn scripting through live SIP- and AML-based systems connected to CS 1000 and Aura ME platforms.

Who Needs To Attend

Personnel responsible for administering and maintaining Avaya Aura® Contact Center - Manager applications (scripts and flows) using Orchestration Designer, formerly known as Service Creation Environment (SCE).

Course Details

Topics Include

- Write, validate, and edit applications using the flow and script editors
- Perform basic application administration tasks within the Orchestration Designer tool
- Use Call Treatments to provide treatments to callers
- Intrinsics and their use within applications
- Differences between Global and Call variables
- Create, edit, and delete variables
- Use Global variables appropriately in application design
- Design applications to incorporate the use of the Event Handler to trap unforeseen or failed events and provide an appropriate treatment
- Design applications to monitor for emergency situations and provide the appropriate treatment to callers during an emergency
- Design applications to integrate into a Host Data Exchange environment, including using the Provider.exe tool

Course Outline

- 1. Overview**
- 2. Application Variables**
- 3. Intrinsic and Expressions**
- 4. Creating Applications using Scripting Commands and Blocks**
- 5. Handling Unscheduled Closures and Failed Conditions**
- 6. Host Data Exchange**
- 7. Final Project**
- 8. Troubleshooting and Interpretation**
- 9. Flow Charts and Handouts**

Appendix: Voice Processing Variables and Commands in AML Environment

Prerequisites

- Ability to:
 - Communicate about basic telecommunications
 - Use technical publications
 - Identify and use correct telephone features according to customer specifications
 - Use Windows 98/X