Avaya Intelligent Customer Routing 7.0.1 Curriculum

Avaya Learning is pleased to announce the upcoming availability of curriculum in support of the latest release of Avaya Intelligent Customer Routing.

Avaya Intelligent Customer Routing 7.0.1

Avaya Intelligent Customer Routing (ICR) is an optional software feature within Avaya Aura® Experience Portal. Intelligent Customer Routing 7.0.1 brings value in:

- Higher routing efficiency and control with routing options
- Increased efficiency of configuration with Web Services
- Superior customer experiences combining automation and agent-assisted care ensuring that the caller always receives the best resources.

Curriculum Availability

What is New in Avaya Intelligent Customer Routing 7.0.1 (2511W) is 2 hour on-demand training designed for individuals responsible for the installation, administration, and management of Avaya Intelligent Customer Routing, with prior knowledge and experience in previous releases. This offer is available at no charge and includes an end of course assessment as part of the enrollment.

This offer focuses on What is New with Avaya Intelligent Customer Routing 7.0.1, including:

- Administration enhancement: ICR Configuration Web Services
- Call Flow enhancement: Termination reason to WTA
- Routing enhancement: ICR SDK
- PDC enhancement: New APIs and Fields
- PDC enhancement: ICR Connector for 3rd party application
- Security enhancement: SHA2 support
- Install, Upgrade and interoperability

Students enrolling in this offer should have a basic knowledge of or experience with Avaya Intelligent Customer Routing, and Avaya Aura® Experience Portal and Avaya Aura® Orchestration Designer.

This offer complements the following curriculums available on the Avaya Learning Center.

- 0C00070E - Knowledge Collection Access: Avaya Aura Contact Center Portfolio
- 5C00040E - Knowledge Access: Avaya Aura® Experience Portal with Proactive Outreach Manager Implementation and Support
- 5C00040I - Avaya Aura Experience Portal and Proactive Outreach Manager

What is New in Avaya Intelligent Customer Routing 7.0.1 (2511W) is available thru the Avaya Learning Center.
Questions?

Avaya Learning Help Desk:
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