Avaya Learning Companion Guide
for the
Avaya Aura® Experience Portal with Proactive Outreach Manager
Knowledge Access (5C00040E)

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About this Guide

Introduction

Use this guide to help you navigate the details and knowledge in this Knowledge Access offer. This guide will help you:
- Prepare for your visits to the Avaya Aura® Experience Portal with Proactive Outreach Manager Floor.
- Identify the different learning objects and locate the content by rooms.
- Prepare for instructor-facilitated practice lab workshop exercises where applicable.

Avaya Learning recommends you download and/or print this guide to have it available during your visits to the Avaya Learning Virtual Campus when interacting with the Avaya Aura® Experience Portal with Proactive Outreach Manager Knowledge Access.

For details on Avaya Learning Virtual Campus features and navigation please see the Avaya Learning Virtual Campus Overview Guide http://avaya-news.com/learning/docs/guides/Avaya_Learning_Virtual_Campus_Overview_Guide.pdf
5C00040E - Knowledge Access: ACSS - Avaya Aura Experience Portal with Proactive Outreach Manager

Offering Number: 5C00040E
Overall Duration: 43 Hours
Job Function: Installation and Configuration

Synopsis:
Avaya Learning's Virtual Campus empowers learners anywhere, anytime with complete, interactive training solutions unlocking the full value of Avaya technology. Prepare to learn and practice skills while sharing information in our socially immersive environment.

This Knowledge Access is designed for individuals responsible for the implementation, configuration and support of Avaya Aura® Experience Portal with Proactive Outreach Manager and those attempting to earn the ACSS - Avaya Aura® Experience Portal with Proactive Outreach Manager credential. It is included in the 0C00070E Knowledge Collection Access: Avaya Aura® Contact Center Portfolio bundle.

Enrolled students have 12 months unlimited access to all content referenced below. Students are notified by email when learning materials are refreshed or new content is added during their enrollment. Please note Certification Exams delivered by authorized Pearson Vue testing centers and the allowed testing time are NOT included in this Knowledge Access.

Knowledge Access: ACSS - Avaya Aura® Experience Portal with Proactive Outreach Manager provides unlimited access to:

- 5C00040E_INTRO Introductory session (4 hours)
- 5C00040E_TH self-directed theory (15 hours)
- 5C00040E_LAB instructor facilitated practice lab workshop (3 days/24 hours)

Students access all Knowledge Access materials in the Avaya Learning Virtual Campus through the Avaya Learning Center>My Learning>Current Courses.

For additional information on this Knowledge Access including How to Enroll and Avaya Learning System Requirements guidelines please read the reference materials listed below.

- Avaya Aura® Experience Portal with Proactive Outreach Manager Companion Guide
- Avaya Learning Virtual Campus Overview Guide
How to Enroll Guide

- **Avaya Learning System Requirements**

The **Self-Directed Content** delivers enrolled students the knowledge of the basic Avaya Aura® Experience Portal with Proactive Outreach Manager functionality and the skills needed to successfully complete the install and configure exercises in the Practice Lab Workshops. To get the most out of the theoretical content and quiz, Avaya Learning recommends students note any questions arising when reviewing self-directed content and bring those questions to the Shared Instructor Office before moving to the Practice Lab Workshop exercises.

The **Practice Lab Workshop** provides enrolled students the opportunity to practice the skills they need to install and configure Avaya Aura® Experience Portal with Proactive Outreach Manager. This practical experience is delivered in remote labs with real time support from an Avaya instructor. Practical lab exercises lead participants through the initial installation and configuration of the AAEP, ICR and POM.

**Knowledge and Skills Objectives**

Upon completion of Avaya Aura Experience Portal with Proactive Outreach Manager Knowledge Access, you should be able to:

- Describe AAEP operations.
- Describe the AAEP architecture.
- Describe the Experience Portal External Systems
- Understand AAEP multisite options using Zones.
- Understand the enhancements for AAEP 7.0
- Explain the AAEP upgrade paths and procedures.
- Install the AAEP software (EPM, MPP).
- Describe the Experience Portal Web Interface.
- Explain AAEP configuration settings.
- Discuss AAEP Licensing
- Configure the MPP.
- Configure an Application.
- Configure Speech Servers.
- Explain VoIP Connections.
- Describe the steps to configure the EPM for Email and SMS.
- Identify AAEP User requirements.
- Define the AAEP standard reporting capabilities.
- Describe the AAEP backup procedures.
- Identify the tools for monitoring Avaya Aura® Experience Portal.
- Understand real-time monitoring of the AAEP system.
- Understand the purpose of the Session Detail Report
- Use tools to isolate troubles.
- Understand the functionality of POM.
- Identify the enhancements for POM 3.0.
- List the POM components (databases, servers, single site, multiple sites)
- Discuss POM Zones.
- Explain POM licensing requirements.
- Describe POM license installation
- Complete/verify the prerequisites to the POM installation and start the installation
- Identify POM server definitions.
- Explain POM database administration.
- Discuss the POM installation verification process.
- Define upgrade paths and processes.
- Describe the components of the POM User Interface.
- Examine the global config parameters.
- Discuss POM Campaigns and their setup.
- Identify the setup of the Voice and E-mail server for POM 3.0
- List Agent Assignment options.
- Describe how agents are assigned to campaigns
- Define agent blending.
- Recognize how agent scripts are created and used.
- Discuss Call pacing in POM 3.0
- Understand Call pacing specific to AACC skills based pacing.
• Describe the standard POM reporting capabilities.
• Discuss POM Failover, High Availability and Load Balancing.
• Explain how to troubleshoot common install, upgrade, uninstall and campaign issues.
• Understand POM troubleshooting procedures and tools.
• Troubleshoot POM server, SMS, Email and application issues.
• Troubleshoot Database Issues.
• Identify the new features and enhancements introduced with Intelligent Customer Routing Release 7.
• Describe the components of the Intelligent Customer Routing application.
• Describe how Intelligent Customer Routing works with Avaya Aura® Experience Portal Zones.
• Explain the process to install the Intelligent Customer Routing software.
• Describe the Intelligent Customer Routing application configuration.
• Describe the Intelligent Customer Routing reporting capabilities.
• Explain the requirements and procedures to upgrade Intelligent Customer Routing Release 6 to ICR Release 7.
• Discuss ICR troubleshooting tools and logs.
• Describe how to verify Intelligent Customer Routing status with the ICR Monitor.
• Describe the tools and commands that are used to check the health of the ICR system.
Floor Layout

View the diagram below to see the room numbers and layout. Use the guide below to see where objects are in the rooms, as well as, the recommended order for content consumption:

Based on studies done in similar immersive environments, Avaya Learning recommends students allow themselves time to experience and process the knowledge delivered in the Virtual Campus by limiting consumption to half-day sessions. All students are different and some may be able to do more for longer, but we have seen the greatest levels of understanding and retention from those students that spread the training over time and use half-day blocks.

Below is the recommended room order. Within each room, you should move clockwise around the room starting from your left:

- **Room 01** Avaya Aura® Experience Portal Basic Solutions
- **Room 02** Avaya Aura® Experience Portal Configuration and Installation
- **Room 03** AAEP User Administration, Maintenance, and System Monitoring
- **Room 04** Avaya Aura® Experience Portal Troubleshooting
- **Room 05** Proactive Outreach Manager Basics
- **Room 06** Proactive Outreach Manager Installation, Configuration, Upgrade
- **Room 07** Proactive Outreach Manager User Interface and Campaigns
- **Room 08** Proactive Outreach Manager Advanced Administration
- **Room 09** Proactive Outreach Manager Reporting and Troubleshooting
- **Room 10** ICR Installation, Configuration, and System Monitoring
Room 1: Avaya Aura® Experience Portal Basic Solutions

- In this room, learners will see an overview of the Avaya Aura® Experience Portal and its architecture, as well as a detailed explanation of the external systems with which it can interface. Additional learning objects provide an overview of what is new for AAEP 7.0, and list available upgrade paths.

- Avaya Learning recommends consuming the learning topics in the following order:
  - AAEP Introduction
  - AAEP Architecture
  - AAEP External Systems
  - AAEP Zones
  - What’s New for AAEP 7.0
  - Upgrades

- The information in this room will enable you to:
  - Define AAEP operations.
  - Describe the AAEP architecture.
  - List the Experience Portal External Systems
  - Understand AAEP multisite options using Zones.
  - Identify the enhancements for AAEP 7.0
  - Explain the required steps upgrade paths and processes for Avaya Aura® Experience
Room 2: Avaya Aura® Experience Portal Configuration and Installation

- Room 2 provides the steps required to install the Experience Portal and to configure and initialize the Media Processing Platform (MMP). The learning objects within this room include an introduction to the Experience Portal Web Interface, the Configuration Menu, and Licensing, plus an overview of Experience Portal applications. Additional topics include adding a speech server, and how Voice over IP connections interface with Experience Portal, plus using the Experience Portal Manager to configure Email and SMS.

- Avaya Learning recommends consuming the learning topics in the following order:
  - Experience Portal Installation
  - Experience Portal Web Interface
  - System Configuration Menu
  - Experience Portal Licensing
  - Configure and Initialize the Media Processing Platform
  - Avaya Aura Experience Portal Applications
  - Adding a Speech Server
  - Experience Portal Voice over IP Connections
  - Configure Email and SMS

- The information in this room will enable you to:
  - Install the AAEP software (EPM, MPP).
  - Describe the Experience Portal Web Interface.
  - Explain AAEP configuration settings.
  - Discuss AAEP Licensing
  - Configure the MPP.
  - Configure an Application.
  - Configure Speech Servers.
  - Explain VoIP Connections.
  - Describe the steps to configure the EPM for Email and SMS.
Room 3: AAEP User Administration, Maintenance, and System Monitoring

- This room begins with an introduction to User Management. Other learning objects describe the reporting capabilities of the Experience Portal, and the steps required to perform a system backup.

- Avaya Learning recommends consuming the learning topics in the following order:
  - Avaya Aura Experience Portal User Management
  - Experience Portal Reporting
  - Backup and Restore

- The information in this room will enable you to:
  - Identify AAEP User requirements.
  - Define the AAEP standard reporting capabilities.
  - Describe the AAEP backup procedures
Room 4: Avaya Aura® Experience Portal Troubleshooting

- Room 4 introduces the tools that will support the monitoring of Avaya Aura Experience Portal for troubleshooting purposes. This will include how to leverage the Real Time monitoring capabilities of the Experience Portal, and how to use the details of the Session Detail Report to perform troubleshooting at the highest level.

- Avaya Learning recommends consuming the learning topics in the following order:
  - Troubleshooting Tools – Real Time Monitoring
  - Troubleshooting Tools – System Maintenance
  - Troubleshooting Tools – Session Details
  - Identifying and Isolating Problems

- The information in this room will enable you to:
  - Identify the tools for monitoring Avaya Aura® Experience Portal.
  - Understand real-time monitoring of the AAEP system.
  - Understand the purpose of the Session Detail Report
  - Identify the tools that are available to identify and isolate Avaya Aura® Experience
Room 5: Proactive Outreach Manager Basics

- The learning objects in room 5 provide an overview of the Proactive Outreach Manager. The overview includes identifying key components of the POM architecture, an explanation of POM zones, ports, and licenses, and a description of what is new with POM 3.0.

- Avaya Learning recommends consuming the learning topics in the following order:
  - What’s New in POM 2.5
  - POM Overview
  - What’s New in POM 3.0
  - POM Architecture
  - POM Zones
  - POM Ports and Licenses

- The information in this room will enable you to:
  - Understand the functionality of POM.
  - Identify the enhancements for POM 3.0.
  - List the POM components (databases, servers, single site, multiple sites)
  - Discuss POM Zones.
  - Explain POM licensing requirements.
Room 6: POM Installation, Configuration, and Upgrade

- There are many aspects to the installation, configuration, and upgrading of Proactive Outreach Manager. Room 6 introduces the steps required to install POM and its licenses, configure the database and server settings, perform an installation test, and finally, the details of what an upgrade would entail.

- Avaya Learning recommends consuming the learning topics in the following order:
  - POM License Installation
  - POM Installation
  - POM Server Settings
  - POM Database Configuration
  - POM Installation Test
  - POM Upgrades

- The information in this room will enable you to:
  - Describe POM license installation
  - Complete/verify the prerequisites to the POM installation and start the installation
  - Identify POM server definitions.
  - Explain POM database administration.
  - Discuss the POM installation verification process.
  - Define upgrade paths and processes.
Room 7: Proactive Outreach Manager User Interface and Campaigns

- Room 7 introduces the function of the POM home page and explains the POM interface. POM global configuration parameters are discussed and the steps for setting up Voice and Email within POM are presented. Also found in room 7 is a discussion of the basics of a POM campaign.

- Avaya Learning recommends consuming the learning topics in the following order:
  - POM Home Page
  - POM Global Configuration Parameters
  - POM Campaign Basics
  - POM Voice and Email Setup

- The information in this room will enable you to:
  - Describe the components of the POM User Interface.
  - Examine the global config parameters.
  - Discuss POM Campaigns and their setup.
  - Identify the setup of the Voice and E-mail server for POM 3.0
Rooms 8: POM Advanced Administration

- The learning objects in this room describe how to correctly configure the POM SMS server, and how to establish agent assignments within POM. Subsequent Learning Objects provide other agent related information, such as the benefits of Agent Blending and how to use Agent Scripts. Finally, this room introduces the concept of Pacing.

- Avaya Learning recommends consuming the learning topics in the following order:
  - POM SMS Server Setup
  - Agent Assignments
  - Agent Blending
  - Agent Scripts
  - Introduction to Pacing
  - POM AACC Pacing

- The information in this room will enable you to:
  - List Agent Assignment options.
  - Describe how agents are assigned to campaigns
  - Define agent blending.
  - Recognize how agent scripts are created and used.
  - Discuss Call pacing in POM 3.0
  - Understand Call pacing specific to AACC skills based pacing.
Rooms 9: POM Reporting and Troubleshooting

- The first Learning Object in this room discusses the Reporting capabilities within the Proactive Outreach Manager. The subsequent rooms provide resources for troubleshooting the various aspects of the POM, such as troubleshooting uploads, the database, and the server itself. Also found in room 9 is information regarding failover and load balancing issues.

- Avaya Learning recommends consuming the learning topics in the following order:
  - POM Reporting
  - Failover and Load Balancing
  - POM Troubleshooting Introduction
  - POM Troubleshooting – Uploads and Strategies
  - POM Troubleshooting – Server Issues
  - POM Troubleshooting – Database Issues

- The information in this room will enable you to:
  - Describe the standard POM reporting capabilities.
  - Discuss POM Failover, High Availability and Load Balancing.
  - Explain how to troubleshoot common install, upgrade, uninstall and campaign issues.
  - Understand POM troubleshooting procedures and tools.
  - Troubleshoot POM server, SMS, Email and application issues.
  - Troubleshoot Database Issues.
Room 10: Intelligent Customer Routing (ICR)

- The learning objects in this room describe the Intelligent Customer Routing (ICR) solution. They describe what is new with ICR 7.0, and cover all aspects of ICR. This includes an overview on ICR basics, the definition of zones, and required licensing. There are also details on the installation, configuration, and reporting capabilities of ICR, plus what is required to perform upgrades and troubleshooting tasks. The final LO provides an overview of the monitoring functions of the ICR.

- Avaya Learning recommends consuming the learning topics in the following order:
  - What is New with ICR 7.0.
  - ICR Basics
  - ICR and Zones
  - ICR Installation
  - ICR Configuration
  - ICR Reporting
  - ICR Upgrades
  - ICR Troubleshooting Tools
  - ICR Monitoring
  - ICR Tools, Commands and Health Checks

- The information in this room will enable you to:
  - Identify the new features and enhancements introduced with Intelligent Customer Routing Release 7.
  - Describe the components of the Intelligent Customer Routing application.
  - Describe how Intelligent Customer Routing works with Avaya Aura® Experience Portal Zones.
  - Explain the process to install the Intelligent Customer Routing software.
  - Describe the Intelligent Customer Routing application configuration.
  - Describe the Intelligent Customer Routing reporting capabilities.
  - Explain the requirements and procedures to upgrade Intelligent Customer Routing Release 6 to ICR Release 7.
  - Discuss ICR troubleshooting tools and logs.
  - Describe how to verify Intelligent Customer Routing status with the ICR Monitor.
  - Describe the tools and commands that are used to check the health of the ICR system.
Opinion Survey

After completing this floor and participating in the practice lab workshop, please take a few minutes to answer some questions on your Avaya Learning Virtual Campus experience. The answers are confidential. Your input will help us to improve the virtual environment. Locate the link to the opinion survey in the theory or lab classroom area.

There are posters for the opinion survey on the theory floor and as you exit the lab classroom.

The URL for the survey for the Avaya Aura® Experience Portal with Proactive Outreach Manager content is:

http://www.surveymonkey.com/s/YFKJ36B

Thank you!