

Avaya Experience Portal & Practice Outreach Manager Implementation & Administration

Sunshine Learning & Technologies, this instructor led course is designed for individuals responsible for Implementation, configuration and support using Avaya Aura Experience Portal and Proactive Outreach Manager. At **Sunshine Learning & Technologies**, our instructors deliver classes through **Zoom Conferencing (Online)**, setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

The Implementing and Supporting Avaya Aura Experience Portal and Proactive Outreach Manager course is designed to attend with your own equipment such as development PC or Mac. To practice the exercises, learners may need their own smart phone to deploy mobile applications. Learners will have an opportunity to ask questions and participate in discussions during the lectures and lab exercises.

Curriculum for "**Avaya Experience Portal & Practice Outreach Manager Implementation & Administration**" is as follows:

Module 01 - Avaya Aura Experience Portal: Solution Concepts

Module 02 - Accessing Remote Desktop using TecNet Portal (Exercise)

Module 03 - Avaya Aura Experience Portal Installation

Module 04 - Avaya Aura Experience Portal Installation (Exercise)

Module 05 - Avaya Aura Experience Portal Configuration

Module 06 - Avaya Aura Experience Portal Configuration (Exercise)

Module 07 - Avaya Aura Experience Portal Reports

Module 08 - Avaya Aura Experience Portal Reports (Exercise)

Module 09 - Avaya Aura Experience Portal Maintenance & Troubleshooting

Module 10 - Avaya Aura Experience Portal Maintenance & Troubleshooting (Exercise)

Module 11 - Proactive Outreach Manager Solution Concepts

Module 12 - Proactive Outreach Manager Installation

Module 13 - Proactive Outreach Manager Installation (Exercise)

Module 14 - Proactive Outreach Manager Configuration

Module 15 - Proactive Outreach Manager Configuration (Exercise)

Module 16 - Proactive Outreach Manager – Voice Campaign

Module 17 - Proactive Outreach Manager Voice Campaign (Exercise)

Module 18 - Proactive Outreach Manager – Email Campaign

Module 19 - Proactive Outreach Manager Email Campaign (Exercise)

Module 20 - Proactive Outreach Manager - Home Page Customization

Module 21 - POM Home Page Customization

Module 22 - Proactive Outreach Manager – Reports

Module 23 - Proactive Outreach Manager – Reports (Exercise)

Module 24 - Proactive Outreach Manager - Maintenance & Troubleshooting

Module 25 - Proactive Outreach Manager - Maintenance & Troubleshooting (Exercise)