Avaya Aura® Call Center Elite Documentation Roadmap

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Chapter 1: Introduction

Purpose

This document lists all the documents related to Avaya Aura® Call Center Elite and describes the organization of content across the documents.

Use this document to determine when to refer to a document in the Call Center Elite documentation suite. For instance, see *Administering Avaya Aura® Call Center Elite* for screen references and administration procedures.

Intended audience

This document is intended for all users of Call Center Elite who want a brief description of all the documents related to the product.

Related resources

Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com, select the product name, and check the *videos* checkbox to see a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Note:

Videos are not available for all products.

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Changes in documentation

New document

Title	Purpose
Troubleshooting Avaya Aura® Call Center Elite	The document describes the common problems and denial events related to Avaya Aura® Call Center Elite.

Restructured content

Chapter title	Chapter moved from	Chapter moved to
Troubleshooting	*Avaya Aura® Call Center Elite Feature Reference*	*Troubleshooting Avaya Aura® Call Center Elite*
Troubleshooting vectors	*Programming Call Vectoring Features in Avaya Aura® Call Center Elite*	
Troubleshooting vector variables	*Programming Call Vectoring Features in Avaya Aura® Call Center Elite*	

Chapter 3: Documentation suite

The following table lists the documents that form the Call Center Elite documentation suite. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Purpose
Administering Avaya Aura® Call Center Elite	Describes the procedures to administer Call Center Elite features.
Avaya Aura® Call Center Elite Feature Reference	Describes Automatic Call Distribution (ACD) and Call Vectoring features.
Avaya Aura® Call Center Elite Overview and Specification	Describes tested product characteristics and capabilities including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.
Planning for an Avaya Aura® Call Center Elite Implementation	Describes how to transition from a basic call center environment to an Expert Agent Selection (EAS) and a Call Vectoring environment.
Programming Call Vectoring Features in Avaya Aura® Call Center Elite	Describes how to write, use, and troubleshoot user-defined commands called call vectors that are used for call routing and call treatment.
Troubleshooting Avaya Aura® Call Center Elite	Describes the common problems and denial events related to Call Center Elite.
Using Avaya 96X1 SIP Agent Deskphones with Avaya Aura® Call Center Elite	Describes the prerequisites for using Avaya 96X1 SIP agent deskphones with Call Center Elite.
Using Avaya Business Advocate	Describes how to use Business Advocate for call selection and agent selection.
What's New in Avaya Aura® Call Center Elite	Describes new features and enhancements in Call Center Elite.

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