

Avaya SME

ATA01225IEN Avaya IP Office Professional Certification Implementation Training Workshop (\$1,500)

Synopsis/Audience:

This 5-day, hands-on course is designed for Avaya Business Partners and Technicians with IP Office Installation, Configuration, Design and Implementation responsibilities. This course provides the student with practical experience installing and configuring the IP Office System through release 6.1 featuring the IP 500 hardware. This is a Hands-On instructor-led classroom environment.

Learning Objectives:

- Identify the IP Office 500 control unit and their expansion modules
- Install the IP Office 500 control unit
- Describe the upgrade of the core software
- Describe the IP Office Manager Configuration settings
- Understand the different phone units connected to the IP Office
- Install network connections and understand IP routes
- Install and configure VoIP endpoints
- Configure the basic functions of a Small Community Networking (SCN)
- Use the basic functions of the System Status Application and the SysMonitor
- Verify the security settings in the IP Office configuration.
- Configure the System SD Card for a variety of functionalities
- Describe the difference between the variants Embedded VoiceMail and VoiceMail Pro
- Configure the basics of Voice Mail Pro
- Customize the IP Office 500 control unit
- Set up the licenses
- Configure hunt groups for agents and Hot Desking
- Set up specific functions on users
- Set up a line configuration
- Configure the connection requirements for IP telephones
- Configure SIP terminals and connections
- Configure Small Community Networking
- Customize network connections
- Customize a Small Community Networking (SCN)
- Use the System Status Application for the various types of system alarms.
- Use the SysMonitor in a customized environment.
- Describe the difference between the variants Embedded VoiceMail and VoiceMail Pro
- Customize applications
- Customize Voice Mail Pro for specific users and hunt groups

Prerequisite Knowledge

It is recommended that the following Avaya course be taken prior to attending this workshop. You may register for this course on the Avaya University Website (<http://www.avaya-learning.com/>)

AVA00916WEN- The purpose of this course is to establish that the student has a proficient and knowledgeable understanding of the IP Office platforms, expansion modules, terminals, and the available software applications for the system. It also covers data components and networking features within the IP office manager application.



Avaya SME, Cont.

Avaya IP Office "Art of the Power Demo"(FREE)

Jenne Director of Training and Technical Services, Jim Karaffa and Avaya CSE's present a one-day sales demonstration class on the Avaya IP Office 500.

Hands-on demonstrations of the following applications will be conducted:

- one-X Portal
- Contact Store
- Receptionist
- Video Softphone

ATI00484IEN Avaya IP Office Advanced Applications and Troubleshooting Workshop (\$1,500)

This 5-day, hands-on course provides information that enables Avaya IP Office VoiceMail Pro Administrators to manage advanced call flows. More specifically, this course discusses topics such as Campaign Manager, Database Actions, Text-to-Speech (TTS), Contact Store, Customer Call Reporter (CCR) and VoiceMail Pro in a Small Community Network (SCN).

Upon completion of this course, students should be able to:

- Summarize the capabilities of Avaya IP Office VoiceMail Pro Application.
- Configure and using VoiceMail Pro Web Services
- Configure and troubleshoot VoiceMail Pro in a Small Community Network (SCN)
- Configure TTS.
- Construct a call flow that includes Menu actions, Database actions and Speak Text actions.
- Summarize the capabilities of Campaign Manager.
- Explain the functionality and define the capabilities of the Avaya IP Office Contact Store, also known as Voice Recordings Library (VRL).
- Install and configure the one-X Portal Server
- License and configure Customer Call Reporter
- Interpret the most common call scenarios and explain the result on alarm functions, real time and historical information.
- Use Diagnostic Tools to troubleshoot common installation issues
- Capture trace logs

Avaya ENT

ATA01750IEN Avaya Aura Design to Win (\$2,170)

Synopsis

This training focuses on developing an in-country, knowledgeable Technical Sales community to become advanced design advocates on “how to Beat Cisco and other competitors.” The class brings together the Avaya Aura Unified Communications portfolio of products in complex design scenarios and compares competitive offerings. Avaya and BusinessPartner Associates will learn how to increase our success rate which in turn increases our Revenue (Profitability), create Net New Business and therefore net new Market share .

Audience

Avaya and Business Partner Sales Systems Engineers and Design Engineers.

Learning Objectives

Upon completion of this course you should be able to:

- Demonstrate a clear knowledge Avaya Aura Capacities and Advanced Design Features impacting solutions.
- Identify new Release features and compatibility within the Avaya Aura product portfolio.
- Design and Articulate a Unified Communication solution and it’s benefits.
- Understand the Cisco competitive solution architectures and how to compete and beat.
- Right size Designs using the appropriate products within Avaya Aura Editions portfolio.
- Design Front End solutions for 3rd party products as part of a migration strategy.
- Design Front End solutions for Avaya Legacy sites to offer increased functionality and UC capability.
- Articulate a “Defend and Grow” strategy

Prerequisite Knowledge

It is recommended that the students have the most current release of ASD installed and updated prior to class.

Avaya ENT, cont.

AVA00836H00 Avaya Communication Manager Basic Administration Workshop (\$2,495)

Synopsis

The course has been prepared for Avaya employees, business partners and customers who are responsible for software configuration of the Avaya Communication Manager. Knowledge and skills are taught at the entry level to enable administration of system features, stations, trunks [lines] and user features on a functioning Avaya Communication Manager. This course addresses releases: R5.2.x & R6.0

Audience

The course has been prepared for Avaya employees, business partners and customers who are responsible for software configuration of the Avaya Communication Manager. Knowledge and skills are taught at the entry level to enable administration of system features, stations, trunks [lines] and user features on a functioning Avaya Communication Manager. This course addresses releases: R5.2.x & R6.0

Learning Objectives

After participating in this course, participants will be able to:

- Identify Avaya configuration and solutions with Avaya Aura™
- Identify hardware components
- Describe system duplication and backup options
- Identify different types of telephones
- Describe the most important boards and media modules
- Use Avaya Site Administration to manage the following:
 - Dial Plan and Feature Access Codes
 - Analog and digital stations
 - IP stations
 - Call Park, Bridged Call Appearance and other basic features
 - Class of Service (COS) and Class of Restriction (COR)
 - Abbreviated Dialing
 - Call Forwarding
 - Call Coverage
 - Call Pickup and Hunt Groups
 - Trunk Groups
 - Routing
- Carry out basic troubleshooting
- Identify reports produced by the Communication Manager
- Interpret data from reports

Prerequisite Knowledge

The student should have a basic knowledge of:

- Data Network
- Telephony



Avaya ENT, Cont.

ATI02348IEN Avaya Aura™ Communication Manager Implementation (\$2,795)

Synopsis

This course enables participants to install and test the simplex, duplex, and survivable templates for Avaya Aura™ Communication Manager Release 6.0. Participants will administer Avaya S8800 and S8300D servers, G430/G450/G650 gateways, IP endpoints, and public line access. Implementation exercises are supported with additional maintenance and troubleshooting information and references to related courseware and documentation.

Audience

Avaya Business Partners, Customers and Avaya Employees with Installation and Implementation responsibilities.

Learning Objectives

At the conclusion of this course participants will be able to:

- Differentiate the Communication Manager role in large solution configurations when SIP endpoints are used/not used.
- Prepare to implement Avaya Aura™ Communication Manager by gathering the necessary components prior to installation.
- Install and configure System Platform on the Avaya S8800 and S8300D servers.
- Install and test the five Avaya Aura™ Communication Manager templates on the Avaya S8800 and S8300D servers.
- Configure G650/G450/G430 Gateways and Media Modules, IP endpoints and public line access.
- Provision IP telephones by installing current firmware and configuration settings files.
- Maintain Communication Manager translations by performing backup and restore activities.
- Use supplemental documentation and troubleshooting information to assist the Communication Manager implementation.

Prerequisite Knowledge

NOTE: The two courses listed below are NOT REQUIRED for this course--only recommended.

Prerequisite knowledge:

ATA00098VEN-Administering and Maintaining Avaya Aura™ System Platform

ATA00099VEN-Avaya Aura™ for Midsize Business Implementation and Configuration

AVA00836H00-Communication Manager Basic Administration



Avaya ENT, Cont.

Enterprise Sales Fast Track Courses:

APSS-UC is the entry level credential which validates the Associate or Partner to sell Avaya products in the Unified Communications space. The Avaya UC solutions includes: Communication Manager (CM), CM Branch, System Manager, Session Manager, Avaya one-X Products, CM Messaging, Modular Messaging, Message Networking, IA770, IALX, Meeting Exchange and Avaya Web Conferencing

APSS-CC is the entry level credential which validates the knowledge and skills necessary to sell Avaya products in the Contact Center space. The Avaya CC solution area includes: Avaya IQ, Avaya Call Management Systems (CMS), Avaya Interaction Center, IC/OA, Avaya Aura Contact Center, Avaya one-X Agent, NICE, Verint Avaya Proactive Contact, Avaya Workforce Optimization (WFO) and Avaya Voice Portal.

APSS-Avaya Data Solutions is the entry level credential which validates the knowledge and skills necessary to sell Avaya products in the data solutions space. The Avaya Data Solution includes the Ethernet Routing Switch, Access Control, Unified Branch, Secure Router, Identity Engines, VPN Gateway, Wireless LAN and Unified Communications Management products.

Enterprise Design Fast Track Courses:

APDS-UC credential validates the candidate has the knowledge and skills to design an appropriate, effective Unified Communications solution to meet the customer's requirements. The Avaya UC solution includes: Communication Manager (CM), CM Branch, System Manager, Session Manager, Avaya One-X Products, CM Messaging, Modular Messaging, Message Networking, IA770, IALX, meeting Exchange and Avaya Web Conferencing.

APDS-CC credential validates that the successful candidate has important knowledge and skills necessary to design an appropriate and effective Contact Center solution to meet the customer's requirements. The CC solution area includes the following products: Avaya IQ, vaya Call Management Systems (CMS), Avaya Interaction Center, IC/OA, Avaya Aura Contact Center, Avaya one-X Agent, NICE, Verint, Avaya Proactive Contact, Avaya Workforce Optimization (WFO) and Avaya Voice Portal.

APDS-Avaya Data Solutions credential validates the knowledge and skills necessary to design an appropriate and effective data solution to meet the customer's requirements. The Avaya data Solution includes the Ethernet Routing Switch, Secure Router, Identity Engines, VPN Gateway, Wireless LAN and Network Management products.



Panasonic

Panasonic KX-TDE/NCP Technical Certification Training Course (\$800)

Jenne University hosts a 4-day hands-on Panasonic Certified KX-TDE/NCP Technical Training course. This course along with programming and lab exercises will provide technicians with all the necessary skills to pass the certification test. You will be able successfully install, program, and maintain the KX-TDE and KX-NCP IP-PBX systems.

Day 1 will cover the KX-TDE and KX-NCP hardware, Maintenance Console, and System Initialization.

Day 2 will cover Analog, Digital (T1/PRI), and SIP Trunking.

Day 3 will cover Wireless CS/PS application, QSIG Networking, and the KX-TVA.

Day 4 will cover Hospitality, IP Camera, Review, and Online Certification Test.

Students will have access to the Jenne University training facility until 7:00pm to practice application programming or program for an upcoming installation. Upon completion of this course technicians will be able to make a network assessment, install and program the KX-TDE, KX-NCP, Phone Assistant and Communication Assistant.

Status Solutions

Status Solutions Technical Training Programming Course (\$600)

The targeted audiences for this program are the project managers, installation engineers/technicians and the technical support/help desk staff of the dealer company.

Purpose:

Once a sale is completed, it will be the responsibility of the implementation and the support teams to ensure to deliver what was agreed by the appropriate sales staff to meet the customer expectations of how SARA needs to function at the customer site.

Class Agenda – SUBJECT TO CHANGE

- 1) History of Status Solutions & why we are in business
 - a. What is our purpose?
 - b. Who is the instructor?
 - c. Why are we at Jenne?
- 2) Theory of the “alert server” and how we apply it to various business models
 - a. Discussion on how this technology applies to the following:
 - i. Health Care
 - ii. Education
 - iii. Government
 - iv. Other industries
- 3) Overview of our available equipment
 - a. SARA Enterprise
 - i. Why we don’t allow our SW on other hardware
 - b. SARA 100
 - i. Typical customer
 - ii. Typical Setup
 - iii. Licensing
 - c. At home with SARA
 - d. The three levels of NOC Agreements
 - i. SW updates
 - ii. Features provided with a NOC agreement
 - e. Devices
 - f. Integrations
 - i. Scope
 - ii. DLC
 - iii. Generic Serial
 - iv. Generic Label
 - v. Fire Panel
 - vi. Legacy Nurse Call
 - vii. etc...

Class Agenda – SUBJECT TO CHANGE, Cont.

- 4) Staging an installation
 - a. Server Prep
 - b. Device Prep
 - c. Customer Prep
 - d. Testing
 - e. Coming up with a good plan of attack
- 5) SW Training
 - a. Modes & Actions
 - i. We touch base on this twice (once each day)
 - b. Device Categories
 - c. Alert Devices
 - d. Process Types
 - e. Integration Types
 - i. Steps to ensure a successful integration
- 6) Troubleshooting